

**An Exploratory Study of Slum Development Projects in Dhaka City:
A Case Study of UBSDP and WATSAN**

**A Dissertation
By**

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ABSTRACT

Bangladesh has one of the highest rates of growth of urban population at over 6 percent per annum over the last three decades compared to the national population growth rate of about 1.67 percent (Fourth decennial population census, 2001, Statistical Yearbook of Bangladesh, 2004). The number of the urban poor has also increased from 7 million in 1985 to 11.9 million in 2005 (CUS Slum Report, 2005). According to the third decennial population census, 1991 the percentage of urban population was 20.2 while that of rural 79.8. A major reason behind it is the concentration of economic, social, political and administrative organs of a nation or region in the cities have made it a magnet for rich as well as poor households. This has created certain adverse effects such as mass poverty, proliferation of slums and squatters, inadequate supply of urban facilities such as water, electricity, garbage disposal, sanitation, sewerage, and fuel for cooking as well as degradation of social and physical environment. These harsh conditions are faced mainly by the urban poor (compared to their counterparts in the rural areas). This is more so for the capital city Dhaka where 70 percent people live below the poverty line. They are the most deprived sector with respect to obtaining basic urban facilities. According to a census in late 1990s, only 26 percent of the urban population was served by piped water and only 11 percent had access to adequate excreta disposal facilities. The environmental conditions, especially water pollution problems arising from inadequate treatment of sewage, poor drainage and inappropriate disposal of solid waste, are often appalling and worse than in rural areas (Islam, N. et al., 1997).

Several attempts in the form of programs or projects have been taken for the overall development of the poor of the Dhaka city slums. A few such projects are the Slum Improvement Project (SIP) launched in 1995, the Urban Basic Service Delivery Project (UBSDP) in 1997 and The Water and Sanitation Rehabilitation Programs (WATSAN) in 2005. Studies on urban development projects and programs are considerably small in number unlike in the case of rural development. Some analysis is done on the basis on Household Expenditure Surveys (HES) but it is not widely used since definitions often vary from time to time restricting its usefulness. There is however a great need to explore the true impacts of the urban development project at the recipient level. In Bangladesh the need for adopting policies responsive to the need of urban poverty alleviation are now felt by the government as well as the planners and the professionals from outside the government. This widely felt need has prompted the undertaking of this dissertation. By looking into all the above issues and by taking the sector of the urban populace that resides in the urban slums of Dhaka city this dissertation attempts to find out how fruitful the projects are in fulfilling their activities with respect to their specific objectives to understand how they work for these poor people. The key findings were that

the situations before the slum development projects interventions under study much differed from the situations after the slum development projects interventions, particularly in the areas of their activities as part of the process of fulfilling their objectives. These changes, in most cases were found positive and advantageous in improving the standard of living of the beneficiaries. This reveals that the urban slums' development projects or programs may become essential or become a prerequisite for creating a self sustained nation that conforms to the Millennium Development Goals.

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TABLE OF CONTENTS:

<i>Abstract</i>	<i>i</i>
<i>Acknowledgement</i>	<i>iii</i>
<i>Table of Contents</i>	<i>v</i>
<i>List of Figures</i>	<i>x</i>
<i>List of Appendices</i>	<i>xii</i>
<i>List of Tables</i>	<i>xiv</i>
<i>List of Photographic Illustrations (Source: Field Survey, 2005-6)</i>	<i>xv</i>
<i>List of Photographic Illustrations (Source: Internet Sites)</i>	<i>xvii</i>
<i>Acronyms and Abbreviations</i>	<i>xviii</i>

CHAPTER 1

INTRODUCTION:

1.1	Statement of the Problem	1
1.2	Aims and Objectives of the Study	4
1.3	Rationale of Dissertation	5
1.4	Limitations of the Dissertation	8
1.5	Organization of the Dissertation	9

CHAPTER 02

THEORETICAL PERSPECTIVES and LITERATURE REVIEW:

2.1	Introduction	10
2.2	Some General Concepts about Slums and Their Upgradations Projects and Experiences from Other Third World Countries:	
2.2.1	Some recognized slum development projects in Bangladesh	10
2.2.2	Concept and definitions of slums	11
2.2.3	The concept of slum upgrading	13
2.2.4	Characteristics of a good project	14
2.2.5	City Development Strategy (World Bank)	15
2.2.6	The comprehensive development framework (World Bank)	16

2.2.7	Things needed to make upgrading work	16
2.2.8	The demand for slum upgrading	16
2.2.9	The benefits of upgrading	17
2.2.10	The role of the rural linkages	18
2.2.11	The issue of tearing down slums and building new	19
2.2.12	The ineffectiveness of slum relocation	19
2.2.13	The importance of upgrading as compared to investing in economic development	20
2.2.14	The issue of improving the houses	20
2.2.15	Preventive measures to forestall the growth of future slums	20
2.2.16	The issue of involvement of high cost	21
2.2.17	The issue of costs sustainability	21
2.2.18	The importance of community involvement	22
2.2.19	Actions needed to be taken to complement upgrading other than development projects	23
2.2.20	Other targeted activities	24
2.2.21	The issue of others being encouraged to move to the cities if squatters are given tenure	25
2.2.22	The justification for giving the slum dwellers the tenure on valuable land in a city	26
2.2.23	The issue whether in the process of slums upgradation on private land, the public money is only being used to make the rich slumlords richer or not	27
2.2.24	The question if the slum dwellers use their own resources to improve their living conditions and whether public money need to be used or not	27
2.2.25	The value, to the citizens who do not live in slums, when upgrading slums rather than demolishing them:	28

CHAPTER 3

METHODOLOGY:

3.1	Collection of Information	29
3.2	Site Selection	29
3.2.1	Reconnaissance Survey	30
3.2.2	Questionnaire Survey	30
3.2.3	Community Survey (Of Children and the Elderly)	31

3.3	Literature Review	31
3.4	Data Processing, Analysis and Representation	31

CHAPTER 04

DESCRIPTION of the STUDY AREAS of the 'UBSDP' and 'WATSAN' PROJECTS:

4.1	Introduction	34
4.2	Location of Sites	34
4.3	Physical and Environmental Conditions of Sites	38
4.4	Socio-Economic Conditions of the Slum Dwellers	45
4.5	Infrastructural Facilities of the Slum	48

CHAPTER 05

BRIEF DESCRIPTION of the TWO CASE STUDIES 'UBSDP' and 'WATSAN' PROJECTS:

5.1	Brief Description of UBSDP Project:	51
5.1.1	Background and Project Concept	51
5.1.2	The Origin	51
5.1.3	Project Goal	52
5.1.4	Specific Objectives of the Project	54
5.1.5	Project Duration	54
5.1.6	Target Population	54
5.1.7	Main Stakeholders	55
5.1.8	Geographical Coverage of the Project	55
5.1.9	Methods of Implementation and Organizational Structure	55
5.1.10	Major Activities of the Project	58
5.1.11	Major Outputs of the Project	58
5.1.12	Project Cost	58
5.2	Brief Description of WATSAN Project:	60
5.2.1	Background of the Project	60
5.2.2	Project Goals and Objectives	61

5.2.3	Project Information	62
5.2.4	Project Implementation Strategy	63
5.2.5	Major Activities of the Project	66
5.2.6	Software Interventions	69
5.2.7	Hardware Interventions	70

CHAPTER 06

DATA ANALYSIS with RESPECT to FULFILLMENT of OBJECTIVES of the TWO PROJECTS of the STUDY AREA

6.1	Collection of Data from both projects presented through graphical presentations and Charts	72
6.2	Analysis of Collected Data for UBSDP Project	89
6.3	Data Analysis with Respect to Fulfillment of Objectives of the UBSDP Project	97
6.4	Analysis of Collected Data for the WATSAN Project.	99
6.5	Data Analysis with Respect to Fulfillment of Objectives of the WATSAN Project	105
6.6	TABLE 6.4: Comparison Between the Two Projects WATSAN and UBSDP	117

CHAPTER 07

SUMMARY FINDINGS

7.1	Scenario before and after projects' interventions	
7.1.1	Situation before the slum development projects interventions	118
7.1.2	Situation after the slum development projects interventions	120
7.2	Recommendations	123
7.2.1	Government should encourage the informal sectors to fund these projects together so that they may have fruitful results	124
7.2.2	There is an immediate need to adopt policy measures for alleviating the precarious health situation of the urban slum dwellers	125
7.2.3	Proper motivation and willingness are necessary to improve	

different slum development programs (i.e.) Education Programs	125
7.2.4 Basic infrastructure and utility services has an additional positive effect to the slum development programs	126
7.2.5 A well defined urban government strategy is required	126
7.2.6 Slum eviction needs to stop	127
7.2.7 Development partners and the civil society need to work hand in hand to support government in these slum development projects	127
7.2.8 A need to recognize the economic and the social importance of the urban poor	128
7.2.9 Community level groups should be involved to plan and manage services	128
7.2.10 Access to and times for services should be planned with care	128
7.2.11 Duplication of services should be avoided	129
7.2.12 Attempts are required to raise hygiene and health awareness to create a safe environment	129
7.2.13 Proper place allocation required for different sessions under development projects	129
7.2.14 Preparedness to face any kind of disaster	132
7.2.15 Efficiency through training is required	132
7.2.16 Sharing of financial responsibility is required	132
7.2.17 UDC may include more activities as per demand of the Stakeholders	133
7.2.18 Attention in some other areas is also not negligible	133
7.2.19 Broadly speaking, slums' development projects are beneficial	134
<i>References</i>	134
<i>Appendices</i>	138

List of Figures

Figure 1	<i>Diagram showing the steps followed in the completion of the dissertation</i>	32
Figure 2	<i>Locational view of Korail and Bauniabadh slum</i>	35
Figure 3	<i>Locational bird's eye view of Korail slum</i>	36
Figure 4	<i>Locational bird's eye view of Bauniabadh slum</i>	37
Figure 5	<i>UBSDP project location map</i>	53
Figure 6a	<i>UBSDP / SBSUAP project administrative structure</i>	56
Figure 6b	<i>UDC administrative structure</i>	56
Figure 7	<i>Age composition in the two study areas of Korail and Bauniabadh</i>	72
Figure 8	<i>Graphical presentation of comparison of marital status between the study areas of Korail and Bauniabadh</i>	73
Figure 9	<i>Graphical presentation of education levels in the two study areas of Korail and Bauniabadh</i>	73
Figure 10	<i>Graphical presentation economic activities or occupation in the two study areas of Korail and Bauniabadh</i>	74
Figure 11	<i>Comparison of types of living between the study areas of Korail and Bauniabadh</i>	75
Figure 12	<i>Comparison of structural pattern between the study areas of Korail and Bauniabadh</i>	77
Figure 13	<i>Comparison of household ownership pattern in both of the project area</i>	78
Figure 14	<i>Comparison between existences of drain in the project area</i> <i>Source: Field survey, 2006</i>	78
Figure 15	<i>Comparison of toilet pattern between the study areas of Korail and Bauniabadh</i>	79
Figure 16	<i>Types of toilet in both WATSAN and UBSDP project areas</i>	80
Figure 17	<i>Toilet ownership pattern both in the study areas of Korail and Bauniabadh</i>	81
Figure 18	<i>Comparison between conditions of toilet in the two project areas</i>	82
Figure 19	<i>Comparison between waste management authorities in the project areas</i>	83
Figure 20	<i>Comparison between waste disposal systems in the project areas of Korail and UBSDP</i>	83
Figure 21	<i>Comparison of frequency of waste collection in both study areas</i>	84
Figure 22	<i>Comparison of sources of water in the project areas of Korail and Bauniabadh</i>	84

Figure 23	<i>Comparison of quality of water between the study areas of Korail and Bauniabadh</i>	85
Figure 24	<i>Comparison of problems related to water between the study areas of Korail and Bauniabadh</i>	85
Figure 25	<i>Comparison of health facilities between the study areas of Korail and Bauniabadh</i>	86
Figure 26	<i>Comparison of problems of locality between the study areas of Korail and Bauniabadh</i>	86
Figure 27	<i>Period of time (in years), the slum dwellers have stayed in Bauniabadh Tin Shed Bastee</i>	109
Figure 28	<i>Period of time (in years), the slum dwellers have stayed in the UBSDP run UDC schools</i>	109
Figure 29	<i>the interest of the students about the UBSDP run UDC school in Bauniabadh Tin Shed Bastee</i>	110
Figure 30	<i>Regularity of the student' attendances in the UBSDP run UDC schools</i>	111
Figure 31	<i>Opinions of the students about the teachers of the UBSDP schools in Bauniabadh Tin Shed Bastee</i>	111
Figure 32	<i>Levels of awareness of the students of the UBSDP schools in Bauniabadh Bauniabadh Tin Shed Bastee</i>	112
Figure 33	<i>Reasons for the students of the UBSDP schools in Bauniabadh Tin Shed Bastee to attend school</i>	112
Figure 34	<i>Ideas provided to make UBSDP schools in Bauniabadh more attractive</i>	113

List of Appendices

Appendix No 1	<i>General conditions of the study areas of Bauniabadh</i>	138
Appendix No 2	<i>General conditions of the study areas of Korail</i>	142
Appendix No 3	<i>List of slums under WATSAN project</i>	146
Appendix No 4	<i>A few examples of urban development projects or programs</i>	151
Appendix No 5(A)	<i>Questionnaire based on opinions of the stakeholders of the UBSDP project</i>	152
Appendix No 5(B)	<i>Questionnaire based on opinions of the stakeholders of the WATSAN project</i>	161
Appendix No 6	<i>Support for the basic services in the urban areas project (SBSUAP)</i>	165
Appendix No 7	<i>Respondent's profile, WATSAN project, Korail</i>	168
Appendix No 8	<i>Access to infrastructural facilities and utility services, WATSAN project</i>	169
Appendix No 9	<i>Respondent's profile, UBSDP project, Bauniabadh</i>	171
Appendix No 10	<i>Access to infrastructural facilities and utility services, UBSDP project</i>	172
Appendix No 11	<i>List of the development partners with CUP for the WATSAN project</i>	173
Appendix No 12A	<i>A scanned diagram showing a typical tube-well, WATSAN project</i>	174
Appendix No 12B	<i>A scanned diagram showing a typical pit latrine, WATSAN project</i>	175
Appendix No 12C	<i>A scanned diagram showing a typical UDC form</i>	176
Appendix No 12D	<i>A scanned diagram showing a typical UDC visit checklist summary sheet</i>	177
Appendix No 12E	<i>A scanned diagram showing a typical UDC visit checklist</i>	178
Appendix No 12F	<i>A scanned diagram showing progress of typical UDC activities</i>	179
Appendix No 13	<i>Some experiences from the project site of Korail</i>	180
Appendix No 14	<i>Tables showing performances of UBSDP activities</i>	
	<i>A. Status of primary education provided by UBSDP</i>	182
	<i>B. Distribution of water supply and sanitation related variables by UBSDP</i>	183
	<i>C. PHC related variables by UBSDP</i>	184
	<i>D. Beneficiary evaluation of UBSDP service</i>	185
Appendix No 15	<i>Tables showing Activities Achievement from June 2005 to March 2006 (Software Component and Hardware Component)</i>	187
Appendix No 16	<i>Tables showing Activities Achievement from June 2005 to March 2006 (Major HW Structure)</i>	188

Appendix No 17	<i>Tables showing Part Results of Responses, of Questionnaire Survey for UBSDP Project on Their Services</i>	189
Appendix No 18	<i>Part Results of Responses, of Questionnaire Survey for UBSDP Project on Their Services</i>	190
Appendix No 19	<i>Opinions of Students of UDC under UBSDP Project</i>	191
Appendix No 20	<i>Conception of Elderly/Leader Type People on UBSDP Project, Bauniabadh</i>	193
Appendix No 21	<i>Conception of Elderly/Leader Type People on UBSDP Project, Bauniabadh (Original in Bengali)</i>	195
Appendix No 22	<i>Opinions of other voluntary organizations/NGOs in the locality (in Bengali)</i>	196
Appendix No 23	<i>Opinions of Respondents under WATSAN Project on its services</i>	197
Appendix No 24	<i>Opinions of Respondents under UBSDP Project on its services</i>	199
Appendix No 25A	<i>Pictures of project area of Tin Shed Bastee under UBSDP project</i>	203
Appendix No 25B	<i>Pictures of project area of Beltola Bastee under WATSAN project</i>	213

List of Tables

Table 1.1	<i>Trend of Urban Sector 's Contribution to GDP Since 1972-73</i>	52
Table 1.2	<i>Some goals, actions and agendas involving development programs</i>	54
Table 5.1	<i>The major items of investment cost for the UBSDP project</i>	59
Table 5.2	<i>Project intervention areas under the WATSAN project</i>	63
Table 5.3	<i>Location of small scale piped water system</i>	71
Table 5.4	<i>Location of sanitation complex</i>	71
Table 6.1	<i>Sex status of respondents in the study areas of Korail and Bauniabadh</i>	72
Table 6.2	<i>Monthly income of the respondent in the study areas</i>	74
Table 6.3	<i>Number of People Sharing Same Toilet with the Respondent in the study areas</i>	82
Table 6.4	<i>A comparison between the WATSAN and the UBSDP projects</i>	115
Table 7.1	<i>Final monitoring survey findings (WATSAN)</i>	123

List of Photographic Illustrations
(Source: Field Survey, 2005-6)

