Facilitators’ user manual for focused group discussions in slums
Capacity Building for Swachh Bharat Mission (Urban) – Sanitation Mapping Visakhapatnam
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Project Team:

This report was prepared under the contract for Capacity Building for Swachh Bharat Mission (Urban) – Sanitation Mapping Visakhapatnam awarded to Urban Management Centre (UMC) by Water and Sanitation for the Urban Poor Advisory (WSUP-A), Greater Visakhapatnam Municipal Corporation (GVMC) is the local government partner for Sanitation Mapping Visakhapatnam. GVMC is supporting the project team for all tasks under this project. This report is Part 2 of a four part series.

Part 1: Methodology Report on Primary Data Collection
Part 2: Enumerators’ user manual for open defecation spot survey
Part 3: Enumerators’ user manual for public conveniences survey
Part 4: Facilitators’ user manual for focussed group discussions

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Sanitation Mapping – Visakhapatnam

Interviewers’ Training manual for Surveys of Open Defecation Spots in Visakhapatnam

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Prepared by

Urban Management Centre

For more details, contact:
Manvita Baradi
A 202, GCP Business Centre
Opposite Memnagar Fire Station, Navrangpura
Ahmedabad – 380009; Gujarat
T: +91 79 2640306; E: manvita@umcasia.org
Disclaimer

The scope of this training manual is to outline a methodology for primary surveys of open defecation spots and public/community toilets in Visakhapatnam and conduct focussed group discussions in slums in proximity of identified open defecation spots. Photographs used in this manual are for representation and education only. Some photographs have been borrowed from other projects, also, of Urban Management Centre (UMC).

The report refers information collected during Urban Management Centre’s (UMC) team’s site visits, secondary information provided by the staff of various departments of the Greater Visakhapatnam Municipal Corporation (GVMC) and Water and Sanitation for the Urban Poor-Advisory (WSUP-A).

During the course of the study and report preparation we were provided with both written and verbal information. We also supplemented the study with hand drawn sketches and digital drawings. Nothing has come to our attention to cause us to believe that the data or maps provided by various sources are not true or not correct. We believe this information to be authentic and therefore has not conducted an independent audit of the same. No investigations of the title of tangible, and intangible assets has been made and matters of a legal nature relating to the title of the assets have not been considered.

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### Acronyms and abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>CT</td>
<td>Community toilet</td>
</tr>
<tr>
<td>GoI</td>
<td>Government of India</td>
</tr>
<tr>
<td>GPS</td>
<td>Global positioning system</td>
</tr>
<tr>
<td>GVMC</td>
<td>Greater Visakhapatnam Municipal Corporation</td>
</tr>
<tr>
<td>IHHT</td>
<td>Individual household toilet</td>
</tr>
<tr>
<td>IT</td>
<td>Information technology</td>
</tr>
<tr>
<td>OD</td>
<td>Open defecation</td>
</tr>
<tr>
<td>PH</td>
<td>Public Health</td>
</tr>
<tr>
<td>PPP</td>
<td>Public Private Partnership</td>
</tr>
<tr>
<td>PT</td>
<td>Public toilet</td>
</tr>
<tr>
<td>SBM</td>
<td>Swachh Bharat Mission</td>
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<tr>
<td>SWM</td>
<td>Solid waste management</td>
</tr>
<tr>
<td>ULB</td>
<td>Urban local body</td>
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<tr>
<td>UMC</td>
<td>Urban Management Centre</td>
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<tr>
<td>WSUP-A</td>
<td>Water - Sanitation for Urban Poor Advisory</td>
</tr>
</tbody>
</table>
Table of contents

1. Background ........................................................................................................................................... 1
2. Introduction to Visakhapatnam .............................................................................................................. 2
3. Conducting the Survey .......................................................................................................................... 3
4. General information ............................................................................................................................... 5
   4.1. Steps to use the tablet ...................................................................................................................... 5
   4.2. Steps to access the app .................................................................................................................... 5
5. Explanation of the questionnaire ........................................................................................................... 6
6. Annexure ............................................................................................................................................... 11
   6.1. Samples of photo-documenting an OD spot .................................................................................... 11
1. Background

The Swachh Bharat Mission (SBM) of the Government of India (GoI) has provided a thrust to sanitation related infrastructure provision and service delivery in all urban local bodies (ULB) of India. Under the SBM, ULBs are expected to achieve the objectives of SBM including

- Elimination of open defecation
- Eradication of manual scavenging
- Modern and Scientific Municipal Solid Waste Management
- To effect behavioural change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity Augmentation for ULB’s
- To create an enabling environment for private sector participation in Capex (capital expenditure) and Opex (operation and maintenance)

