

**DWASA INITIATIVE ON PIPED WATER PROVISION  
FOR THE URBAN SLUM DWELLERS**

**Presented by**

**Muhammad Nurul Huda Mian  
Commercial Manager, DWASA**

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## **1. Summary Abstract**

The poor people living in the slums and the squatters are significant stakeholders in the urban society of our country. The present capacity to provide safe water and sanitation services to the poor population of Dhaka City is not up to the satisfactory level. This process was initiated by DWASA in 1992, by giving access to the piped water system to two slum communities through a NGO, known as Dushtha Shaysthya Kendra (DSK). Success of this initiative drew attention of other agencies. At present 120 poor community managed water points have been established and new scale up program is being implemented for the slum community.

DWASA is the only utility Department, which provides water and sanitation services to the urban people of Dhaka and Narayanganj. In the past a process was initiated and further developed to provide water and sanitation services to the slum dwellers, through the active participation of NGOs. The process involves collaboration between DWASA, DCC, International NGOs, Local NGOs and the slum communities. Based on nearly a decade's experience, the current process has been established as a proven model of providing slum dwellers with sustainable access to DWASA services, hygiene education, and the necessary community management capacity building. Recent experience and reports, by DWASA staff and local development partners, suggest that a large influx of slum dwellers into the Mirpur area is ongoing. Currently the population is estimated at around 530,000 people. The current initiative would lead us address the issue to focus the poorer community in these slums and squatters. A consortium has been floated comprising Water Aid Bangladesh, UNICEF and Plan International to support the DWASA initiative for facilitating legal access of the informal settlers to Watsan services. Already commitment from the consortium members has been received. and an amount of US\$20000 is allocated by UNICEF to formally kick off the process.

## **2. Background**

The poor people living in the slums and the squatters are significant stakeholders in the urban society of our country. These poor people perform essential services in both the formal and informal sectors, at minimum wages and currently live in slums in the city without having access to adequate safe water and sanitation services at fair prices. To address the issue all agencies both government and non-government need to work in close co-operation.

A recent World Bank report<sup>1</sup> cited that Bangladesh's urban population grew almost nine-fold from 2.6 million in 1961 to approximately 22 million in 1991, an annual urbanisation rate of 7.5 percent. In addition the ADB report projected Dhaka's population would reach 15 million by 2010 and over 25 million by 2025. The present capacity to provide safe water and sanitation services to the whole population of Dhaka and Narayanganj City is not up to the satisfactory level. DWASA is the only utility Department which provides water and sanitation services to the urban people of Dhaka and Narayanganj. In the past a process was initiated and further developed to provide water and sanitation services to the slum dwellers, through the active participation of NGO's. The process involves collaboration between DWASA, DCC, International NGOs, Local NGOs and the

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<sup>1</sup> Toward An Urban Strategy for Bangladesh, Infrastructure Sector Unit, South Asia Region, The World Bank 2000

slum communities. The process was initiated by DWASA in 1992, by giving access to the piped water system to two slum communities through a NGO, known as Dushtha Shasthya Kendra (DSK). Success of this initiative drew attention of other agencies and new scale up program being implemented for the slum community. International agencies like Water Aid, UNDP/ World Bank WSP, UNICEF and Plan International has assisted to scale up the program. DFID is also seriously considering to join us in this noble venture. With success of DSK other local NGOs e.g. BAWPA, ARBAN, PSTC, Phulki, RHDS joined the process as facilitating agents for beneficiary communities. In addition, the Dhaka City Corporation (DCC) began implementing a similar process through the Urban Basic Services project.

### **3. Purpose of the initiatives**

The principal purpose of the DWASA initiative with the other stakeholders is to create improved access to safe water, environmental sanitation, and hygiene promotion services, on an expanded scale and in a co-ordinated way, in the different slums of Mirpur area through organising strong Community Based Organisations (CBOs). with special emphasis on women and children's needs.

### **4. Output of the initiatives**

The DWASA process of providing safe water and safe sanitation facilities is aimed at the improvement of health status of the poor communities. which will enable them to work with good health. It will augment the capacity of DWASA to combat the extreme challenge that will be encountered by Dhaka city in the year 2025. Ultimately this will have positive effect in the poverty reduction through minimising the burden of water borne diseases and enhancing the active man-hours. The output of the initiatives can be summarised at the software and hardware level as under

#### Software

- ◆ Community Action Plan development through Participatory Approach.
- ◆ Formation of CBOs / Community Management Groups (CMGs).
- ◆ Technical, Hygiene Promotion and Community Management capacity development training for the CBOs/CMGs & community members.
- ◆ Facilitating CBOs empowerment for wider urban development process interactions.

#### Hardware

- ◆ Community Water-Points
- ◆ Community Latrines
- ◆ Community Sanitation Blocks
- ◆ Solid and Liquid Waste Management
- ◆ Storm Water Drainage.

## 5. Outcome of the initiatives

It is expected that this collaborative effort of DWASA and its development partners - DCC, IAs, local implementing NGOs and the communities will create an opportunity for the urban poor to have legal access to safe water and sanitation facilities for thousands of slum dwellers. DWASA will be able to: increase its revenue, by increasing the number of legal customers, and; reduce its system and revenue losses, by turning illegal connections into legal connections.

The process will integrate environmental sanitation and hygiene promotion interventions, along with the safe water supply and community based management approach. The integration of these components is vital to ensure sustainable access of the target populations to legal basic utility services: which will allow them to live and work with dramatically reduced incidence of disease and an increased potential to maximise the benefits of any economic opportunities. Moreover, the practice of safe environmental sanitation practice by slum dwellers, on the scale planned, will have a positive impact on the wider city environment and serve as a model for interventions across the whole of Dhaka and other cities. Under the process, the enhanced `self -help` and community management capacity of this large number of slum dwellers will have a lasting benefit for other development initiatives they may undertake.