Pic-1	Activities under different slum development programs in Dhaka City	11
Pic-(2 – 3)	Day to day activity in Bauniabadh Tin-Shade Baste (Colony)	38
Pic-4	Interior of a single room Household in Bauniabadh Tin-Shade Baste	39
Pic-5	Interior of a single room Household in Korail Beltola Baste	40
Pic-6	Brick built house in Bauniabadh Tin Shed Colony	40
Pic-7	Disposed off garbage on the side of water body in Bauniabadh Tin-Shade Baste	41
Pic-8	Hard maintenance of environment owing to dense population in Korail Beltola Baste	42
Pic-9	A breeding ground for degraded environment	42
Pic-10	Wastewater going to lake in Korail which is often used by children	43
Pic-11	People living side by side with unhealthy environment	44
Pic-12	Open drains poses health risks in case of Bauniabadh due to air and water borne diseases	44
Pic-13	NGO run slum school in Korail slum under certain project	45
Pic-14	Paper flower seller in Bauniabadh Baste	46
Pic-15	Daily laborer in Bauniabadh Baste	46
Pic-16	Residents engaged in informal activities mostly	47
Pic-17	A resident engaged in gold business	47
Pic-18	Market centre within Korail Baste	48
Pic-19	A source of water for daily use in Korail Beltola Baste	49
Pic-20	Waste collection in Korail Beltola Baste	49
Pic-21	Picture shows a typical drain in Bauniabadh Tin-shade Baste	50
Pic-22	Picture shows presence of a wide typical drain in the project areas of Bauniabadh Baste	75
Pic-23	Semi pucca structures in the project area of Bauniabadh	76
Pic-24	Pucca two storey brick building in the project area of Bauniabadh (in the background)	76
Pic-25	Two storey finished structure in the project area of Bauniabadh	77
Pic-26	Picture Showing paved walkway in the project area of Bauniabadh	79
Pic-27	A Pit type toilet used in Korail Beltola slum	90
Pic-28	WATSAN provided community toilets used in Korail Baste	81
Pic-29	Picture shows how houses are built right next to open drains in project area of Bauniabadh	87
Pic-30	Picture shows high population density rates as compared to available open space for circulation in Tin-Shade Baste	87
Pic-31	Dumped wastes has the potentials to cause health hazards in Bauniabadh	88
Pic-32	Picture shows narrow passageways for house to house accessibility in Bauniabadh Tin-Shade Baste	88
Pic-33	Disposed off wastes near water body in Bauniabadh Tin-Shade Baste	89
Pic-34	Dwellers are dependent on 'Khari' as gas services are unavailable	89
Pic-35	People are unaware of the health risks related to random waste disposal in Bauniabadh	110
Pic-36	Comparatively broad road present inside Bauniabadh	203
Pic-37	Farming in household yards	203
Pic-38	Open space outside Bauniabadh slum	204
Pic-39	NGO run income-generating activity (karchupi needle work on sarees)	204
Pic-(40-41)	Settlement along main road of Bauniabadh tin-shade colony	204-5
Pic-42	Children in UDC centre	205
Pic-43	Existence of other NGO activities	206
Pic-44	Field near Bauniabadh Baste	206
Pic-45	Other association in Bauniabadh	206
Pic-46	Semi-pucca structures in the slum	207
Pic-(47-48)	Semi pucca and pucca structures are typical of Bauniabadh Tin-shade Baste	207
Pic-49	Well off residents of the slum	208
Pic-50	Pucca structure built leaving narrow and inadequate passageways	208
Pic-51	Pucca and semi pucca structures built in the slum	208
Pic-52	Water body in Bauniabadh slum	209
Pic-53	More construction going within slum	209

Pic-54	<i>Inside an UDC (Caretaker and guard seen on the right)</i>	209
Pic-55	<i>Karchupi needle work carried on by children of different ages</i>	210
Pic-(56-57)	<i>Paper flower wreaths and garlands sewn by children in the study area</i>	210
Pic-58	<i>Children of the slum</i>	210
Pic-59	<i>Charts used in UDC centers</i>	211
Pic-(60-61)	<i>Typical structures of Bauniabadh</i>	211
Pic-62	<i>UDC centers used for UBSDP project in the past is now used for SBSUAP project</i>	212
Pic-63	<i>Teaching materials for UDC schools</i>	212
Pic-64	<i>Conversation with the UDC woman health worker</i>	212
Pic-65	<i>Community toilet constructed under WATSAN project Korail</i>	213
Pic-66	<i>Garments worker on her way back home in Korail</i>	213
Pic-(67 -68)	<i>A stationary shop owner and his family</i>	214
Pic-69	<i>Slimy unhealthy walkways for dweller's day to day movement</i>	214
Pic-70	<i>Common cooking place in a household used by five families</i>	215
Pic-71	<i>Market place in Korail slum</i>	215
Pic-72	<i>School van to collect school children from Korail to nearby school</i>	215
Pic-(73-74)	<i>Vegetable farming near lake by dwellers in Korail</i>	216

List of Photographic Illustrations
(Source: Internet Sites)

<i>Pic (Web)-1</i>	<i>San Salvador, El Salvador. Streets and drainage are a part of a basic package.</i>	<i>14</i>
<i>Pic (Web)-2</i>	<i>New Delhi, India. Education an important part of upgrading.</i>	<i>14</i>
<i>Pic (Web)-3A</i>	<i>New Delhi, India. Informal sector growth dominates the city</i>	<i>17</i>
<i>Pic (Web)-3B</i>	<i>Cairo, Egypt. Whose city is it?</i>	<i>17</i>
<i>Pic (Web)-4</i>	<i>Lima, Peru. The future will benefit most.</i>	<i>18</i>
<i>Pic (Web)-5</i>	<i>San Crieouvo, Brazil. A successful project.</i>	<i>19</i>
<i>Pic (Web)-6</i>	<i>New Delhi, India. Strong social ties are in the settlements.</i>	<i>20</i>
<i>Pic (Web)-7</i>	<i>Phnom Penh, Cambodia. Community workshop.</i>	<i>22</i>
<i>Pic (Web)-8</i>	<i>Phnom Penh, Cambodia. Community meeting.</i>	<i>23</i>
<i>Pic (Web)-9</i>	<i>Phnom Penh, Cambodia. Rooftop squatters in city center.</i>	<i>23</i>
<i>Pic (Web)-10</i>	<i>ChiangMai, Thailand. Peri-urban housing.</i>	<i>23</i>
<i>Pic (Web)-11</i>	<i>Voi, Kenya. Peripheral village.</i>	<i>24</i>
<i>Pic (Web)-12</i>	<i>Cairo, Egypt. Squatters in the 'City of the Dead' of central Cairo.</i>	<i>24</i>
<i>Pic (Web)-13</i>	<i>New Delhi, India. Child care can be an important benefit for working parents.</i>	<i>25</i>
<i>Pic (Web)-14</i>	<i>Lima, Peru. Squatters are driven by job opportunities.</i>	<i>25</i>
<i>Pic (Web)-15</i>	<i>ChaingMai, Thailand. A new arrival for a better life.</i>	<i>25</i>
<i>Pic (Web)-16</i>	<i>San Paulo, Brazil. Who is encroaching?</i>	<i>26</i>
<i>Pic (Web)-17</i>	<i>New Delhi, India. Which has the higher density?</i>	<i>27</i>
<i>Pic (Web)-18</i>	<i>Bogota, Colombia. A confident investment.</i>	<i>28</i>
<i>Pic (Web)-19</i>	<i>Phnom Penh, Cambodia. Anticipation of the future.</i>	<i>28</i>
<i>Pic (Web)-19</i>	<i>Picture shows the fire disaster in Korail</i>	<i>50</i>

<i>Acronyms and Abbreviations</i>
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ADB	Asian Development Bank
ARI	Acute Respiratory Infection
BURT	Bangladesh Urban Round Table
BOSC	<i>Basteebashi Odhikar Shomonnay Committee</i>
BUET	Bangladesh University of Engineering and Technology
BRAC	Bangladesh Rural Advancement Committee
CBOs	Community Based Organizations
CCC	Central Coordination Committee
CUP	Coalition for Urban Poor
CUS	Centre for Urban Studies
DCC	Dhaka City Corporation
DSHP	Deep Set Hand Pump
DSK	Dushtha Shasthya Kendra
DWASA	Dhaka Water and Sanitation Authority
GoB	Government of Bangladesh
IHS	Institute for Housing and Urban Development Studies
LGED	Local Government Engineering Department
LGRD	Local Government and Rural Development
LPUPAP	Local Partnership for Urban Poverty Alleviation Project
MDGs	Millenium Development Goals
MSS	<i>Manabik Shahajya Shangstha</i>
MTR	Mid Term Review
NCB	Nova Consultancy Bangla
NGO	Non-Governmental Organization
NIPORT	National Institute of Population, Research and Training
PCC	Project Coordination Committee
PD	Project Director
PG	Primary Group
PIC	Project Implementation Committee
SINPA	Support for Implementation of National Plans of Action
PKSF	<i>Palli Karma Shahayak</i> Foundation
SIP	Slum Implementation Project
SMA	Statistical Metropolitan Area
SWM	Surface Water Management
TW	Tube Well
UBSDP	Urban Basic Service Delivery Project
UDC	Urban Development Centre
UNICEF	United Nations International Children's Education Fund
WASA	Water and Sanitation Authority
WATSAN	Water and Sanitation Rehabilitation Support to the Flood Affected Slums of Dhaka City
WB	World Bank
ZCC	Zonal Coordination Committee

CHAPTER-1

INTRODUCTION

1.1 Statement of the Problem

Urbanization is an inevitable and unavoidable feature in the process of development. Three contributing factors account for the rapid urbanization in the case of Bangladesh. The factors are namely, rural to urban migration, geographical increase of urban territory and natural growth of - population in urban centers. The current trend of urbanization in Bangladesh is about over 6 percent per annum and also according to a projection more than 50 percent of the population of Bangladesh would be living in its urban areas by the year 2025 (Islam et al., 2004). "Rural to urban migration is attributed to extreme rural poverty and landlessness and large urban rural wage differentials" (Ullah, 2004). The capacity of the urban centres in these circumstances to satisfy the basic civic needs of growth is heavily challenged. It is a concern on the one hand as Dhaka is faced with more and more management challenges in terms of providing public services, local public goods and amenities to this bulk of population yet again, it is an opportunity on the other, as the city provides different livelihood options for this set of migrants which has a scope for eventually giving rise to an improved living standard for this mass.

Dhaka is one of the fastest growing mega cities in the world. From the rural area mostly, a large number of new migrants (who are predominantly poor) arrive at Dhaka on an annual basis. These people come to Dhaka with an aspiration to live a better life with different opportunities and better facilities, which has the likelihood to improve their living standards. This rising population tends to contribute to Dhaka's economic growth quite significantly in areas like the much-needed labor to manufacturing, services and in many other sectors (Table No.1.1, pg 2).

The urbanization process increases Dhaka's demand for health, habitat, water sanitation and many other factors. However, unless the situation is handled by measures like enacting new policies, planning new development programs or similar other means it would create tremendous pressure on the already limited habitation, infrastructure, employment opportunities and many others resources. Therefore, Dhaka is likely to face tremendous challenges in expanding the boundary and intensifying the existing infrastructure and avoiding deterioration of living standards resulting from congestion,

pollution and lack of basic services. These dire situations jointly resulted from delivery of inadequate service and worsening environmental conditions, disproportionately affect the poor, a substantial part of which are the dwellers of Dhaka's slums.

Table No. 1.1
Trend of Urban Sector's Contribution to GDP
Since 1972-73

Year	Contribution at Current Prices 1984-85 (percent)		Contribution at Constant Prices 1984-85 (percent)	
	Urban Sector	Rural Sector	Urban Sector	Rural Sector
1972-73	24.86	75.14	25.36	74.64
1975-76	25.61	74.39	25.47	74.53
1979-80	30.64	69.36	29.25	70.75
1982-83	36.64	68.36	29.81	70.19
1985-86	32.46	67.54	32.26	67.74
1988-89	35.82	64.18	35.41	64.59
1991-92	37.97	62.03	36.39	63.61

Source: Addressing the Urban Poverty Agenda in Bangladesh, edited by, Nazrul Islam, Nurul Huda, Geancis B. Narayan & Pradumna N. Rana

Dhaka had grown rapidly between 1995 and 2000; Dhaka grew at an average rate of 4.24 percent per year. Much of its growth stems from migration, with 46 percent of its 1991 population born outside the metro area.

Urban development has progressed in a haphazard manner. This has resulted partly because the government's indifferent attitude towards the deplorable urban conditions, especially in the past. The government's focus is mainly concentrated in the rural development issues. Except for a hand full of schemes of the 70s adopted by the Housing and Settlement Directorate the problems of the urban poor were not adopted policy wise. The government's policies of poverty alleviation have recently however taken both the rural and the urban poor into account. Here, poverty alleviation has been given the highest policy support.

To address poverty, policy makers as well as people involved in the development field require having a deeper vision to aptly handle the situation to form relevant strategies to cope with the more and more new challenges.

It is inherently necessary to work with the distressed communities to meet their basic needs through realizing the potential contribution they can make to the capitals economy. Experience of Dushtha Shasthya Kendra (DSK) with the poor urban communities in Dhaka indicates that if the communities are given proper support to access basic services they are both able and willing to face more and more new challenges.

From the early sixties, under specific programs titled “Urban Works Program”, the municipal bodies were assisted for development. The responsibility of the manpower of the former works program was to provide technical support to the urban local bodies in preparation as well as in implementation of the development activities under this urban works program. In the second five-year plan period (1980-85) a project was implemented in response to its increasing demand, which had an approximate cost of US\$ 10 million. The two main objectives of the project were (a) to create essential infrastructure in urban areas and (b) to create employment opportunity for the unemployed urban poor. Ever since the emergence of the Local Government Engineering Bureaus in the year 1984 from the then “Works Program” a number of urban development projects were prepared and implemented successfully under the financial assistant of United Nations International Children’s Education Fund (UNICEF), Asian Development Bank (ADB), The World Bank (WB) and other development partners. Besides these, a number of other development projects are completed, are being operated currently or are due to be completed in the future, by different Non Government Organizations (NGO)s, SWM (Surface Water Management), Dhaka City Corporation (DCC), Local Government Engineering Department (LGED) and others (Appendix No.4, pg 192).

In a verbal discussion for this dissertation, urban studies scholar Professor Nazrul Islam expressed a positive opinion about implementations of slum development projects provided they are properly executed. Lessons learned from these projects are likely to improve the planning of other projects to be taken in the future. Thus lessons learned from the Slum Development Program (SIP) gave birth to newer projects like Urban Basic Service Delivery Project (UBSDP) and Local Partnership for Urban Poverty Alleviation Project (LPUPAP) where Urban Development Centers (UDC) played a major function and stakeholder’s participation played major roles.

“Prioritizing the long list of pressing needs and identifying viable mechanisms for implementation presents a daunting challenge for policy makers, donors and NGOs. This will require coordinated action in many fronts, but more importantly, strong political commitment to addressing the growing problems of the urban poor in Dhaka within the context of the overall problems of poverty in the

country. Through a consultative process, it is hoped that priority actions can be identified including agents who will serve as drivers of change in implementation.” (Islam et al., 2004).

The problems of poverty (which works as a major obstacle for the improvement of the slums) in Dhaka are enormous and call for (as well as have a great scope for) identifying the proper poverty redirection strategies by identifying problems of the slum development projects and programs, both of those which are so long undertaken and the ones which are already going on.

An extremely important issue is the *actual and potential impact* of the slum development projects. Projects or programs can make significant differences by influencing policy and improving normal long-term ways of operating implying its sustainability. The degree of local ownership and the ability to mobilize local resources is of grave importance for this to be effective also. Whether the projects for slum development have an impact on the community’s livelihood and whether they are sustainable or not also count. All these are often stated in the objectives of particular slum development projects. While a wider scale of impact requires more knowledge of relevant experiences (which applies to professorial elected member, academies, NGOs, communities and all others in the field) work is also needed to disseminate the lessons to others. This study attempts to find out whether the objectives of these projects are truly fulfilled or not, especially with respect to the stakeholders’ expectations.

1.2 Aims and Objectives of the Dissertation:

1.2.1 The Aim of the Study

The aim of the study is to explore and analyze the two slum development projects, the “Urban Basic Service Delivery Project” (UBSDP) and the “Water and Sanitation Rehabilitation Support to the Flood Affected Slums of Dhaka City” project and to find out if their activities comply with their pre-set goals and objectives or not.

1.2.2. Specific Objectives of the Dissertation

The specific objectives of the study are,

- 1) To understand the extent and types of impact of the slum development projects on the dwellers' livelihood and come to a conclusion whether a better standard of living is reached at as a result of these programs intervention or not,
- 2) To asses whether the objectives are fulfilled or not, and
- 3) To discern the inherent capacity of the two projects and formulate some recommendations for future projects to sustain.

1.3 Rationale of the Dissertation:

Target 11 of Millennium Development Goal 7 is "to significantly improve the lives of at least 100 million slum dwellers by the year 2020." Also, the UN General Secretary Kofi Annan said that slums represented the worst of urban poverty and inequality. And yet the world had the resources, know how and the power to reach the target established in the Millennium Declaration (Tann, 2006). Obviously in order to see this come true, there is a great need for articulation of global policy instruments such as these MDGs with the local development practices or programs to assess their effectiveness and to look into the associated problems in order to meet the overarching need of poverty reduction. The total number of slum dwellers in the world has increased by 36 percent during 1990s and in the by 2030 the global number of slum dwellers will increase to about 2 billion if no concerted action to address the challenge of slums is taken (Tann, 2006).