The SBM and respective state counterpart missions provide funds to ULBs for the following activities

1. Construction of new individual household toilet (IHHT) and conversion of existing insanitary IHHTs to sanitary toilets
2. Construction of community level toilets
3. Construction of public toilets (funding through PPP)
4. Providing end-to-end solid waste management (SWM) services

In order to effectively utilise and sustain the results of improved infrastructure and service delivery, it is important for the ULBs to maintain dynamic and reliable information of infrastructure provision under the SBM and O&M thereafter. In line with this approach, Greater Visakhapatnam Municipal Corporation (GVMC) and Water-Sanitation for the Urban Poor Advisory (WSUP-A) requested Urban Management Centre (UMC) to conduct the following primary surveys

i. Open defecation spots
ii. Public and community toilets
iii. Slums around open defecation spots

This document is a training manual to ensure uniform and standard understanding of the survey questions and methodology to be adopted across all enumerators. The manual also contains instructions on the usage of mobile application ‘UMC CityCollect’.

‘UMC CityCollect’ has been developed with the purpose of improving efficiency of surveys. It is an android based application for collection of data, survey and mapping. It is as a generic app which could be used by city managers and citizens for their activities and projects. The application, also allows an administrator to create new forms, create/delete users, validate individual entry and edit/overwrite entries filled by surveyors.
2. Introduction to Visakhapatnam

Greater Visakhapatnam Municipal Corporation (GVMC) is mandated to provide sanitation and related facilities and services to its citizens. GVMC is responsible for the planning, implementation, management, and monitoring of sanitation services. The departments of Public Health and Engineering are responsible for sanitation provision (including wastewater management). Other departments, such as City Planning, Information Technology (IT) and E-Governance, Human Resource Development, Revenue and Accounts, and General Administration, play crucial supporting roles in ensuring the sanitation system functions properly (Visakhapatnam, India, Sanitation Assessment, 2015).

GVMC comprises of 6 administrative zones and 72 wards. In June 2013, 10 villages and municipalities of Bhimunipatnam (Bhimili) and Anakapalle were merged with GVMC. Bhimili and Anakapalle are now administratively Zone VII and VIII of GVMC. Sanitation activities of the merged municipalities are being integrated with GVMC’s. As of April 15, 2016, GVMC has shared data of OD spots and public conveniences of 72 wards only. Data of Zones VII and VIII are yet to be compiled for this sanitation mapping.
3. Conducting the Survey

This survey is at the heart of the strategy to identify the issues for open defecation in the city of Visakhapatnam and further will help devise strategies for making Vizag an OD-free city. Each interview conducted is a source of new information and hence should not be taken as a mechanical process.

The following guidelines will help you build rapport with a respondent and conduct a successful interview.

a. Before you start the survey, ensure that the tablet has adequate battery to last through the survey.

b. Make a list of OD spots with inputs from sanitary inspectors of respective wards. Locate the OD spot, with help from sanitary inspectors of respective wards. Once the spot is located, observe the environs, whether the site is close to a slum or slum like settlement etc.

c. Identify eligible respondents who would be able to provide you more information on the OD spot. Eligible respondents for this survey would be either community from neighbouring settlements who defecate in the spot or a vendor/hawker who vends adjacent to the site or other residents from adjacent areas who would be aware of the OD practice at the specific site, or the street sweepers (safai kamdar/PH workers) who have been designated to clean the specific beat under which the OD spot falls under.

d. As an interviewer, your first responsibility is to establish a good rapport with the respondent. At the beginning of the interview, you and the respondent are strangers to each other. Introduce yourself and the purpose of the survey. If required, show them your identification card.

e. If the respondent is hesitant about responding to the interview or asks what the data will be used for, explain that the information you collect will remain confidential, no individual names will be used for any purpose, and all information will be collated to write a report.

f. You could further probe by asking a few neutral questions if you feel that the respondent is providing ambiguous answers. You could ask
   - “Can you explain a little more?”
   - “Could you please tell me again?”
   - “There is no hurry. Take a moment to think about it.”

h. Handling hesitant respondents: answering questions about open defecation for a respondent could be difficult. If the respondent seems shy or hesitant to respond, spend some time talking about things unrelated to the interview. For instance, you could talk to them about their native village, their occupation, IPL match etc. If the respondent is giving irrelevant or elaborate answers, do not stop them abruptly or rudely, but listen to what they have to say. Then try to steer them gently back to the original question.