## 6. DWASA COLLABORATION PROCESS

- ◆ The development partners (DPs) and international agencies will form a consortium.
- ◆ DP consortium will commission NGOs in a co-ordinated way, avoiding any duplication and overlapping, based on agreed upon criteria e.g. working relationship with community, familiarity with the basic features of the project design, proven expertise in the field etc.
- ◆ NGOs establish water points according to the basic features of the evolved approach so that at the end of the project period CBOs become the owner and manager of their water points.
- ◆ DP consortium will support the NGOs through pool or parallel funding mechanism as appropriate in respective situation. In case of pool funding, DP consortium will select a lead agency from amongst the members.

DWASA will serve the initiatives of the consortium and communities from the bulk supply perspective and smooth the processes for approval of community water supply connections.

## 7. Structure and role of different stakeholders

The collaborative approach would lead the stakeholders to involve in the process with the specific responsibility for attaining the health impact through water and sanitation interventions. DWASA as an autonomous agency would act as the Convenor of the implementation committee. The key features and the roles of the different stake holders may be summarised as under.

SL	Stakeholders	Key features and responsibility
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1	Community Based Organisations (CBOs)	<p>The CBOs, formed with women's leadership, shall be facilitated by the respective NGOs active in the different slums to:</p> <ul style="list-style-type: none"> <li>◆ Promote improved general hygiene practices in the community.</li> <li>◆ Operate and maintain the water systems.</li> <li>◆ Collect water fees, pay the WASA bills regularly and repay the capital costs of community water points.</li> <li>◆ Take responsibilities for Human Resource Development for managing the water systems.</li> </ul> <p>The sustainability of the system is that upon maturity of the CBOs and recovery of the capital costs, the CBOs own their services and shoulder all responsibilities to run them independently.</p>
2	Dhaka Water Supply and Sewerage Authority (DWASA)	<p>The DWASA would perform the following interventions for the support:</p> <ul style="list-style-type: none"> <li>◆ Undertake survey and feasibility of the water connection.</li> <li>◆ Provide main line extensions to the boundaries or within slum areas</li> <li>◆ Provide meter connections and bills.</li> <li>◆ Ensure quality of water</li> <li>◆ Ensure access to DWASA sanitation system.</li> <li>◆ Co-ordinate with all the stakeholders.</li> <li>◆ Undertake policy advocacy</li> </ul> <p>DWASA is the lead agency in the evolved process and in the long run it will scale up the operation in other zones of Dhaka city.</p>
3	Dhaka City Corporation (DCC)	<p>Dhaka city corporation (DCC) would perform the following intervention to provide the safe waters and sanitation to the people living in the slums and low upgraded areas of Mirpur zone.</p> <ul style="list-style-type: none"> <li>◆ Provide permission for using land for construction of water reservoirs and connection.</li> <li>◆ Undertake technical supervision during the construction phase.</li> <li>◆ Mobilises public opinion through elected Ward Commissioners.</li> </ul> <p>DCC has been playing key role in providing approval of using public land, particularly the land they own and administer.</p>
4	Local / National NGOs	<ul style="list-style-type: none"> <li>◆ Organize the communities and facilitate the formation of CBOs.</li> </ul>

SL	Stakeholders	Key features and responsibility
		<ul style="list-style-type: none"> <li>◆ Provide Hygiene Promotion and Education inputs to community groups</li> <li>◆ Enhance capacities of the communities in managing the services and promoting sound hygiene practices.</li> <li>◆ Lend initial capital cost for installation of water points and sanitation options and collects the instalment within the specified timeframe.</li> <li>◆ Assist the CBOs in approval process from DCC and DWASA.</li> <li>◆ Provide technical support for hardware installation and operation.</li> <li>◆ Provide training on management and operation of the services.</li> </ul> <p>The NGOs are vitally instrumental in facilitating the process.</p>
5	International Agencies / Development Partners	<p>The international agencies like Water Aid Bangladesh, Plan International and UNICEF have already joined the development partner consortium (DPC) to perform as the umbrella forum in order to support the implementing NGOs working in the urban slums of Dhaka. In the future more agencies may show interest and join the consortium.</p> <p>The basic role of the International Agencies is to mobilize financial support and help provide strategic direction to the entire process. Technical and Hygiene Promotion training inputs would strengthen the local NGOs for their vital facilitation role at the community level.</p> <p>The key roles of the Consortium members under the DWASA process are as under:</p> <ul style="list-style-type: none"> <li>◆ Mobilize financial support.</li> <li>◆ Strengthen capacities of stakeholders at different levels.</li> <li>◆ Provide technical and hygiene promotion support and training to local NGOs &amp; CBOs.</li> </ul>

## 8. Forward View

The initiative taken by DWASA in connection with `Water and poverty is quite encouraging. DWASA recognizes the contribution of the urban slum dwellers in the national economy. DWASA strongly feels that it would ensure basic utility services from its part to this segment of people. DWASA also should mobilize resource to carry forward this mission. It is recommended that GOB should also allocate extra

development fund to DWASA to scale up the initiative. This current DWASA process is the result of series of dialogue and meetings, which were held from March 2001, with all the concerned stakeholders: slum community members, elected Commissioners of DCC-Mirpur area, CBOs, local NGOs, international agencies, DCC and DWASA. This will create the replicable model for providing safe water, sanitation and hygiene promotion services, with community management, in urban slums on a large scale. It is expected that more Development Partners will join the consortium and promote community management for essential services, improved health and well being for slum dwellers. DWASA would continue its support to the implementing NGOs..