In an economically poor country like Bangladesh rapid growth in urban centers are inevitable. Since Dhaka is the capital as well as the major administrative, business, commercial and industrial center of the country a large number of people are attracted to it. Due to a large urban population the number of urban poor is also large. A large share of this population lives in the Dhaka slums. The maximum slum dwellers are faced with appalling environmental conditions and have very poor infrastructural as well as social facilities to even change it. There are many relative advantages of city life yet the wide spread poverty cast a shadow on the future of the urban life. There are myths like, "*urban strategies are at the cost of rural development*" but they do not hold true for the urban poor. For example, the urban poor are more vulnerable to changes in market conditions as compared to their counterparts in the rural areas. Again urban workers' livelihoods depend on access (both social and physical) to jobs while rural poor have better safety nets including network of relatives. Also the urban poor tend to pay more for services (to local strongmen) and live in more deplorable conditions

(including facing constant threats of evictions). Exposure to environmental risks (pathogens and toxins) is greater in cities.

The present study is concerned with the poverty reduction need of that sector of the Dhaka City urban poor who lives in its slums. This bulk of population contributes a large share to the urban sector. Around 35 percent of the total population of the six city corporations lives in their slums areas. The total population in case of D.C.C. is 6.7 million while in the case of the D.M.A. it is 11.9 million. The slum population in Dhaka city in 1996 had been 1.5 million and after a matter of ten years, in the year 2006, the population became more than its double (3.4 million). Also, the total slum population in case of D.C.C. is now 34, 20,521 which constitutes 62.9 percent of its total population (CUS Slum Report, 2005). The slums are the immensely densely populated places in Dhaka City. In the city, 750 or more people live per hectare of land in the slum areas and generally three or more adults live in a room of 120 ft². These areas have few or no basic utility services, including potable water (CUS Slum Report, 2005).

The concept of slum up gradation or development has emerged as an alternative to slum clearance and slum resettlement programs. Slum upgradation has proved to be more viable (both in terms of cost and acceptability) as compared to slum clearance and resettlements since the latter have proved unrealistic due to the large figure of the slum population and also due to limited resources available with the public sector (World Bank, 2006). Most of the resettlement sites were locationally unattractive to the poor communities also. Upgradations of slum were more or less successfully carried out in Thailand, Indonesia, Sri Lanka, and Pakistan and to some degree, in India. This concept was introduced in Bangladesh as well. The degrees of success however depend on certain issues like degree fulfillment of the project objectives, participation of the community, scale or resource mobilization (in order to recover costs), approach of the local and national government to the problem and vary accordingly. The traditional top down approach works as a barrier and may become detrimental in such cases.

The policy matrix 14 (under the PRSP), according to the Statistical Yearbook of Bangladesh, 2004 also reveals the importance of different development programs in our country. A number of strategic goals and some actions taken underway through some development projects are provided (Table No.1.2, pg 6) underneath.

Table No. 1.2
Some Goals, Actions and Agendas Involving Development Programs

Strategic Goals	Some Actions Taken Underway	PRSP Policy Agenda: (FY 05-07)
<ul style="list-style-type: none"> • Improve Mother and Child Nutrition (Goal no.7) 	<ul style="list-style-type: none"> • Nutrition Program, • Community Nutrition Program, • Special care of low birth weight through projects, • Breast feeding protection and promotion projects etc. 	<ul style="list-style-type: none"> • Continue current development programs, • Consider introduction of school feeding program etc.
<ul style="list-style-type: none"> • Ensure food quality and access to safe food for all (e.g. Reduce food borne morbidity, Bring about behavioral change in safe food habits etc.) (Goal no.8) 	<ul style="list-style-type: none"> • Undertaking waste management project, • Awareness development on food safety, • Improved IEC/BCC program on food safety. 	<ul style="list-style-type: none"> • Continue current development programs.
<ul style="list-style-type: none"> • Ensure safe water and sanitation facilities for all and promote and promote Awareness for healthy lifestyle. 	<ul style="list-style-type: none"> • Community Health Reduction program, • School Health Education Program 	<ul style="list-style-type: none"> • Develop strategies on water and sanitation to achieve the MDGs, • Water supply and sanitation projects for all urban areas, • Introduce awareness program regarding hygienic practice among the common people.

Source: Statistical Yearbook of Bangladesh, 2004.

Real success of slum upgradation depends on strengths of partnership between the government and community organizations at local levels, and NGOs can be of great assistance. In this dynamics a well equipped and well fit development project can work as a tool.

Therefore, there is a great scope for exploring and analyzing the impacts and sustainability of the slum development projects. A means to do this could be through conducting a survey among the slum dwellers affected by some slum development projects and find out if the objectives of the projects are fulfilled accordingly or not. If properly driven, it may have the power to stir and boost-up the potential power of the urban poor in the development of the countries economy, especially of a developing country like Bangladesh. There is a need to examine the key components of projects and programs from reports to help practitioners gain from the experiences of these programs and to check in the field by observation and discussion about what is happening in reality. Otherwise it would become too late, to handle the unavoidable pressure and the dire situation that already usually exists, would inevitably get even worse. So it is logical now, to explore projects to see if they are fulfilling their assigned objectives or not or, as expected. If they are, then there is a possibility that they may be replicated in the future poverty alleviation programs.

1.4 Limitations of the Dissertation:

The present research is an analytical or exploratory study of the two slum development projects, the “Urban Basic Service Delivery Project” (UBSDP) and The “Water and Sanitation Rehabilitation Support to the Flood Affected Slums of Dhaka City”.

Due to time and research constraints, the study has been kept limited within only two projects. The Urban Basic Service Delivery Project or the UBSDP is operated in 21 Pourashavas (Municipalities) and four City Corporations, i.e. Dhaka, Chittagong, Khulna and Rajshahi City Corporations. Whereas the Water and Sanitation Rehabilitation Support to the Flood Affected Slums of Dhaka City project or the WATSAN was initiated and operated to cover the selected slums of Dhaka Metropolitan City, by the environmental sanitation, hygiene and water supply in urban slums and fringes project. The working areas of this project are within Dhaka Metropolis. Twenty-five PNGOs of CUP (Coalition for the Urban Poor) implement the project in their working areas, which are inundated during flood.

Considering the limited time and resources available focus has been given to Dhaka city only, in case of UBSDP even though it covers a much larger area.

The time available for conducting the survey had been limited. Other than that, the financial constraint was also an important determinant for the survey team to carry out an in depth survey in the study area. Inability to visit all the slums under the project due to lack of resources and time was characteristic of the research. The absence or difficulty of obtaining secondary data had also been a problem. Often the study had to depend directly on the interview, which may also have had the possibility of being biased, or misinterpret due to *fear of the respondents*.

Due to time and resource limitations, for UBSDP project, a detailed field study for only ‘Bauniabadh Tin Shed *Bastee*’ was made. Similarly, in case of WATSAN, a detailed field study for only ‘Korail Beltola *Bastee*’ was conducted. Due to the same reason, the sample size under a random sampling had been kept at a small figure of thirty for each site. A number of other slums however were surveyed to some extent for a better understanding of the two projects also.

Searching for relevant data about the two projects were also impeded due to time constraint and also due to lack of constant availability of key persons. Also, only one site for each project had to

be selected for the same reason and if time allowed more sites could have been chosen which perhaps would generate an even more reliable analysis.

There were other constraints also. For example, it was difficult to get the respondents to answer the questionnaires as they were most of the time busy with their own household activities or as they are usually at work. Many of them were slightly unwilling to spare time on it as they have to give this type of interviews conducted by other organizations or NGOs quite often.

A long questionnaire had to be structured for a better understanding of the projects interventions and their results. Administering such questionnaires requires patience on both the interviewer's and the respondents' part and therefore this had its own limitations.

1.5 Organization of the Dissertation:

The dissertation is organized in primarily seven chapters. **Chapter 1** is composed of the *introduction* that covers the statement of the problem, aims and objectives of the study, rationale of the study, limitations of the study and the organization of the study which overall describes the purpose of the report. The *Statement of the Problem* shows the present scenario and the existing problems that have a scope worth investigating. The *Aims and Objectives of* the study depict what we want to achieve through undertaking this research and deal with those specific problems which need to be investigated and tries to find out how it would be useful in understanding other related problems. The *Rationale of the Study* sub article discusses why and how the study is justified, relevance and importance of the problem and how the new knowledge will contribute to the solution of practical problems. **Chapter 2** presents the *Theoretical Perspectives and Literature Review*. This chapter gives the up to date information about the studies that have already been conducted in the area in which this paper is based on. Such ideas are acquired by having reviewed literatures as reports, books, journal articles (published or unpublished) in the related field. This part strengthens the justification for undertaking the study. **Chapter 3**, the *Methodology of the Research Paper*, is composed of the systems of collection of information, site selection, the reconnaissance survey, the questionnaire survey, the community survey, the literature review in short, the data processing, analysis and representation systems. It also provides the stages which are followed in development of the research. **Chapter 4** gives description of the areas taken under the two projects and certain statistics about the two areas are provided in this respect which gives their general characteristics.

Chapter 5 gives the detailed description of the two projects, UBSDP and WATSAN under study. The description of UBSDP covers the background and the project concept, the origin of the

project, the project goal, and the specific objectives of the project, the project duration, the target population, and the stakeholders. This chapter also illustrates the geographical coverage, the methods of implementation and organizational structure under this project. The description of UBSDP illustrates background and the project concept, the project goals and objectives of the project and information on the project such as project implementing partners, the role of the implementing partner NGOs, the major activities of the project, the target beneficiaries, the criteria of selecting the target beneficiaries, the projects' outputs etc. **Chapter 6, the *Data Analysis with Respect to the Fulfillment of the Objectives of the Two Projects of the Study Areas*** presents the two sets of questions based on the two projects information (with help of graphs and charts). Through this the chapter discusses the limits to which these two projects have (or have not) accomplished their assigned objectives. This helps in turn, to produce necessary *Summary Findings* and *Recommendations* in the following and the final chapter, **Chapter 7**.

All *References* and *Appendices* are provided in the end of the research report. The appendices include elements like the list of slums in the Dhaka City, some examples of development projects for the urban poor especially belonging to the slums, description of one of such projects undertaken in the past, the general conditions of the study areas, case studies etc. In this section photographic illustrations are also included for a better understanding of the project sites.

CHAPTER 02

THEORETICAL PERSPECTIVES and LITERATURE REVIEW

2.1 Introduction

Till now, besides the normal evaluations made during the project operation periods, extensive exploratory studies or sustainability and impacts' study of the slum development-projects have not been conducted to a great extent. Impact and sustainability of slum development projects require detail surveys of slums and analyzing of their socio-economic changes, adaptability and capacity to maintain the projects' objectives even after the projects are over. A good number of books, journals, reports and write-ups have been studied. Two such studies were "Local Partnership Approach for Urban Development in Bangladesh", which is a comparative study of four participatory urban development projects and the other, "Review of Accomplishments of *Slum Improvement Project*", July 1992, Dhaka by LGED and UNICEF.

Many experts and general people in the relevant field have been consulted to achieve a clear knowledge about the study regarding the underlying causes of projects success and failure. It helped to get to a better understanding and opened up new windows of ideas.

2.2 Some general concepts about slums and their upgradation's projects and experiences from other third world countries :

Some general ideas about slums and their upgradations, their concepts and examples within Bangladesh and all around the world in general, as well as some crucial questions regarding slum's upgradation are given below:

2.2.1 Some recognized slum development projects in Bangladesh:

Of the few recognized slum development projects, LGED initiated the SIP, with a view to provide basic services for the poor in the urban areas in five Pourashavas namely Dinajpur, Kushtia, Mymensingh, Sylhet and Noakhali by the financial support of UNICEF in 1986.

The project was extended later in four city corporations Dhaka, Chittagong, Rajshahi, and Khulna as well as in sixteen Pourashavas. The Slum Improvement Project (SIP) was later transformed into, Urban Basic Services Delivery Project (UBSDP) in 1995 and was implemented in four City Corporations and twenty one Pourashavas from 1996 to 2000. The inception of the present Support for the Basic Services in Urban Areas Project (SBSUAP) dates back in 2001 as a continuation of UBSDP. It was planned initially to run until June 2006. However, it has been extended up to June 2007. (Appendix No. 6, pg.206).



Pic-1 Activities under different slum development programs in Dhaka City.

2.2.2 Concept and definition of slums

According to a CUS-ICDDR, B survey conducted in 1991, a **slum** is an area containing contiguous slum settlements and separated by non-slum objects or by distance. Common non-slum objects which separate slum units are vehicular roads, factories, multistoried buildings, schools, non-slum residential areas, commercial places, open spaces, ditches and canals. A walking distance of a minute or so is also a separator. On the other hand, if more than one of such units, separated by ditch, canal or open space is connected by bamboo bridge or large water or sewerage pipeline with a maximum length of a minute of walking distance, they are considered to be in a single unit.

However, according to the Concept and definition of slums by **Dr. C.Chandramouli, 2003**, in his write up 'Slums in Chennai: A Profile' in Tamil Nadu the general ideas about slums and their upgradations as well as their definitions may vary from country to country. This often depends on the socio-economic conditions of the society. However these are characterized by some basic characteristics such as dilapidated and infirm housing structures, poor ventilation, acute overcrowding, and faulty alignment of streets, inadequate lighting, and paucity of safe drinking water, water logging during rains, absence of toilet facilities and non-availability of basic physical and social services. The living conditions in slums are usually unhygienic and contrary to all norms of planned urban growth and are an important factor in accelerating transmission of various air and water borne diseases. According to Chandramouli the legal definition however differs from State to State and 'Slums' have been defined under Section 3 of the Slum Areas (Improvement and Clearance) Act, 1956, India, as areas where buildings –

- are in any respect unfit for human habitation;
- are by reason, dilapidated, overcrowded,
- have faulty arrangements in design or
- are affected by narrowness or faulty arrangement of streets, lack of ventilation, light, sanitation facilities or any combination of these factors which are detrimental to safety, health and morals.

As stated in the **Census of India 2001** the definition of 'Slum' areas are adopted as follows: -

- (i) All areas notified as 'Slum' by State/Local Government and UT Administration under any Act;
- (ii) All areas recognized as 'Slum' by State/Local Government and UT Administration, which have not been formally notified as slum under any Act;
- (ii) A compact area of at least 300 populations or about 60-70 households of poorly built congested tenements, in unhygienic environment usually with inadequate infrastructure and lacking in proper sanitary and drinking water facilities. And accordingly slums are conceived as neglected parts of cities where housing and living conditions are appallingly lacking. Also, slums range from high density, squalid central city tenements to spontaneous squatter settlements without legal recognition or rights, sprawling at the edge of cities. Some are more than fifty years old yet some are land invasions just underway. Slums may be called by various names, *Favelas*, *Kampungs*, *Tugurios*, yet share the same miserable living conditions worldwide.

According to a worldwide web site address 'youthink.worldbank.org/glossary' slum is conceived as a heavily populated urban area characterized by substandard and poor housing and squalor.

According to the Concept and definition of slums by Chandramouli, 2003, Slums do not have the following,

- Basic municipal services - water, sanitation, waste collection, storm drainage, street lighting, paved footpaths, roads for emergency access,
- Schools and clinics within reach, safe areas for children to play and
- places for the community to meet and socialize and many other advantageous factors.

The situations of slums are usually worsening as:

- the average age of people in cities is increasing; the average age of slum dwellers is decreasing, and as a result the youth suffer most from unhealthful conditions,
- visible disparities that exist between slums and better-off neighborhoods increase the social tensions in poorer areas,
- unplanned growth of settlements makes conventional service provision complicated and many similar other factors are working.

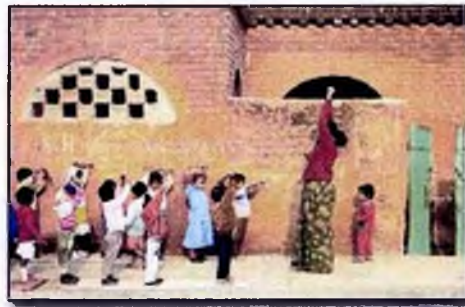
2.2.3 The concept of slum upgrading:

According to Kessler E., 2000, upgrading of slum - or slum improvement as it is also called - in low income urban communities may suggest many things, but at its simplest it has come to mean a package of basic services, i.e. clean water supply and adequate sewage disposal to improve the well-being of the community. It is also important to legalize and regularize the properties in situations of insecure or unclear tenure. Upgrading customarily provides a package of improvements in streets, footpaths and drainage as well. Solid waste collection is frequently included with its positive impact on health, along with street lights for security and night activity. Electricity to homes is often initiated later by private companies.

In the beginning the physical improvements only gets the priority in any development work. Here, health issues need to be addressed by providing clinics and health education programs, school facilities and teacher training are needed to attack the lack of basic education and programs are offered to increase income earning opportunities and the general economic health of a community comes at last. Upgrading is the start to becoming a recognized citizen for the slum dwellers.



Pic (Web)-1 San Salvador, El Salvador. Streets and drainage are a part of a basic package.



Pic (Web)-2 New Delhi, India. Education an important part of upgrading.
(Source: Internet)

For any development project certain issues as getting started with considering the project context and envisaging how the Project/Program fit into the Broader Development Context should be given due attention. Larger area issues often affect local issues and vice-versa. Coordination among the levels allows reinforcement, better use of resources, and assures sufficient outside support for upgrading efforts.