i. If the respondent is reluctant or unwilling to answer a question, explain once again that a similar survey is happening across all wards of Visakhapatnam and that their Explanation will greatly benefit the GVMC to design a strategy for becoming a city which is free from open defecation and which will in time improve health of the city. If the respondent is still reluctant, write REFUSED next to the question.

j. Do not raise expectations: You must not raise any false expectations of respondents that are beyond the scope of the survey. For instance, slum dwellers might ask for improvements in services, provision of individual household toilets,
improve community toilets etc., you should inform them that while this survey will help provide specific answers to GVMC, the appropriate officials from GVMC will take actions.

k. **Language of the Interview**: once the eligible respondent is identified, evaluate whether the interview would be conducted in Telugu/Hindi/English.

l. **Supplies and documents needed for fieldwork**: Before starting fieldwork each morning, confirm that:
   - The tablet is fully charged and carry the charger and battery pack
   - Assignment sheet is available in the list of projects assigned to you
   - Survey manual is available for ready reference
   - You have your ID card
4. General information

4.1. Steps to use the tablet

The device that has been provided for surveys would need to have latest version of the application ‘CityCollect’. Also, check that the device has adequate battery power to sustain the survey through the day. Following steps must be taken to improve performance of the device on field:

1. Do not use this device for purposes other than survey;
2. Do not install any other application than ‘CityCollect’;
3. Power off the device if not in use for prolonged periods in the day;
4. Turn off Bluetooth and Wi-Fi when not in use;
5. Turn off GPS location service, whenever not on field;
6. Also turn off synchronisation to save power;
7. Do not leave apps running in the background;
8. Use power saver mode on the device, and turn off ‘vibrate alert’

4.2. Steps to access the app

Ask administrator to install latest version of the application. You would also need a user-id and a password to access the application. These credentials must be used to log into the application and access the projects assigned for surveys.

Launch the application on the device and log in. Select the project assigned for survey and begin recording the data.

![Figure 1 Interface of UMC CityCollect android application](image_url)
5. Explanation of the questionnaire

<table>
<thead>
<tr>
<th>Serial</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>1. Unique ID: ............................................</td>
<td></td>
</tr>
<tr>
<td>2. Ward Number: ...........................................</td>
<td></td>
</tr>
<tr>
<td>3. Location:</td>
<td></td>
</tr>
<tr>
<td>☐ Along Railway Track</td>
<td>☐ Along Water Body</td>
</tr>
<tr>
<td>☐ Along Streets/ Roads</td>
<td>☐ Along footpath</td>
</tr>
<tr>
<td>☐ Within the premises of Public toilet/CT</td>
<td>☐ Near Open Drain</td>
</tr>
<tr>
<td>☐ On Vacant Plot</td>
<td>☐ Along a garden or public place</td>
</tr>
<tr>
<td>☐ Along the beach or port area</td>
<td>☐ Others ......................................................</td>
</tr>
<tr>
<td>4. Address: ................................................................</td>
<td></td>
</tr>
</tbody>
</table>

**Explanation:**

**Unique id: OD 001 01**
This code consists of three pieces of information:
1. ‘OD’ signifies an open defecation spot;
2. ‘001’ signifies the ward number where open defecation is observed;
3. Last set of digits ‘01’ signifies the sequence of OD spots in the ward.

**Ward number:** Note the ward number in which the survey is being conducted.

**Locations:** This record is based on visual observation of the surveyor, to find out the proximity of the spot to given options of locations (check multiple options if applicable).
<table>
<thead>
<tr>
<th>Serial</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
|        | **5. Respondent’s name:**
|        | .............................................................................................................. |
|        | **6. Relationship of Respondent with OD spot (multiple choice)**
|        | ☐ User ☐ Hawker/Vendor ☐ Nearby resident |
|        | ☐ Sanitation worker/cleaner ☐ Operator of the PT/CT nearby ☐ Others (specify) |
|        | .............................................................................................................. |

**Explanation:**

To get more details on the OD spot, surveyor should speak to people around. The respondent could be:

- **A user:** someone who defecates in the spot
- **Hawker/vendor:** who vends near the spot
- **Sanitation worker/cleaner:** who has been designated the particular beat for street sweeping
- **Operator:** of the public toilet or community toilet around the spot would also be aware if people defecate near the facility
- **Others:** if the respondent does not fall into any of these categories, then select others and also specify

Check multiple options if applicable.
Interviewers’ Training manual for Surveys of Open Defecation Spots in Visakhapatnam

Serial Questions 3

Explanation:

**Question 7**: If the OD spot is in use, then –

**Question 8**: Ask the respondent that since how much time has this spot been in use as an OD spot? It is important to ask this question to relate it to the age of the settlement, and ascertain the reasons for defecating in the open or changes thereof.