2.2.4 Characteristics of a 'good project':

Characteristics of a 'good project' are reviewed in the context of city development initiatives. Kessler E., 2000, suggests the following as a set of proposed good project elements. According to his statement a good project will:

1. Be a SYSTEM of service delivery managed by and/or for a city. The system will be comprised of different localities, communities, technologies, tariffs, fees and components held together by the management skill of the service provider. The concept of developing a system is different than that of developing a project in that a project is built – it begins and ends. A system evolves as a living organism – it begins and continues – it grows and expands and improves – therefore, requiring continual management attention.

2. Recognize that sustainability begins with affordability. There is no need for a “one-size-fits all” technology if that technology cannot be afforded. Infrastructure can grow as homes do, over time, as need and capacity to pay grows. A system may be comprised of several technologies. What is important is that the service manager determines an appropriate technology according to the capacity of the community to support that technology as part of an overall service delivery plan.

3. Include both formal and informal communities of a city in a system that benefits from its service and pays for what is received. There need not ever be again another “willingness to pay” study to demonstrate that the poor will pay for service provided. Poor families do if it is expected that they do so and they receive more than promises for their money. To exclude 40% - 80% of a city's population that resides in informal communities makes no sense. Since the central governments that control investment and service delivery in cities abdicated their responsibility to provide for new housing and infrastructure demand, squatter and unauthorized settlements have become de facto urban policy. Now is the time to rectify this and not continue to penalize those families who had no alternatives to squatting. However, urban upgrading programs should not be developed out of context. They should not be isolated from the city system of which they should be made a part.

Recognizing informal settlements and addressing their needs will bring these sectors into the formal structure of the city. Steps taken would provide a set of formal community attributes that qualifies a settlement as “formalized” starting with land tenure and the complement of urban infrastructure and health and education services. Formalizing informal settlements does not and will not cause hordes of poor families to advance on cities. It is the perceived economic opportunities that pull them in. If cities provided “reception areas” in a variety of locations to settle families as they arrive, the urban built environment would improve markedly.

4. Have clearly identified the costs of the project, fees, and tariff levels, other revenue required to repay capital, and operate, maintain and expand a service system. The fees and tariffs to make the system work would be known and agreed to by an informed public. Sources of dedicated streams of revenue would be structured and factored into the financial management of the city. A strategy that relies on “cross-subsidies” too heavily and is instituted to justify a technology too costly for the city to support will crush the viability of the system.

5. Be realistic about the timeframe for developing the improvements of old and new system components. “Good project” implementation will take longer than usually anticipated. There, project implementation plans that combine technical construction sequencing with financial flows to keep work progressing are best prepared jointly between the city officials, the engineering firms involved and the financial intermediaries participating in order to sequence the building and the borrowing schedule.

6. Be complimented by short-term activities that build confidence in the capacity of city government to delivery services. Such short-term achievements could be street lighting, urban forestry, street clean-up programs, and waterway improvement efforts. Learning to implement small-scale programs and projects will build the confidence and capacity of the city to manage the more complicated elements of urban infrastructure. Mid-term activities could focus on air quality and historic conservation programs and build experience as well.

2.2.5 City Development Strategy (World Bank):

The World Bank Urban Development Strategy or CDS - is sometimes called - an analytical approach which takes a city and its surrounding region as the unit of planning. At least four aspects of

cities are generally examined: livability, competitiveness, good governance and management, and bankability.

A CDS engages all city stakeholders in understanding the opportunities and constraints faced by their cities. The process aims to develop a realistic long-term vision for a city, helping to define and prioritize actions needed to achieve goals. Upgrading invariably features prominently in the planning visions.

National development programs are moving down to the urban level because of increased emphasis on decentralization and democratization, fiscal reforms, changes in intergovernmental finance, and emphasis on participation in governance. All these in one way or in other, relate to urban slum development issues as urban slums forms a part of the urban fabric as well.

2.2.6 The Comprehensive Development Framework (World Bank) :

The Comprehensive Development Framework by World Bank at its core, focuses on a holistic approach to development, applied over a 10-15 year time-frame, with the country in the driver's seat and with strong partnerships among donors, the private sector and civil society. It also seeks to put the social, structural and human aspects of development with the more traditional macroeconomic analysis of countries - arguing that unless these two sides of the same coin are taken together, only one-half of the development pictures are ever seen.

2.2.7 Things needed to make upgrading work:

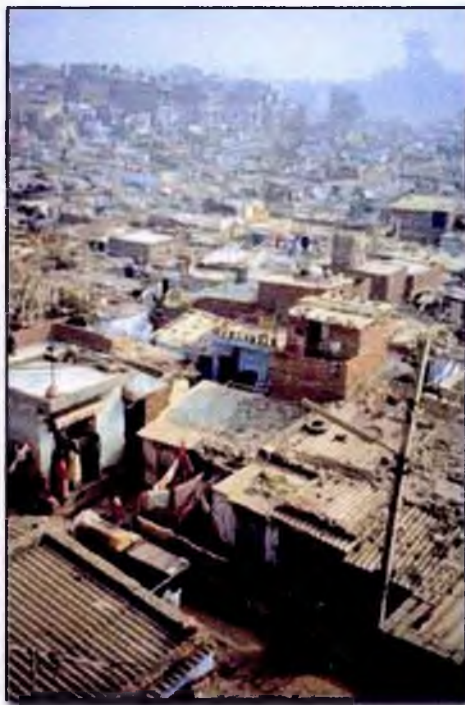
According to World Bank Comprehensive Development Framework the most important element for success is commitment by all: the city, the community, and the families. Firstly, it suggests that a sense of partnership is a must to be developed among them and secondly, upgrading must meet a real need - people must want it and understand the value. To implement, one must get the institutional arrangements right and give incentives for agencies to work with the poor, keep everyone informed and coordinate between stakeholders, and define clearly the roles of the various agencies.

2.2.8 The demand for slum upgrading:

World Bank Comprehensive Development Framework notes that some well over 300 million urban poor in the developing world have few options but to live in squalid, unsafe environments

where they face multiple threats to their health and security - over 200 million in Asia, over 50 million in LAC, and over 60 million in the unserved areas of Africa's cities which are now growing at a rate unprecedented in human history. Slums lack the most basic infrastructure and services, causing occupants to be exposed to disease and vulnerable to natural disasters.

Slum and squatter settlements are growing at alarming rates. They are the products of failed policies, bad governance, corruption, inappropriate regulation, dysfunctional land markets, unresponsive financial systems, and a fundamental lack of political will. Each of these failures adds to the toll on people already deeply burdened by poverty and constrains the enormous potential for human development that urban life offers.



Pic (Web)-3A New Delhi, India. Informal sector growth dominates the city.



Pic (Web)-3B Cairo, Egypt. Whose city is it?

(Source: Internet)

2.2.9 The benefits of upgrading:

The urban slums are often faced with the threat of eviction or often they are displaced from one location to another in the name of development but slum upgradations are much more beneficial. The benefits are simply that people obtain an improved, healthy and secure living environment without being displaced. The investments they have already made to their properties remain and are

enhanced - this is significantly better than removing them to costlier alternatives that are less acceptable to them for different socio-economic reasons. Recognizing title and security of tenure makes a positive contribution to both the economic prospects of the poor, as well as to the national economy. Experience has shown that slum upgrading projects are associated with social and economic benefits that are particularly high. For example in a recently upgraded area of El Mezquital, Guatemala, infant mortality rates fell by 90 percent and crime by 43 percent. Regularization of land tenure results in significant private investment in these communities (e.g. US\$7 private investment for \$1 of public funds). Also, some slums in Pakistan, Sri Lanka, Indonesia, Philippines and in several countries in Latin America show the excellent examples of the benefits of slum upgradation.



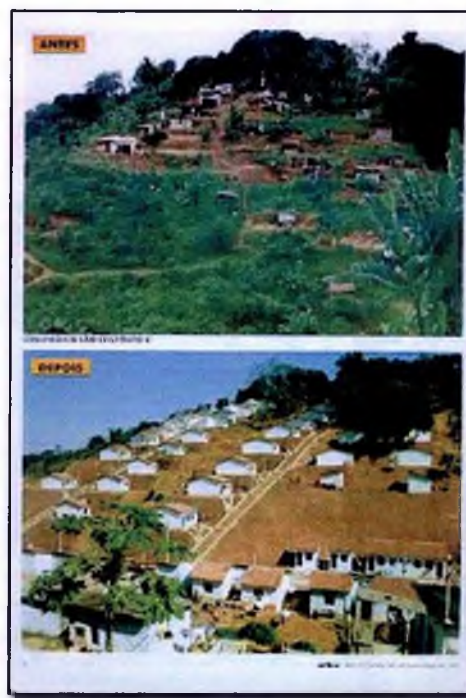
Pic (Web)-4 Lima, Peru. The future will benefit most.

2.2.10 The role of the rural linkages:

As Urban and rural areas are closely, there is a tendency for many poor households have livelihoods that draw on rural and urban resources or opportunities. Urban and rural areas each contribute to one another. This may be considered in development planning. In this respect one may draw the example of agriculture which has a strong impact on urban development. But the most important difference is the level of income needed to avoid poverty.

2.2.11 The issue of tearing down slums and building new:

Tearing down houses only tear down social networks. Usually, these social links are important factors those help people to cope with difficult situations, and offer a sense of identity and belongingness to a group as well. Moreover from an economic standpoint, experience shows that new development can cost between 10-15 times more (World Bank Comprehensive Development Framework). Finding land is becoming increasingly difficult for new low-cost developments and often is outright impossible. But fundamentally, tearing down houses only opposes the already huge need for sheltering families and in essence it only increases the problems and making things worse. This goes in favor of slum upgradation.



Pic (Web)-5 San Crieouvo, Brazil. A successful project.
(Source: Internet)

2.2.12 The ineffectiveness of Slum relocation:

The reality is the fact that relocation does not work because adequate open land at affordable prices to the public sector cannot be found at suitable locations for the low-income residents who will occupy it. They are too far from employment areas (especially the casual employment on which many depend). Also, many people are already employed near their homes where relocations only make it

hard for them to get new employment. The time spent for looking for new employment adds to a net loss for them too.



Pic (Web)-6 New Delhi, India. Strong social ties are in the settlements.
(Source: Internet)

2.2.13 The importance of upgrading as compared to investing in economic development:

Both economic promotion as well as upgrading should be carried on simultaneously. Jobs for communities need to be created. It is observed that upgrading indirectly work as catalyst in economic development through improved health, education or enabling environments. People cannot wait for economic development and institution-building to take hold and must do something at this instant.

2.2.14 The issue of improving the houses:

In slum upgrading, priority is given to the provision of basic services, for example, water and sanitation. It is so because they are linked to municipal networks which are not easily installed through community initiative. It is often observed that housing do not top the list of the priorities of the dwellers themselves even though they are in poor conditions. However, some programs do include optional home improvement loans and sometimes technical assistance and training and experience has shows that upgrading basic services tends to mobilize extensive housing investment as well.

2.2.15 Preventive measures to forestall the growth of future slums:

Slum Upgrading of existing slum and squatter settlements addresses the backlog of urban neglect. The problem of current slum and squatter settlements is only a glimpse of the future. It is

evident that many African and Asian cities will face an onslaught of new urban residents over the next several decades. This requires significant improvements in the capacities of local government and the private sector so that they may provide services for these residents. Otherwise many of them will remain poor. Despite advances and improvements in city management, most developing countries' cities cannot keep pace with their phenomenal growth and the increasing number of urban poor. A developing city like Bangkok hides the essential fact that there remain huge disparities between *rich* and *poor* although it might suggest economic and social progress and marked development. According to web.mit.edu/urbanupgrading/upgrading/whatis/alternatives.html improved performance of the local government is needed in managing future urban population growth - in particular, by:

- **Effectively carrying out basic land use planning.** For example, setting aside basic rights-of-way for primary infrastructure reduces the costs of extending networks. Revising regulatory policies discourages sprawl and settlement of unsafe or environmentally fragile areas.
- **More effectively mobilizing local resources.** Cities with slums often have significant fiscal resources at their disposal, as well as technical knowledge and indigenous entrepreneurial talents, but are not harnessing these to provide basic improvements even to existing residents. Meeting the future growth in demand for services will require significantly strengthened urban management and financial performance, coupled with more effective partnerships with the private sector and the communities themselves.

2.2.16 The issue of involvement of high cost:

Costs can range from very low, that may be affordable by all families to very high requiring outside financing. Provided the fact that administration is taken care of, there are examples where the community took the initiative and provided free labor, which lowered the costs appreciably for both community and the city. In other cases however, the whole infrastructure systems need to be upgraded on a city-wide basis, clearly requiring large financial inputs. In such cases, upgrading can be divided into phases which spread the costs over a longer period.

2.2.17 The issue of costs sustainability:

When the issue of sustainability comes into question the context of the place where the slum development programs are carried out need to be considered. The key to financial sustainability is largely dependent on design the slum development programs. Slum development projects or programs should be designed based on the income of the community and the city and country within which they

are operating. Standards need to be flexible and designs need to conform to the affordable budget envelope. It is clear that the poor in these communities currently pay higher prices for services such as water than they would if they received it through formal mechanisms. They are willing to pay for service access and land ownership. Experience of donor agencies points to affordable models in every region of the world in the poorest countries and neighborhoods. The envelope calculation based on actual project costs in these countries indicate that when spread over a 20 year period, programs of upgrading that would provide services to all slum areas of developing countries could be implemented at a total cost of approximately 0.2 to 0.5 percent of GDP. It is evident that the financial affordability is not the main constraint, while institutional capacity and political will are.



Pic (Web)-7 Phnom Penh, Cambodia. Community workshop.
 (Source: Internet)

2.2.18 The importance of community involvement

Often people find it less troublesome to go ahead and contract the work out and avoid such problems as a potential loss of control or inefficient disbursement. Although it may be quicker, experience from projects all over the world points to the fact that community participation is vital for success of development projects. It is because the community knows the area and their problems better than practitioners as outsiders will ever know in a short period of a time. A sense of 'ownership' and increased chances for the project's success is likely to develop more by getting the communities inputs and by having them help decide the nature of a project. Without the backing of the community the project will have difficulty in continuing and eventually the sustainability is likely to suffer.



Pic (Web)-8 Phnom Penh, Cambodia. Community meeting.
 (Source: Internet)



Pic (Web)-9 Phnom Penh, Cambodia. Rooftop squatters in city center.
 (Source: Internet)



Pic (Web)-10 ChiangMai, Thailand.
 Peri-urban housing.
 (Source: Internet)

2.2.19 Actions needed to be taken to complement upgrading other than development projects:

Some of the most egregious manifestations of urban policy and institutional failures are directly addressed by upgrading. These too, have to be confronted by complementary efforts to correct these failures and to build positive channels for improving the economic prospects of the poor. According to the web site web.mit.edu/urbanupgrading these complementary components of an urban poverty strategy would include:

- **Sectoral Reforms.** Reforming regulatory and policy regimes for housing, land and infrastructure markets removes obstacles and disincentives to access for the poor. Pro-poor sectoral frameworks would remove inappropriate standards of provision that raise costs, encourage entry of new technologies and small-scale and other competing suppliers, make subsidy policies more effective and better targeted, establish more equitable tariff and cost recovery systems, and facilitate active partnerships among private investors and utilities, community groups and local governments to seek practical solutions that meet the demands of the poor;

- **Finance.** Engaging private financial institutions to develop institution-based strategies to extend access to credit for housing and investment in services to the poor, including both financing for developers and infrastructure providers, and micro-credit for households;
- **Jobs.** Measures to support small-scale enterprise and remove regulatory or other obstacles to the growth of the informal sector which employs many of the urban poor;
- **Governance.** Improved governance and management of cities to make local governments more responsive to the issues facing the poor;
- **Social Capital.** Measures to facilitate and strengthen the organizational capacities, access to information, and social capital of the poor communities. Upgrading programs have in fact proven a highly effective forum for community action in many cases, helping members negotiate with city hall and utility companies to define solutions that meet their demands. There is also evidence of broad social benefits for the community, such as reductions in violence.



Pic (Web)-11 Voi, Kenya. Peripheral village.
(Source: Internet)



Pic (Web)-12 Cairo, Egypt. Squatters in the
'City of the Dead' of central Cairo.
(Source: Internet)

2.2.20 Other targeted activities:

Besides, other traditional measures to fight poverty, including social safety nets, public works employment, and promotion of health care, training and educational opportunities also have an important place in an urban poverty program. Other areas need special attention too. For example, in the urban context, child care for working parents, activities for vulnerable youth (including street children), and efforts to combat crime and violence need due attention also.



Pic (Web)-13 New Delhi, India. Child care can be an important benefit for working parents.
(Source: Internet)

2.2.21 The issue of others being encouraged to move to the cities if squatters are given tenure:

According to web.mit.edu/urbanupgrading experience in the Philippines, Indonesia, India, Pakistan and Sri Lanka have shown that upgrading slums does not induce in-migration. By far the major factor inducing in-migration is the difference between rural and urban incomes and job opportunities. The next influence is facilities for better education. Better housing is a negligible factor. This has been shown by a number of international comparative socio-economic studies on migration. Some influx into slum areas (which are scheduled to be upgraded) by "professional squatters" who originate in other parts of the city sometimes occurs, but this can be avoided by organizing the community to protect their slum area and repel the in-comers. This was organized successfully in the Philippines, and to some extent in Karachi, Pakistan and in Sri Lanka.



Pic (Web)-14 Lima, Peru.
Squatters are driven by job opportunities.
(Source: Internet)



Pic (Web)-15 ChaingMai, Thailand.
A new arrival for a better life.
(Source: Internet)

2.2.22 The justification for giving the slum dwellers the tenure on valuable land in a city:

According to Earlkessler@USAID.gov, if we consider the issue of equity and social justice we would rather take the side of the slum dwellers. Most of slum dwellers usually live in their respective slums for many years and ethically speaking the concept of evicting them outright only in favor of rich developers and moneyed interests in the Government may become unjust. If they wish to sell to private developers, that should be their choice and they should be able to reap the profits, based on market value, as with any other tenured landowner. History has shown that most slum dwellers prefer to stay in their locations. From the point of view of maintaining the vitality and social diversity of cities, this is, in fact a positive aspect. Experiences in western cities where slum populations have been forcibly removed have shown that many of the city centers have declined into empty, crime-ridden 'mausolea'. Commercial developers can always find, and pay for, space for their developments. As recent experience in Asia has shown, cities are more in danger from density due to commercial activity. Most central city slum areas are already at a very high development density in the developing



Pic (Web)-16 San Paulo, Brazil.
Who is encroaching?
(Source: Internet)

countries, which ranges often from 600 to 1800 persons/hectare. Most high-rise developments do not have a higher density than this. Moreover, slum areas maintain a high level of human or social activity (residential, commercial and industrial) at ground level - a situation which city managers and planners are now trying to re-create! The problem with most slum areas is not their social and economic life, but their lack of environmental and social infrastructure and security of tenure.



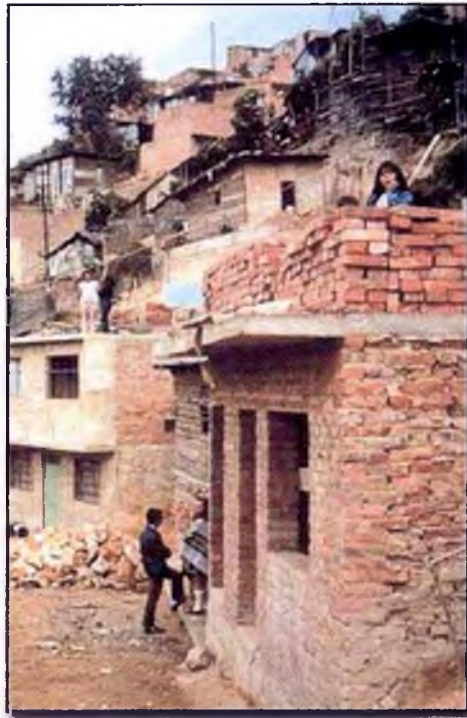
Pic (Web)-17 "New Delhi, India.
Which has the higher density?"
(Source: Internet)

2.2.23 The issue whether in the process of slums upgradation on private land, the public money is only being used to make the rich slumlords richer or not:

This is a genuine problem. It is essential in most countries, for tenure rights to be transferred to the occupants at prices they can afford unless there is confusion in it such that people cannot easily be evicted (as in Indonesia). This requires a measure of urban land reform. The Zonal Improvement Program and the successful Community Mortgage Program in the Philippines did this with good results. Occupants had to pay for their tenure rights whether they resided on government-owned or privately-owned land, and a method of land valuation and compensation to private land-owners was devised which was quite attractive to the private land-owners who could not, in any case sell their squatted land on the private market."

2.2.24 The question if the slum dwellers use their own resources to improve their living conditions and whether public money need to be used or not:

As stated by Earl Kessler, the slum-dwellers do, indeed, use their own resources to improve their living conditions, provided they have security of tenure. It is usual for people to put their own money into improving their house, land or their needs facilities if it is not owned by someone else. Otherwise there would always be a fear of his resources being expropriated. When security of tenure has been established, studies have shown that slum-dwellers would mobilize 2 to 4 times the amount of funds that the government has put into improving the infrastructure of a slum area. Most public money put into slum-upgrading can be cost-recovered from the residents. The low-cost approach and standards ensure that relatively little money is expended to many other projects on which government money is spent which are less socially valuable.



Pic (Web)-18 Bogotá, Colombia.
A confident investment.
(Source: Internet)



Pic (Web)-19 Phnom Penh, Cambodia.
Anticipation of the future.
(Source: Internet)

2.2.25 The value, to the citizens who do not live in slums, when upgrading slums rather than demolishing them:

The value to the citizens, according to web.mit.edu/urbanupgrading is: i) they retain the wide range of low-cost services which they would be deprived of if slum-dwellers were moved out, ii) the central city retains its vitality, and iii) they avoid eventual ghettoization, social anomie and crime which follows most of the attempts to tear down unsightly areas and hide the poor.

CHAPTER 03

METHODOLOGY

3.1 Collection of Information:

Primary data were mainly collected from different organizations related to the UBSDP and the WATSAN projects such as LGED, The Department of SIP, DCC, CUP (Coalition for the Urban Poor) and BOSC (*Basteebashi Odhikar Shomonnay Committee*). BOSC is a concern, which was established in response to the demand and need of the slum dwellers in order for them to take participation in many decisions - making processes in the area of development. The dissertation has been prepared based on both qualitative quantitative methods. The quantitative data was collected from the organizations as well as different libraries, NGOs and from discussions with professionals involved in the relevant field. In order to obtain qualitative information, experienced interviewers were employed. The questions were also prepared such that they include social or psychological needs other than just physical or economical need. The quantitative analysis was complemented by qualitative studies. The paper was developed on the basis of relevance and reliability among other factors and prepared on the basis of recent studies and field observations. The study incorporated field visits in mainly two slums (in Dhaka city where these programs were in operation) under the two projects and also takes into account the data obtained from secondary sources from other slums under the projects. During the field visits information were gathered through discussions, interviews and also field observations. Besides these, many experts and general people in the relevant field have been consulted to achieve a clear knowledge about the study regarding the underlying causes of projects' success and failure. It helped in having a better understanding of the slum development projects in Dhaka City and opened up new windows of ideas.

3.2 Site Selection:

Two study areas, one for each of the Projects were selected for the dissertation. The study area, Bauniabadh selected as the project area of UBSDP project is located in section two on Bauniabadh road at Pallabi. While the study area Korail, selected as the project area of WATSAN project, is located on the bank of Gulshan Lake in Dhaka City. The areas are selected for their (i) haphazard growth of the development; (ii) varieties of land uses are found which are not distributed in a planned manner, (iii) uneven distribution of utility services and (iv) presence of substandard living condition (housing etc.) in the area.

In general the methodology followed, field observations and discussion with the concerned people both at the administrative level as well as the people at the beneficiary level, interviewing a selected number of beneficiaries at the H/H level with a set of a structured questionnaire and Interviewing a selected group of beneficiaries, i.e. selected number of leader-like elderly and a selected number of students for the case of UBSDP project. This required the following types of surveys:

3.2.1 Reconnaissance Survey:

A detailed inspection or investigation or a general comprehensive view were undertaken before the research. This was assumed to be representative of a whole. Two methods of Reconnaissance Survey were conducted; 1) Above the Ground and 2) On the Ground.

Land sat satellite images of the site was studied with the help of Google earth, 2006 in case of 'Above the Ground' and a surface reconnaissance survey was used by considering the opinions of a small number of samples drawn from the study areas and through observation etc. in case of 'On the Ground'.

3.2.2 Questionnaire Survey:

A questionnaire survey was administered during March-April 2006, in two slums of Dhaka city, Bauniabadh *Bastee* and Korail *Bastee* for consecutively UBSDP and WATSAN project.

Both close ended and open-ended questions were used. A method of random sampling was used. A sample of 30 families staying in each slum was interviewed. Two experienced interviewers were recruited for data collection and they were trained for five days on the specific work site settings and variables. The questionnaire was pre tested on a small selected group of people to detect if the questionnaire was inconsistent or whether it misled people or if the scope was too restricted or too broad or not. To ensure quality data a supervisor was recruited to help solve any kind of difficulties that would arise during fieldwork.

The goals, objectives and methodology of operation of the two projects were different to some extent, thus making comparison was a little difficult. However there was some degree of overlapping in this respect of the two projects. The intention of the research was to explore what the objectives of contemporary slum development projects are and how well they are fulfilled when they

are implemented. The methodology followed in this study lays emphasis on impacts at the beneficiary level.

“Appraisal usually concern or assess the progress against the original objectives of the intervention or program. Such approach is however criticized by many due to the fact that too much power is given to the evaluator to determine what activities become primary in a project (Cronbach et al., 1980). Scriven (1972) argued that goal free, need based evaluation is rather positive in order to avoid the risk of missing unanticipated outcomes as a result of narrow focus on the stated objectives” (Islam et al., 2004).

The present study is a combination of both the approaches. On the first hand, evaluation of the impact and sustainability of the projects are made with considering their stated objectives and on the second, situations are examined with respect to other things those are taking place at the field level.

3.2.3 Community Survey:

A community survey was administered during March-April 2006, in two slums of Dhaka city, Bauniabadh *Bastee* and Korail *Bastee* for consecutively UBSDP and WATSAN project. On the first hand the opinions of a selected number of the elderly and important members of the slums were interviewed. On the second, the opinions of a selected number of the students of the slums studying in the project schools were interviewed for UBSDP.

3.3 Literature Review:

An extensive number of books, journals, reports and write-ups have been reviewed to gather information about the two projects WATSAN and UBSDP's past and present conditions. The review had been of great help to explore these conditions and to have some ideas regarding ameliorating the existing conditions. Reviewing of documents such as reports on similar projects launched earlier (e.g. Slum Improvement Project or the SIP), journals and articles covering issues of the slum dwellers or even the urban poor in general were also carried out.

3.4 Data Processing, Analysis and Representation:

All data have been processed and analyzed in a sequential manner after being collected from all sources and put together in one place. Mostly manual and computer techniques were used in data processing. The level of satisfaction of the beneficiaries was given priority in order to analyze the results. During administering the questionnaire the respondents were asked to produce their answers

in the values assigned for each type of level of perception, satisfaction or dissatisfaction. Generally a value ranging from 0 to 2 was assigned for the answers. When respondents did not produce any answer or were not willing to give one the value was considered zero. Some visual techniques such as satellite survey (Google Earth-2006) and photographic representation have been adopted to depict the actual scenario of the project areas under the two projects also

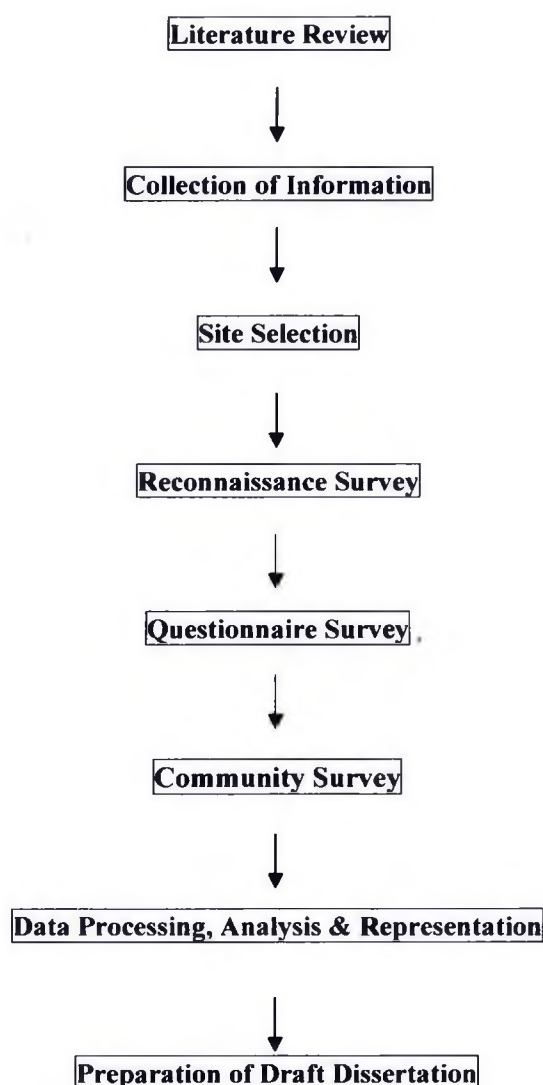


Fig.1 Diagram showing the steps followed in the completion of the Dissertation

Overall, the methodology followed some stages. At first the identification and formulation of the study plans were envisaged. Then this stage followed the second stage of reviewing of existing project documents and of analyzing existing project review papers. For

this matter, collection of data from the Local Government Engineering Department (LGED), the implementing organization Coalition for Urban Poor (CUP), and the Centre for Urban Studies (CUS) libraries were consulted. Many other matters related to the project and similar other programs for the development of the urban poor, both for slums and for other sectors involving them, were discussed upon with the officials and intellectuals of LGED, CUP, CUS, Sheltech, Manabik Shahajya Shangstha (MSS), Bangladesh University of Engineering and Technology (BUET) and many other organizations. After the proper sites were selected for the two projects a reconnaissance survey was conducted for each site. Through a process of preparing the set of structured questionnaires for both projects (the first for regular household respondents, the second for UBSDP students the third for the leader type elderly people, the final questionnaire were finally prepared.

All essential primary and secondary data for both the projects were collected. Afterwards on the basis of the collected data, necessary tables were prepared. By analyzing and interpreting the data, the draft report was finally prepared. Necessary references and annexes were then included. After receiving comments on the draft report from the related persons, and after making necessary amendments, the final report was produced.

CHAPTER 04

DESCRIPTION of the STUDY AREAS of the UBSDP and WATSAN PROJECTS

4.1 Introduction:

This chapter focuses on the statistics and the general conditions of the study area. This includes locations of sites, physical and environmental conditions of the sites, and the socio-economic conditions of the slum dwellers and the infrastructural facilities of the slum. The study on the statistics and the general conditions of the slums under the two projects WATSAN and UBSDP are based on slum survey, visual inspection, questionnaire survey and some knowledge is also gained through satellite view with the aid of computer technology.

4.2 Location of Sites:

The *Bauniabadh Tin Shed Baste* is located in Pallabi area in the northwestern part of the Dhaka City. It is particularly located in Section – II, Block-C on Bauniabadh Road. It was established in the year 1989. The *Korail Baste* on the other hand is located in the Mohakhali area in the north-west part of Dhaka city and situated on T&T land. It is a huge slum divided into 5 units, but the study covers a small part of it. The Korail slum is accessible by roads and by boats across the Gulshan Lake. It was established in 1975 and its population kept on growing substantially until now. The inhabitants live in this slum in Dhaka City from one month to 25 years (Khan et al, 1997). While the Baunianbadh Tin Shed settlement or slum is known as *colony**, the Korail settlement is known as *baste*.

**Other options are residential area, moholla, baste, camp etc.*

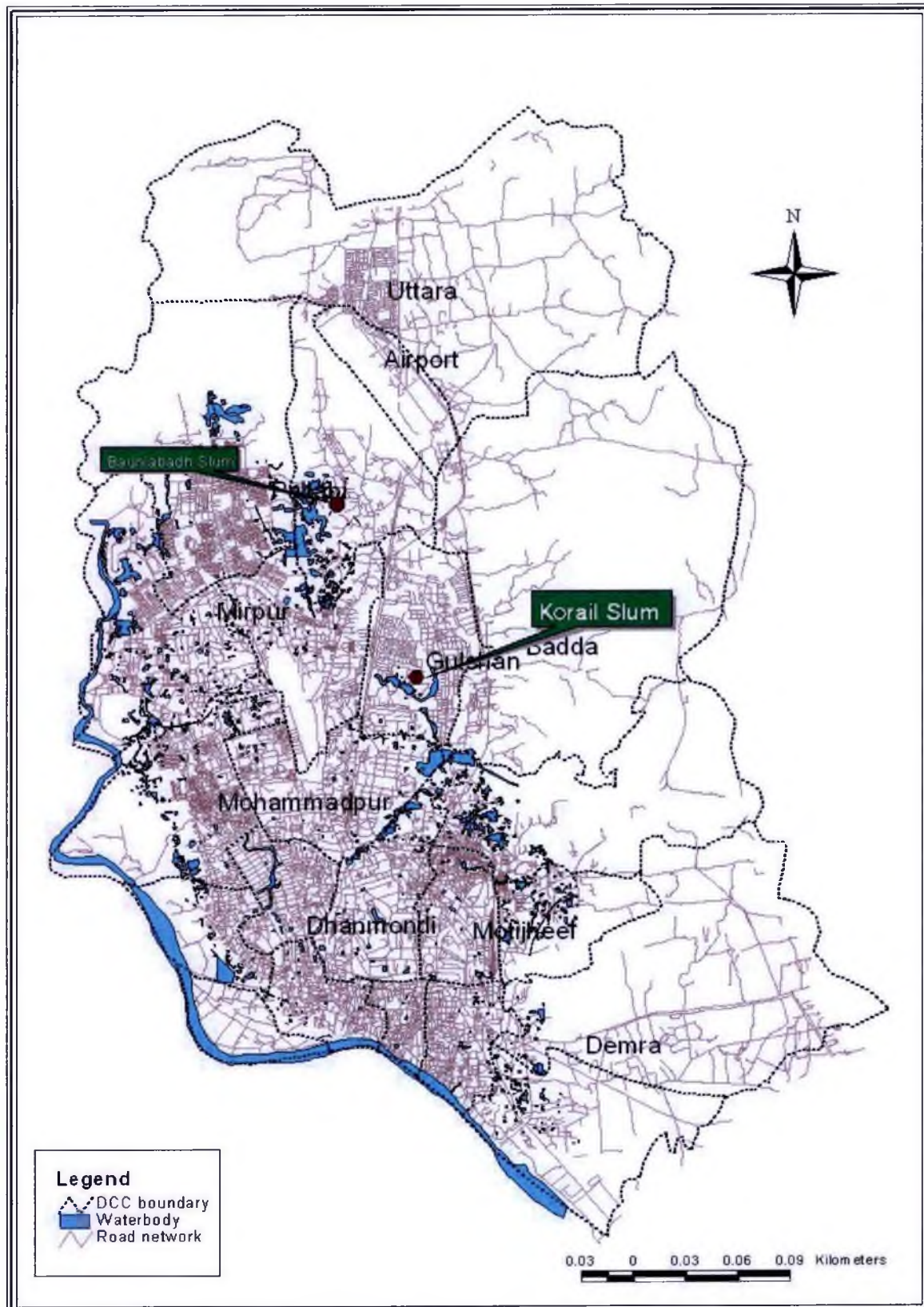


Fig 2. Locational View of Korail and Baunianbadh Bastees

(Source: GIS section, DDC Ltd., Dhaka)



Fig.3 Locational Bird's Eye View of Korail Slum

Source: Google Earth, 2006



Fig.4 Locational Bird's Eye View of Bauniabadh Slum



Pic-2



Pic-3

(Pic-2 & Pic-3) Day to day activity in Bauniabadh Tin-Shade Bastee (Colony)
Source: Field survey, 2006

4.3 Physical and Environmental Conditions of Sites:

The area of Baunianbadh Tin Shed *Bastee* is 10 acres and the total number of H/H is 2000 and the total number of population is 10,000 (CUS). In case of Korail the area is 155 acres and the total H/H number is 20,480. The total number of population is 1, 09,400 (CUS) Population per acre is 705 on an average.