**Question 9**: Ask the respondent – the reasons why people defecate in the open? Surveyor should only ask the question and not prompt or read the answers (check multiple options if applicable).

**Question 10**: Ask the respondent – who is the predominant user of this OD site? This is a multiple choice question, so select all the options that have been mentioned by the respondent (check multiple options if applicable).
<table>
<thead>
<tr>
<th>Serial</th>
<th>Questions</th>
</tr>
</thead>
</table>
| 4      | 11. Estimated number of users (approx. daily): ..............................................
|        | 12. List of colonies/ pockets, slums/ lanes from where users come: 
|        | .............................................................................................................
|        | .............................................................................................................
|        | 13. Predominant gender of users: 
|        | □ Male □ Female □ Equally by both
|        | 14. Do children (below 5 yrs of age) use this OD spot? 
|        | □ Yes □ No |

**Explanation:**

**Question 11:** requires an estimate of the number of users of the OD spot. The respondent may provide with an estimate based on their observation or knowledge of users.

**Question 12:** requires the respondent to report the names of settlements to which the users of the OD spot belong. Ask probing questions to get specific names of slums/settlements/colonies.

**Questions 13 and 14:** are also based on observation of the respondent.

| 5      | 15. How often is the spot cleaned: 
|        | □ Daily □ 2-3 times a week □ Once in a week □ Twice in month
|        | □ Once in month □ Irregular cleaning □ Not cleaned at all
|        | 16. Methods of cleaning the spot: 
|        | □ Manually □ Nuisance tanker (Jetting)
|        | □ Spreading of Bleaching powder or lime powder □ Fogging
|        | □ No cleaned at all □ Others .................................
|        | 17. Employer of the Cleaner: 
|        | □ GVMC employee □ Private Contractor
|        | □ Cleaned by port trust □ Community (Residents/Shops/Vendors)
|        | □ Others: ...........................................................................
Explaination:
These questions are meant to find information regarding the cleaning of the OD spot. Maintaining cleanliness in the city and eliminating all the sources of nuisance is a responsibility of ULBs. Hence, the ULBs must undertake cleaning of OD spots and eventually construct facilities adequate for users of the OD spot, to prevent further OD. Further, the ‘Prohibition of employment as manual scavenger and their rehabilitation act, 2013’ requires ULBs to adopt means to manage human excreta in such a way that there are no instances of handling it manually.

Question 15: To find answer to this question ask people around the OD spot about their observation of cleaning activities. Respondent maybe: a user, hawker/vendor, sanitation worker, nearby resident, caretaker/attendant at a nearby PT/CT, or others. Find out from the user without telling them the options available for responses.

Question 16: Similar to the procedure adopted above, ask the respondent about the method the ULB deploys in cleaning the OD spot. Find out if the sanitation workers clean manually, or with a nuisance tanker, followed by spreading bleaching powder, or fogging the site, or whether it is not cleaned at all (check multiple options if applicable).

Question 17: Also find out who cleans the OD spot, whether a sanitation worker of the ULB, or an agency appointed by the ULB/port trust, or the community cleans the OD spot by itself. If there is any other way the OD spot is cleaned, then write the details of that method.

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1 Nuisance tanker: It is a water jetting machine mounted on a vehicle, with a water tank; for the purpose of cleaning public conveniences or nuisance spots (OD spots, sewage overflows, etc.).
6. Annexure

6.1. Samples of photo-documenting an OD spot

<table>
<thead>
<tr>
<th>Type</th>
<th>Photographs</th>
</tr>
</thead>
<tbody>
<tr>
<td>People using the spot</td>
<td></td>
</tr>
</tbody>
</table>

![Image of people using the spot]
<table>
<thead>
<tr>
<th>Type</th>
<th>Photographs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faeces lying in the open which may pose exposure to diseases</td>
<td><img src="image1.png" alt="Image of faeces lying in the open" /></td>
</tr>
<tr>
<td></td>
<td><img src="image2.png" alt="Image of an alleyway" /></td>
</tr>
</tbody>
</table>

Interviewers' Training manual for Surveys of Open Defecation Spots in Visakhapatnam
<table>
<thead>
<tr>
<th>Type</th>
<th>Photographs</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD spot treated with Bleaching powder</td>
<td>![Image]</td>
</tr>
<tr>
<td>Faeces being cleaned with a manure lifting machine</td>
<td>![Image]</td>
</tr>
</tbody>
</table>