There are two types of dwellings in case of Korail *Bastee*. Some 10 percent of the total populaion is mess population and the rest 90 percent consist of family type dwellings. On the other

hand the population entirely consists of family type dwellings in the case of Baunianbadh Tin Shed *Bastee*. Ninety percent land is used as residential in case of Korail *Bastee* while the figure is 70 percent in case of Baunianbadh Tin Shed *Bastee*.

In case of Baunianbadh Tin Shed *Bastee* the dwellers mostly come from Barisal (25 percent), Chandpur (20 percent), Munshigonj (20 percent) and Noakhali (15 percent).

In case of Korail too, the majority of the slum dwellers come from Barisal (40 percent). The next majority comes from Comilla (30 percent) and about twenty percent of the dwellers come from Faridpur and some 10 percent comes from Mymensing respectively.

Baunianbadh Tin Shed *Bastee* is flood free while the Gulshan Lake often floods Korail during the Monsoon. In Baunianbadh Tin Shed *Bastee* 40 percent of the houses are kutchha flimsy structures, 30 percent are semi pucca and about 20 percent of them are shacks and *jhupris* or even mud houses. In contrast however, in a very few cases, even two storey brick built houses are also observed. These belong to influential people in the slums.



Pic-4 Interior of a single room Household in Bauniabadh Tin-Shade Bastee
Source: Field survey, 2006



Pic-5 Interior of a single room Household in Korail Beltala Baste
Source: Field survey, 2006

Houses in this slum consist of single rooms with a few exceptions. About 50 percent of the houses are rented while the other 50 are privately owned in the Baunianbadh Tin Shed Baste. The average rent per month per house is Tk. 500



Pic-6 Brick built house in bauniabadh Tin Shed Colony
Source: Field survey, 2006

In case of Korail, 40 percent of the housing is kutchha flimsy structure and 30 percent are shacks and *jhupris*. On an average there is a lower figure (20 percent) of semi pucca houses in korail

as compared to Baunianbadh Tin Shed *Bastee* (30 percent). Approximately 60 percent of the houses in Korail *Bastee* consist of single rooms while the rest 40 percent consist of double rooms.

There is a lower ratio of privately owned houses in Korail as compared to Baunianbadh Tin Shed *Bastee*. About 65 percent of the houses are rented while the other 35 are privately owned in case of Korail *Bastee*. An average single room size is 600 sqft while for a double room the size is 1200 sqft.

There had been a case of fire incidence and no case was reported regarding eviction for Baunianbadh Tin Shed *Bastee*. There are more than one NGO coverage for the Baunianbadh Tin Shed *Bastee*.

There had been a case of fire incidence for once and two incidences of eviction in the past had been recorded for this slum. The Korail *Bastee* too has coverage of more than one NGO.

Due to the fact that a large number of people live in a proportionately small portion of land the overall environmental condition is hard to maintain. Limited services, basic to human life, of electricity, water, sewerage, garbage disposal, sanitation are made available to this huge mass.



Pic-7 Disposed off garbage on the side of water body in Bauniabadh Tin-Shade Bzastee
Source: Field survey, 2006



Pic-8 Hard maintenance of environment owing to dense population in Korail Beltola Baste
Source: Field survey, 2006



Pic-9 .A breeding ground for a degraded environment
Source: Field survey, 2006

This becomes a breeding ground for a degraded environment. In Baunia the drainage system is better than that in Korail as they are pre planned but the fact that they are left open to sky poses

health risks for dwellers. In Korail fresh water for drinking is more available than in Bauniabadh Tin Shed. The conditions of latrines are also a little better in Korail. More semi-pucca and pucca structures are present in Bauniabadh Tin Shed than Korail. It is because of the fact that there are a few rich land owners in the slum.

The roads are however wider in case of Bauniabadh Tin Shed than Korail. It is due to the fact that this slum was established as a planned settlement while Korail was not. Korail's population grew up incrementally over time. Some of the houses even have a small stretch of land for growing vegetable in Bauniabadh Tin Shed while in Korail it is nearly impossible to have any free space or yard around any house. There is however a big field in which the waterpoints of WATSAN project are set.

The problems of Korail include, dense population, inadequate water, possibility of occurrence of fire hazard, inadequate education facilities, insufficient circulation spaces or walkways, noise etc. For Bauniabadh Tin Shed the problems are inadequate education facilities, inadequate supply of gas, This problem is more acute in case of Korail since they do not even have any drains at all. For both slums, Inadequate management for waste disposal to some extent (except for those managed by the community) etc. seems to be the problem.



Pic-10 Wastewater going to lake in Korail which is often used by children
 Source: Field survey, 2006

Quality of air is poor quite often in both the sites. Open drains pose health risks in case of Baunia due to air and water borne diseases.



Pic-11 People living side by side with unhealthy environment
 Source: Field survey, 2006



Pic-12 Open drains poses health risks in case of Baunia due to air and water borne diseases
 Source: Field survey, 2006

A major portion of people have knowledge of primary education only as children are forced to set themselves to take part in household earning at a certain point. Besides it becomes hard for families in most cases to bear the expenses for education, which forbids them to go to regular schools.

Only a certain number of GO and NGO schools offer free education usually for children. But the total coverage is insufficient.



Pic-13 NGO run school in slum under certain project

The main problem is these projects or programs only provide primary level education. Again solid waste management system is also a major problem in Korail. In both Bauniabadh Tin Shed and Korail there are some degree of day to day urban hazards, threat of eviction, very poor level of safety, molestation of girls and women and a low level of income generation opportunities i.e. opportunity for improving the economic standard of living. There are programs and projects by the GO and NGOs for such upgradation of slums in Dhaka City as in other areas in the country but the success or failure of such projects is a multifaceted issue.

4.4 Socio-Economic Conditions of the Slum Dwellers:

In both cases of Baunianbadh Tin Shed and Korail *Bastee* most residents are engaged with informal activities mostly (Fig.10, pg. 74).



Pic-14 Paper flower seller in bauniabadh Bastee



Pic-15 Daily laborer in bauniabadh Bastee

About 40 percent of H/H in Baunianbadh Tin Shed *Bastee* have a monthly H/H income that range between Tk 2001 to Tk 3000 and 20 percent have less than 2000. Another 20 percent have a higher level of income however, which ranges between Tk.3001 to Tk.4000. A very small percentage has an income range between Tk.4001 to Tk. 5000 (Table-6.2, pg.74).



Pic 16. Residents are engaged with informal activities mostly



Pic 17 .A resident engaged in gold business

In case of Korail 40 percent of the H/H have a montyhly H/H income less than Tk. 2000, 20 percent between Tk 2000 to Tk 3000, 20 percent between Tk 3001 to Tk 4000 and the rest 20 percent have an income between Tk 4001 to Tk 5000. These activities include petty business or trade, vending, service, day laboring, domestic work, transport work, factory and garments work etc. But the

majority is concentrated in areas such as factory and garments work, rickshaw or van pulling and day laborer. Other residents work as office staffs as cleaners, guards, tempo and CNG drivers, peons, sweepers, shop keepers, domestic helps and others. Some children collected throughway things from the streets and sell them to others. However, on an average, the slum dwellers in both cases have an average income between Tk 1000 to Tk 3000 only. This amount of money barely meets their basic needs. In both cases a few H/H had radio and television and legal or illegal electric connections.



Pic 18. Market center within Korail Bastee

4.5 Infrastructural Facilities of the Slums:

The majority of the latrines in Korail *Bastee* are pit type latrines while in Bauniabadh. Hanging latrine was predominant here in the past. Tin Shed *Bastee* they are a combination of hanging and pit type latrines. Source of water in Bauniabadh Tin Shed *Bastee* is tube well as well as tap and for korail *Bastee* it is either the tube well or the municipal supply or from the waterpoints installed by WATSAN. Hanging latrines are those in the slum which, although they give minimal privacy, allow excreta to drop into ditches or water sources creating open cesspools. When hanging latrines are not available, open defecation is practiced. Water resources are severely limited. Residents retrieve water

from illegal connections to the city's water supply, which is often up to 10 times the price of the water sold to legal connections



Pic-19 A source of water for daily use in Korail Beltola Baste



Pic-20 Waste collection in Korail Beltola Baste

For garbage collection some arrangements are made by the community themselves in both sites. No fixed places are allocated for waste disposal in any of the cases. It is more so for Korail as municipal trucks can not enter the slum. In both cases community was made aware by the two slum development projects that waste has to be disposed off properly. While in Korail Beltola *Baste* there are no planned slums, the Bauniabadh Tin Shed *Baste* has a pre-planned network of drains for most of its parts while Korail *Baste* has a serious drainage problem as it does not have any properly made drains at all.



Pic-21 Picture shows a typical drain in Bauniabadh Tin-Shed Bastee



Pic (Web)-19 Picture shows the fire disaster in Korail.
(Source: internet)

CHAPTER 05

BRIEF DESCRIPTION of the TWO CASE STUDIES 'UBSDP' and 'WATSAN' Project

5.1 Brief Description of UBSDP Project:

5.1.1 Background and Project Concept

The Urban Basic Service Delivery Project (UBSDP) is an urban development project supported by UNICEF and implemented by LGED with City Corporations and Pourashavas. It is being implemented in 4 City Corporations and 21 Pourashavas. In this project the technical support is provided by LGED while UNICEF provides the financial support. The project became operative in the year 1997 and ended in June 2001.

The UBSDP is a project whose ultimate goal was to improve the quality of life of the sector of urban poor who live in the urban slums. The aim of the project was to benefit the urban poor household with focus on women and children (Islam et al, 2004) Local Partnership approach for Urban Development in Bangladesh, November 2001, SINPA-(Centre for Urban Studies)

Activities of UBSDP included social mobilization, community participation, skill development services convergence, provision of primary health and basic educational services, particularly to the children in difficult circumstances and income generating opportunities for youth and women. These services were provided through centers called the "Urban Development Centers" or the UDCs, each of which served around a number of two thousand urban poor living in the urban poor communities.

5.1.2 The Origin :

UBSDP was a community-based effort. It originated after SIP (Slum Improvement Project) was implemented. UBSDP was introduced as a revised model of SIP which became operative in 1997. SIP was a community-based effort to provide environmental improvement, primary health care and empowerment of the poor women living in urban slums. SIP was supported by UNICEF for implementation by the Local Government Engineering Bureau (now Department)

with City Corporations and Pourashavas in Bangladesh during 1985-1985. SIP consisted of two main components (a) physical development of slum areas in terms of improvement of infrastructures such as roads or lanes, drain, footpaths, sanitation and water supply, etc. and (b) social and human development through the provision of health, education and income earning facilities. SIP was launched in 1985 and gradually expanded its coverage through phases. The first phase started off with 57 slums of 5 district towns of medium size categories (i.e. Dinajpur, Kushtia, Mymensing, Noakhali and Sylhet while the second phase further included four new towns which were Rangpur, Jessore, Khulna and Chittagong which started in 1990. Later, after inclusion of another eleven towns it went to its third stage in 1993. The third stage included some other 5 towns Bhola, Bogra, Feni, Borguna and Cox's Bazar. To round it up SIP covered 25 towns and cities and reached about 40,000 women in 185 slum settlements of these towns.

The Concept of SIP was to organize the community, which involved community participation. This was done through the mobilization of government staff as well as the community people in slums. SIP ensured the participation by involving community members in the project activities. The SIP model for in site slum development has proved to be very successful in the socio-economic context of Bangladesh. But the facilities provided through the Slum Improvement Project were Limited Compared to the increased demand. Therefore in the year 1986 a follow up project or a revised model of SIP was introduced known as Urban Basic Service Delivery Project implementation arrangements similar to SIP. However, the UBSDP project became operative in 1997. The project was designed to be implemented in 4 City Corporations and 21 Pourashavas with technical support of LGED and financial support of UNICEF. The project was due to be completed in 2000-2001.

The project was intended to benefit the urban poor household (with a monthly income of less than Tk. 35) {Final Report, Evaluation of the Urban Basic Services Delivery Project (UBSDP), September, 1999}, while the women and children would be the direct beneficiaries. The project activities were to be provided through a module called the Urban development Centers which would be serving 2000 poor people as stated earlier and would include social mobilization, community participation, skill development, service convergence, provision of health and educational services to the children and the like.

5.1.3 Project Goal :

UBSDP, is a project which aims at improving the quality of life of the slum dwellers particularly of the women and the children.

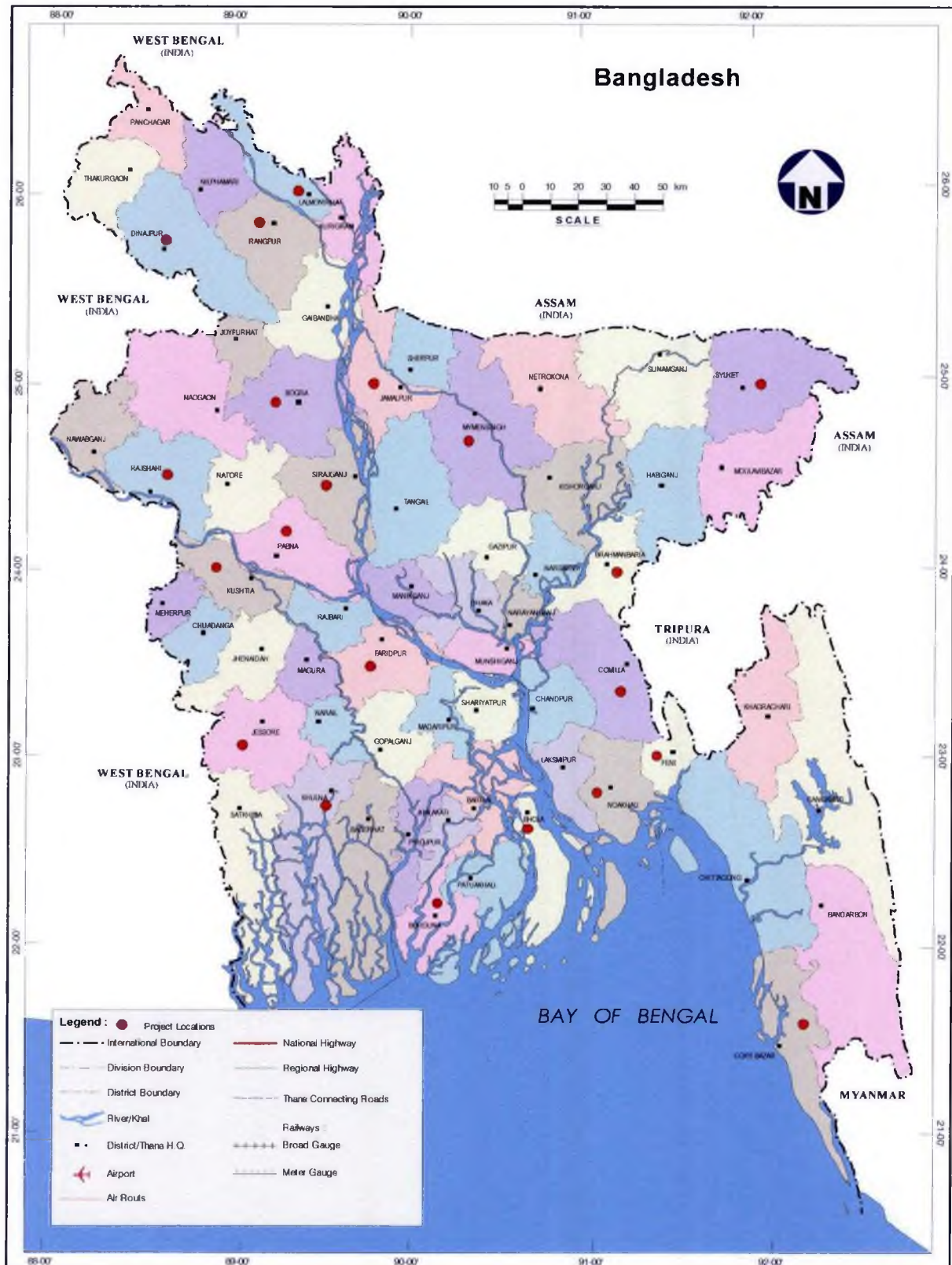


Fig.5 UBSDP Project Location Map

It also aims at building the capacity of the local government so that they can efficiently provide the poor with their services.

5.1.4 Specific Objectives of the Project :

There are a few specific objectives of the project, which may be stated as below:

- 1) To strengthen the city Corporations and selected Pourashavas to provide basic services to the urban poor. The basic service include primary health care and health education, access to safe drinking water and sanitation, basic primary education, and particularly to the children in difficult circumstances and income generation opportunity to the youth and women. Other than these, UBSDP makes provision for providing social welfare and legal services, childcare facilities and information for referral. Besides, the credit component of SIP has been retained in this project as well.
- 2) To increase the urban poor's participation in the urban basic services planning, implementation and monitoring. Participation components include capacity building of the community to reserve basic services, establish sustainable linkage and co-ordination with the partner agencies and advocacy.
- 3) To co-ordinate the concerned government and non-government organization involved in providing services to the urban poor and to ensure increased
- 4) Participation of the community at the Ward level. Other than these, the project also intends to arrange linkages among differed agencies and organization involved in delivering these basic services for better delivery.

5.1.5 Project Duration :

The UBSDP Project began its operation in and the project was completed in June of 2001.

5.1.6 Target Population :

The target population of the UBSDP is the poor community of the city and towns (including those living in the slums).

5.1.7 Main Stakeholders :

The main stakeholders are the City Corporations and the Pourashavas and while the project is owned by the Ministry of LGRD and Cooperatives, the technical supports to the project actions are provided by LGED.

5.1.8 Geographical Coverage of the Project :

In terms of geographical coverage, UBSDP is moderate. It covers all four Dhaka, Chittagong, Khulna and Rajshahi City Corporation as well as 21 Pourashavas of the country. The Pourashavas are, Sylhet, Noakhali, Comilla, Brahmanbaria, Mymensingh, Jamalpur, Kushtia, Jessore, Faridpur, Barisal, Narayanganj, Borguna, Bogra, Bhola, Feni and Cox's Bazar. The project has reached a reasonable target in terms of population coverage as well. The 490 Nos. of Urban Development Centers which are the means for providing services covers 2000 urban poor each. The Urban Development Centers are however available in the City Corporations only. For services delivery at the Pourashavas level arrangement of certain Community Centers are made and separately identified at each slum.

Therefore, the project is such designed that it covers a number of 9, 87,000 people of which majority are women.

5.1.9 Method of Implementation and Organizational Structure :

The Urban Basic Service Delivery Project was implemented through four City Corporations and twenty-one Pourashavas by LGED. A Project director (PD) was given the responsibility of the whole project. The PDs responsibility was to co-ordinate among different ministries concerned, local government authorities, donors and other agencies and the local community leaders.

Four different committees at four different levels worked together to manage the project. These levels were,

- a) The National Level
- b) City Corporation/ Pourashavas
- c) Zonal Level (For Dhaka City only), and
- d) Ward Level

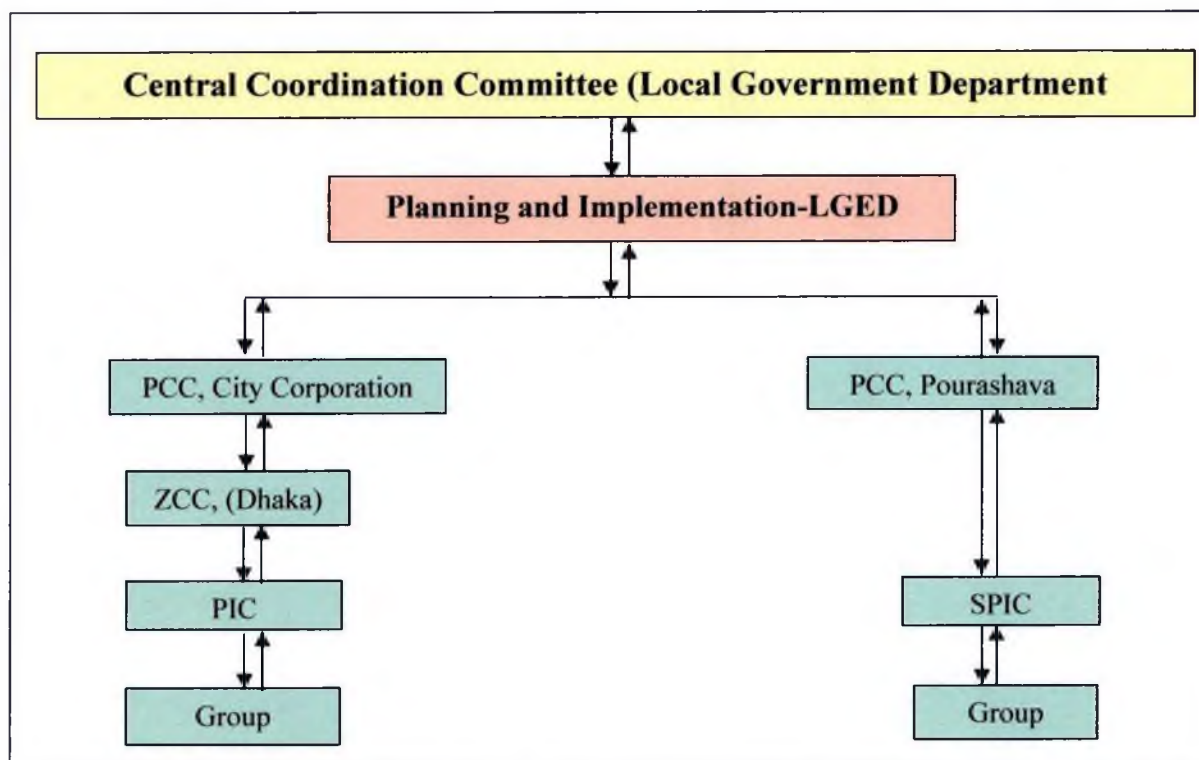


Fig.6a: UBSDP/Support for Basic service in Urban Areas Project's Administrative Structure

Note: CCC = Central Coordination Committee, PCC = Project Coordination Committee, ZCC = Zonal Coordination Committee, PIC = Project Implementation Committee, SPIC = Sub Project Implementation Committee.

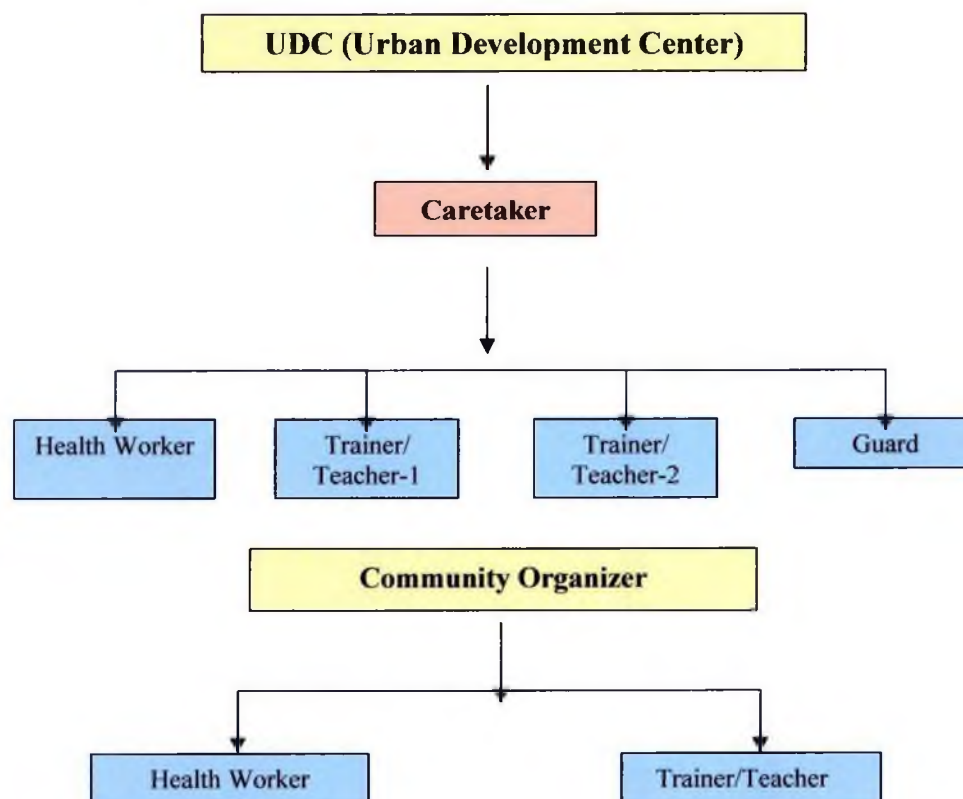


Fig.6b: UDC (Urban Development Center)'s Administrative Structure

National Level :

There was a Central Coordination Committee (CCC) at the national level. Sanitary of the Local Government Division (Ministry of LGED and Cooperatives) was the Chairperson of the Project while PD of the UBSDP was the Member secretary of CCC. The CCC had a total number of 46 members and it drew its members from all concerned agencies.

The CCC attempted to ensure that, the services provided by the various government and non-government organizations and private sectors are such co-coordinated that services at the UDCs are available for the beneficiaries.

Other than this the CCC is responsible for reviewing the process of the project, identify constraints, prepare guidelines and provide feedback. For coordination CCC meet every four months and made field visits whenever it was needed.

City Level:

A committee called the Project Coordination Committee on the PCC at the city level coordinated the activities of the project. The Mayor or Chairman of the concerned City Corporation or Pourashavas was the Chairperson of PCC, while the Chief Executive Officers of City Corporations on Pourashavas were the Member Secretary of their respective PCC.

The PCCs responsibility involved co-coordinating the city level UBSDP activities. These activities were reviewed bimonthly by PCC, which also provided guidelines for implementation.

Zonal Level:

The Zonal Coordination Committee (ZCC) formed at the zonal level monitors all the UDCs in that particular zone. The Zonal Executive Officer was the chairperson of the Zonal Coordination Committee and one, selected from UBSDP, performed as the Secretary of ZCC. The ZCC has 17 members who are drawn from different agencies working at the Zonal level. The ZCC met every two months for co-ordination and monitored the activities of the UDCs at

the community level. A representative of the ZCC was responsible for all attending the meetings of PCC.

Ward Level :

The ward level activities are coordinated by the Project Implementation Committee or PIC. The Ward Commissioner of the respective ward chaired the PIC. The UDC care taken was worked as the secretary of the committee. The membership of the committee consists of all officials from different government agencies, NGOs, Voluntary and community organization at this level. Under PIC, there are sub-committees on primary education, primary health care, water and sanitation community participation and social welfare. PIC met once every month and had the responsibility of all ward level activities.

5.1.10 Major Activities of the Project :

The main activity of UBSDP is providing credit facilities to the poor households for generating different income – earning activities. Simultaneously various social and environmental aspects were given emphasis. These aspects included issues of basic education, health services, and physical environmental improvement, water supply etc.

5.1.11 Major Outputs of the Project :

Alleviation of Poverty, improved environmental condition and improved social condition in the slum communities are the major outputs of the project (Final Report, Evaluation of the Urban Basic Services Delivery Project (UBSDP), September, 1999.).

5.1.12 Project Cost :

Tk. 3716.74 Lakhs

Table No. 5.1					
The major items of investment cost for the UBSDP Project					
Component			Quantity No.s (In lakh Taka)		
i) Physical Infrastructure	A) Water Connection and tube well Installation	489	88.02		
	B) Construction of public toilet cum biogas plant	489	234.72		
ii) Transport	Bi-cycle	489	15.80		
iii) Furniture and Equipment	Furniture for UDC	489	48.90		
	Photocopier	1	2.00		
	Computer	2	6.50		
	Weighing machine	489	17.12		
	Educational materials	489	4.70		
	Medicine	489	7.07		
iv) Workshop and Training	UDC staff training	489	22.00		
	Ward level workshop	192	9.60		
	City level workshop	20	4.00		
	National level workshop	5	1.40		
	Staff training	70	3.50		
	Skill development training	4200	22.00		
v) Survey and Mapping			20.00		
vi) Urban Basic Service Delivery Promotion	UDC level	489	13.11.74		
	Pourashava level	21	233.72		
vii) UDC Office Rent		489	345.24		
viii) Contingency	Water, Gas, Electricity	489	95.90		
	Stationary for UDC	489	76.72		
	Stationary for 4 city corporation	-	1.60		
	Stationary for 21 Pourashavas	-	5.25		
	Stationary for PD's Office	-	2.50		
	Printing of register forms, pass books, growth monitoring chart etc.	-	10.00		
	Evaluation	-	10.00		
ix) Salaries of Officers & Staff of PD's Office		50	134.31		
x) Income Generation Loan		8000	400.00		
xi) Operating Cost of 15 UDCs/ UDCs of Directorate of Social Service		15	160.00		
xii) Others (GOB)	Telephone, Telegraph	-	6.40		
	Repairing of furniture and dress of 4 th class staff	-	5.00		
	Water, Electricity Bill (PD's Office)	-	2.60		
	Stationary, printing, postal	-	20.50		
	Fuel and maintenance	-	24.00		
	TA/DA for officer/staffs	-	20.00		
	Contingency	-	10.00		
xiii) Flood Damaged Rehabilitation Works	Items	Quantity	Local	F.E.	Total
	Footpath	22600 m	85.88	-	85.88
	Drain	20100 m	100.50	-	100.50
	Dustbin	515 nos.	25.75	-	25.75
	Latrine	2160 nos	86.40	-	86.40
	Water connection and Tube wells	858 nos	35.40	-	35.40

Source: Project Proforma, UBSDP, LGED

5.2 Brief Description of WATSAN Project:

5.2.1 Background of the Project

In the year 2004, Bangladesh had been affected by a devastating flood, which disrupted the life of the slum dwellers of Dhaka City like many other urban poor. As a result of it the slum dwellers lost their valuable properties and to their dismay, their basic needs i.e. their basic service systems.

- Three million people were badly affected by flood.
- Three hundred thousand people of Dhaka city were worse victims of the flood.
- Thousands of families lost their houses, properties, agriculture and goods.
- Thousand of people had suffered from water washed and water borne diseases particularly diarrhea, pneumonia, dysentery, ARI, skin diseases and fever in the flood affected areas.
- Hand pumps, water points and latrines had been submerged by floodwaters in those areas and drinking water supply, sanitation, personal and environmental
- Hygiene situation had taken a very difficult shape. Some of the hand pumps, water point and latrine has been completely washed out and had been completely damaged by the flood.
- Affected families used to collect drinking water from long distances. Mostly, women and girls were and continued to be the worse victims of the situation.
- Sanitation facilities had been almost damaged by flood. Affected people are defecting in open space or using hanging latrines.
- Shortages of paddy seedlings/vegetable seed in flood-affected areas are affecting cultivation of rice and vegetables.

Scenario regarding Situation of Water, Sanitation and Environment in Slums in Dhaka City just prior to the project period:

- The Surroundings of the Dhaka City e.g. Demra, Kamrangir Char and Keraniganj were completely submerged for one and half month.
- One third of the Dhaka city's areas went under floodwater for one month.

- Hundreds of slums, fringe and low-lying areas were submerged by devastating flood for one month.
- Thousands of latrines had been washed out or were completely damaged in the slums and fringe areas of the city particularly Demra, Kamrangir Char, Keraniganj, Rayerbazar, Khilgoan, Basabo, Jatrabari, Badda, Meradia, Gulshan, Uttara. As a result people were bound to use open space of hanging latrine for defecation.
- Water sources (TW and Water Point, Water reservoir) had completely or partly been damaged. Water connection lines in the slum areas had also been damaged. Affected people collected drinking water from a long distance or they were forced to use contaminated water.
- Drains, roads/footpaths and surroundings of the flood-hit areas were filled with floodwater related garbage.
- Poor families were the worst victims of the situation.
- People were bound to live with high health risks, particularly, diarrhea, pneumonia, dysentery, ARI, skin disease and fever in the flood affected areas.

5.2.2 Project Goals and Objectives:

Goals:

- Rehabilitate the WATSAN related infrastructures in the target slum and low-income areas and reduce possible threat of health risks related to water borne diseases in the flood-hit areas.
- Facilitate strong community and Local Govt. Institute (DCC/WASA) involvement for the improvement of health and hygiene situation in the slums.

Objectives:

The main objective of the project was to rehabilitate damaged WATSAN infrastructure and ensure access to health hygiene services through safe latrine, water supply, solid waste management and hygiene education.

The objective therefore is to create improved access to environmental sanitation, safe potable water, and hygiene promotion services. This should be performed in a coordinated way, in different slums and fringes of Dhaka City through Community Based Organizations (CBOs) as community

WATSAN management bodies, with special emphasis on women and children's need. Broad objectives can be stated as mentioned bellow:

Specific Hardware Activities:

- Rehabilitated safe sanitation facilities via construction of community/slab latrines and repairing, cleaning /de-sludging damaged latrines.
- Improved access to safe water supply by repairing, cleaning and facilitating construction of water points and installation of TWs for target project communities.
- Provided water and sanitation facilities in schools of affected areas by constructing, repairing and cleaning.
- Improved safe environmental sanitation by cleaning drains footpath and surroundings of the houses.

Specific Software Activities:

- Raise awareness of the community about personal and environmental hygiene through behavioral change communication.
- Facilitate work of the project with the active participation of civil society, local govt. and the community.

5.2.3 Project Information:

Project duration: 9 months. The project started in May 15, 2005 and ended in March 2006.

Project Cost:

Tk 1,26,69,000.00

Project Implementing Partners:

CUP has selected 14 member organization as implementing partner for the project. The implementing partners are Al-Falah, ASD, BAWSE, IDR, IPD, MSS, Nari Maitree, OMI, JAC, Prattay, RHDS, SEP, PDAP & VIDA.

Project Implementation Area: The project activities implemented in the flood-hit slums of Dhaka city:

**Table 5.2: Project Intervention Areas
Under WATSAN Project**

Sl. No.	Thana
1.	Demra
2.	Keraniganj and Kamrangir Char
3.	Khilgaon
4.	Gulshan and Badda
5.	Hazaribagh and Mohammadpur
6.	Uttara
7.	Mirpur and Pallabi
8.	Lalbag

5.2.4 Project Implementation Strategy:

The following Strategies were followed for achieving the project objectives:

- **Planning and operation:** CUP along with implementing partners (IP) has form a central coordinating team. This team was responsible to plan and shall provide all sorts of support to the IP to implement the project activities.
- Besides CUP has also discharged its supervisory functions through central coordination team. Field staff has oriented properly to discharge the project activities.
- **Community based organization:** Members of the CBO/community group has involved in the project implementation cycle (planning, implementation and supervision-monitoring).
- **Local level coordination:** Local govt. institution like Union Parishad/Dhaka City has discussed in the local coordination committee.

Role and responsibilities of Co-implementing Organization (DSK):

For the WASTAN project, the implementing partner NGOs and international agencies cooperated with each other in implementing the activities. The implementing NGOs implemented the program in a coordinated 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 established hardware support according to the basic features of the evolved approach so that at the end of the project period user group may become the owner and manager of their services and can manage the hygiene promotion activities. UNICEF provided the necessary funding for the current initiatives.

Role of Implementing NGOs:

The NGOs performed the following tasks:

- Organized the communities and facilitated implementation via forming committees.
- Provided Hygiene Promotion and Education inputs to community groups
- Enhanced capacities of the communities in managing the services
- Promoted the sound hygiene practices
- Supported committee in approval process from DCC and DWASA
- Provided technical support for hardware installation and operation
- Facilitated the sharing session with the other stakeholders.

Role of User Group (Infrastructure Committee):

Community is the important key stakeholder of the proposed urban water and sanitation rehabilitation project. Thus the foundation of the program lies on catering 'community identified priority needs' following flood through participation of all the stakeholders. In view of the above, emphasis has been given to strengthen community capacity building to participate in implementation of development projects. The CBOs formed with women's leadership, were facilitated by the respective NGOs active in the different slums to:

- Promote improved general hygiene practices in the community
- Operate and maintain the water and sanitation projects.
- Collect water fees.
- Take responsibilities for Human Resource Development for managing the water systems.

The sustainability of the project is based upon maturity of the Management Committee. Management Committee owned their services and shoulders all responsibilities to run these independently.

Apart from above core group members, DWASA and DCC also extended their full support as the government agencies.

Dhaka Water and Sewerage Authority (DWASA):

The DWASA is the only utility department who can supply the water to the slum community. To expedite the water supply process, DWASA normally conduct the following activities for the water point connection:

- Undertake survey and feasibility of the water connection
- Provide main line extensions to the boundaries or nodal points within slum areas
- Provide meter connections and bills
- Provide technical assistance and logistic support
- Ensure access to DWASA sanitation system
- Co-ordinate with all the stakeholders
- Undertake policy advocacy

Dhaka City Corporation (DCC):

DCC conducted the following activities for the connection of water points to the slum community:

- Provided permission for using government land for construction of water points.
- Undertook technical supervision during the construction phase
- Mobilized public opinion through elected ward commissioners
- Undertook policy advocacy

DCC has been playing a key role in providing approval of using public land, particularly the land they own and administer. To date it has accorded over 110 permissions to DSK and other NGOs for the installation of water point and the community sanitation block.

CUP: CUP has taken overall responsibility for implementing the project. CUP performed the following activities:

1. Selected implementing partners,
2. Coordinated the partners activities,
3. Supervised and monitored partners' activities,
4. Compiled and prepared partners progress report,
5. Submitted report to UNICEF,
6. Managed the fund for the self-implementation as well as the associated partners,
7. Prepared financial and narrative report for the funding agency
8. Shared the progress report with UNICEF.

5.2.5 Major Activities of the Project

The WASTAN project activities actually started on the field level in the last week of May 2005 and finished as of 31 March 2006. During the mentioned period, it has undertaken many activities and successfully performed some major important activities, which are illustrated below:

1. Identified Project Areas based on criteria
2. Imparted a Inception workshop at central level with all stakeholders
3. Developed a Training Module on basic hygiene promotion jointly by UNICEF, CARE & CUP.
4. Developed different formats for field monitoring & evaluation
5. Conducted a systematic base line survey of 100094 households in 252 slums in the project area and prepared a base line report for eight working areas of Dhaka metropolitan area.
6. Increased the level of health awareness and safe personal hygiene behavior in selected target slums, through promotion of health hygiene and training package, by conducting

training, monthly meeting, FGD, household's visits and community feedback sessions via organization of community hygiene sessions.

7. Facilitated presence of community based organizations in selected slums areas through organizing meetings and group formations.
9. Organized projection meeting with local stakeholder DCC/DWASA NGOs/ communities about the project's water and sanitation issues.
10. Conducted cleaning campaigns in the affected slum areas with active participation of the community.
11. Prepared detail drawings of HW items as per project Proposal
12. Installed more than two thousand slab latrines, repaired four hundred latrines and four community latrines.
13. Constructed three Sanitation Complex for project beneficiaries
14. Constructed three Small Scale Piped Water System
15. Installed 26 new deep set hands pump and repaired/cleaned of 40 TWs for creating access to safe drinking and domestic water in the affected slums areas of Dhaka city.
16. Conducted necessary trainings on HW operation & maintenance for the users

Area Identification according to Damage criteria:

Community organizations and locations for the project were selected according to baseline survey, needs and demand of the affected community and the available support from other stakeholders. Priorities were given to:

1. Flood affected slums of Dhaka
2. Community needs and demand
3. Worse affected by the flood
4. Community findings
5. Direct observation
6. Consultation with UNICEF, DCC, DWASA

Survey and field visit were conducted to identify the locations which also provided a good cross section of technical, social, economical, cultural, political, administrative and environmental conditions in project area.

The implementing NGOs normally followed participatory process and worked through establishing the community based organizations with women in leadership, as a means of effective implementation. NGOs did manage environmental infrastructure (water point and sanitation facilities) and established community ownership that are managed under the women leadership. The lessons learned from earlier projects were utilized to support the current project.

The aforesaid activities were undertaken by the implementing NGOs in a sequential manner. Software activities followed the hardware support in order to build the community capacity enhancing the managing capability from the early stage of the interventions.

Target Beneficiaries:

Poor women and Children of the community are the priorities who are usually badly affected by the floods. Beneficiaries were selected according to their vulnerability and needs, through needs assessments and community consultation. Needs assessment were done through a consultative process involving affected people, civil society and local govt. institute (UP Chairman Members, Ward Commissioners).

Criteria for Selecting Beneficiaries:

Following criteria were followed to select beneficiaries. Hard core poor people were given special attention during selection.

- Women headed poor families
- Children earning families
- Old man managed families
- Poor families who had more children specially under 5
- Poor families with disabled person
- Poor families with educating children specially girl child
- Jobless or very less income earning families
- Poor families with damaged house

5.2.6 Software Interventions

Cleaning Crash Program:

As an attempt to raise awareness of the community about personal and environmental hygiene through behavioral change, people from all levels of the community took part in drain cleaning, foot path surrounding community and schools crash programs organized with active participation of children, women and men. Creating awareness about solid waste management rally was organized with con members, NGO, Ward Commissioner/UP Chairmen members.

Literally the cleaning/crash program means to clean garbage from drain, footpath and the surroundings by active participation of the community members. During the reporting period, a total of 53 cleaning / crush program have been accomplished. It has been observed that the community people, elite along with ward commissioner, women ward commissioner, community leaders and the urban poor have participated in the program actively. The commissioner utilized the logistics of Dhaka City Corporation. The cleaners of DCC worked together with the community people to clean the garbage from drain, footpath and the surroundings within the working locations.

User Group Formation:

Three types of groups among the community people have been established during the project period that reserved training, courtyard hygiene education, and house-to-house visits. The features of the groups are as follows:

<u>Group Name</u>	<u>Age</u>
Child Group	6-11
Male Group	12+
Female Group	12+

The community groups were established to create effective demand through health education and hygiene promotion.

Hygiene Education Training of User Group:

Health-hygiene-trainings for user groups and children were conducted. This included general hygiene and personal hygiene, diarrhoea prevention, six times hand wash, importance of safe drinking water use, use of sanitary latrines etc. In order to monitor level of understanding and awareness, a continuous participatory monitoring was undertaken. The training of above mentioned communities were facilitated via employing PRA tools such as Fecal Oral games, Snake and ladder, Cat and Dogs and Pary Dotty etc. Dissemination of knowledge further strengthened via discussion on safe water supply, sanitation and good hygiene practices in monthly community meetings, health hygiene information imparted via Community Health Workers (CHW) to targeted households and via discussions at the community feedback meetings. All this was strengthen the drive of the project for behavioral change (Appendix 14, pg. 222).

5.2.7 Hardware Interventions

The hardware activities of the WATSAN project included:

- Rehabilitation of safe sanitation facilities via construction of community/slab latrines (Appendix No.12B, pg. 215) and repairing, cleaning /de-sludging damaged latrines.
- Providing improved access to safe water supply by repairing, cleaning and facilitating construction of water points and installation of TWs for target project communities (Appendix No.12A, pg. 214).

Repair of DSHP:

The hardware activities of the WATSAN project also included repairing of Deep Set Hand Pumps in the project area. The repair includes platform renovation, head change, servicing of damaged tube well etc. The repairing cost of tube well was Tk. 2000 only.

Installation of Small Scale Piped Water System:

After preparing the schematic design, Small Scale Piped Water System in four spots within the project locations (of which one had been in Korail slum) were installed. Small scale piped water

supply (reticulation type) schemes installed for 35 to 40 families to ensure water supply to 200-225 people. It cost Tk. 182,000.00.

Table No. 5.3

Location of Small Scale Piped Water System

Sl. No.	Name of the Structure	Area	Detail Location
01	Small Scale Piped Water System	Kamrangirchar	Nizambag, near Chairman house
02	Small Scale Piped Water System	Kamrangirchar	Jomila Khatun Reg. Primary School, Ashrafabad
03	Small Scale Piped Water System	Mohammadpur	Bosila Road, West side
04	Small Scale Piped Water System	Gulshan	Madrasha Road, Korail slum

Sanitation Complex:

As per allocation and considering feasibility in the target slum locations, three Sanitation Complexes were to be established. It is to be mentioned that one Small Scale Piped Water System were to be incorporated in the Sanitation Complex and it would generate five more redistribution points aside from supplying water to five sanitary latrines and five bathing compartment. It goes without saying that the complex has over at least forty households around in the respective slum.

Table No. 5.4

Location of Sanitation Complex

Sl. No.	Name of the Structure	Area	Detail Location
01	Sanitation Complex	Lalbag	Shahid Nagar, Near by UPHCP & 3 rd bridge of Kamrangirchar
02	Sanitation Complex	Mohammadpur	Near Baribadh truck stands & adjacent of Brick field
03	Sanitation Complex	Gulshan	Corner of Play Ground, Korail Slum

CHAPTER 06

Data Analysis with Respect to Fulfillment of Objectives of the Two Projects of the Study Areas

6.1 Collection of Data from both projects presented through graphical presentations and Charts:

COMPARATIVE GRAPHICAL PRESENTATIONS OF RESPONDENTS PROFILE FOR UBSDP AND WATSAN PROJECT:

Table No. 6.1

Sex Status of the respondents in the study areas of Korail and Bauniabadh

Type	Sex		Total
	Male (%)	Female (%)	
WATSAN	50	50	50
UBSDP	50	50	50
Total	100	100	100

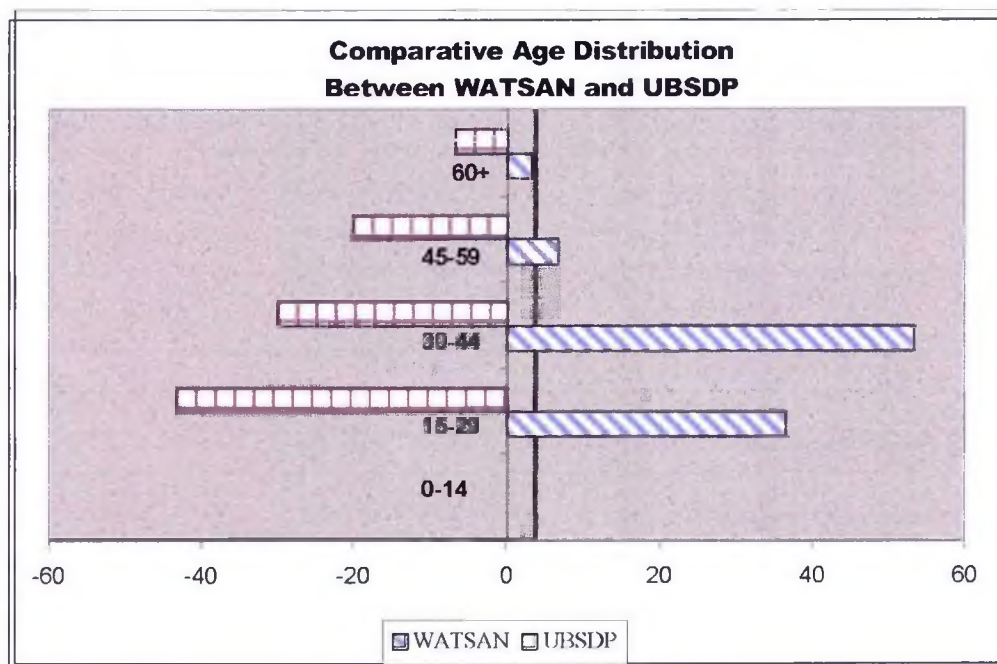


Fig 7: Age composition in the study areas of Korail and Bauniabadh;
Source: Field survey, 2006

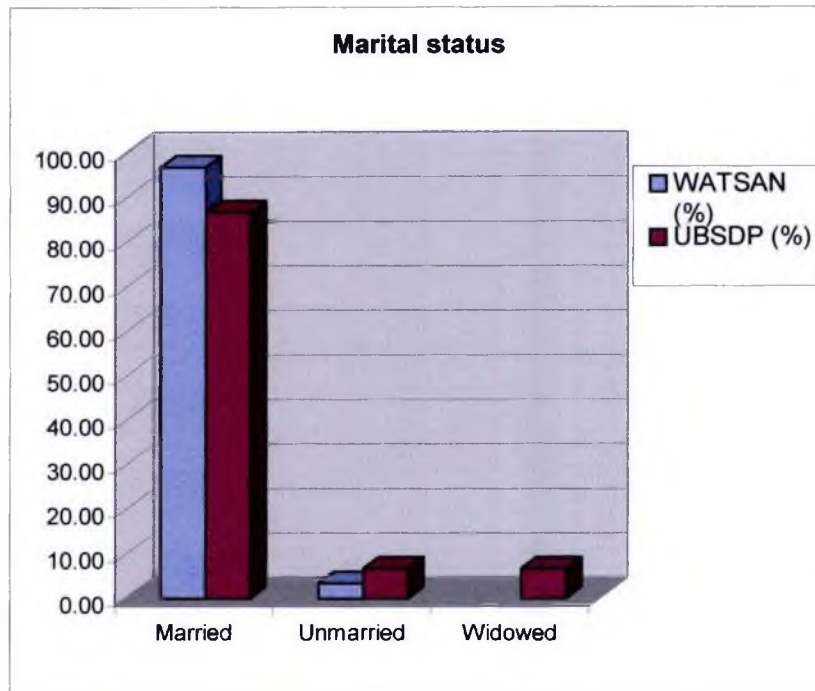


Fig 8: Graphical presentation of Comparison of marital status between the study area;
Source: Field survey, 2006

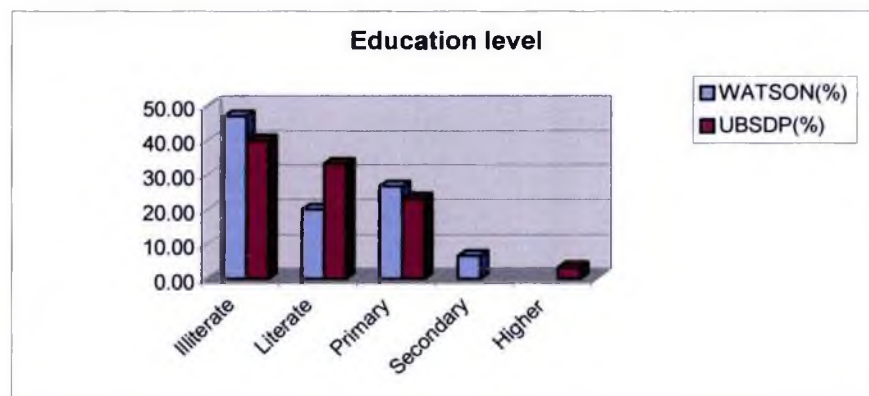


Fig 9: Graphical presentation of education levels in the two project areas of Korail and Bauniabadh;
Source: Field survey, 2006

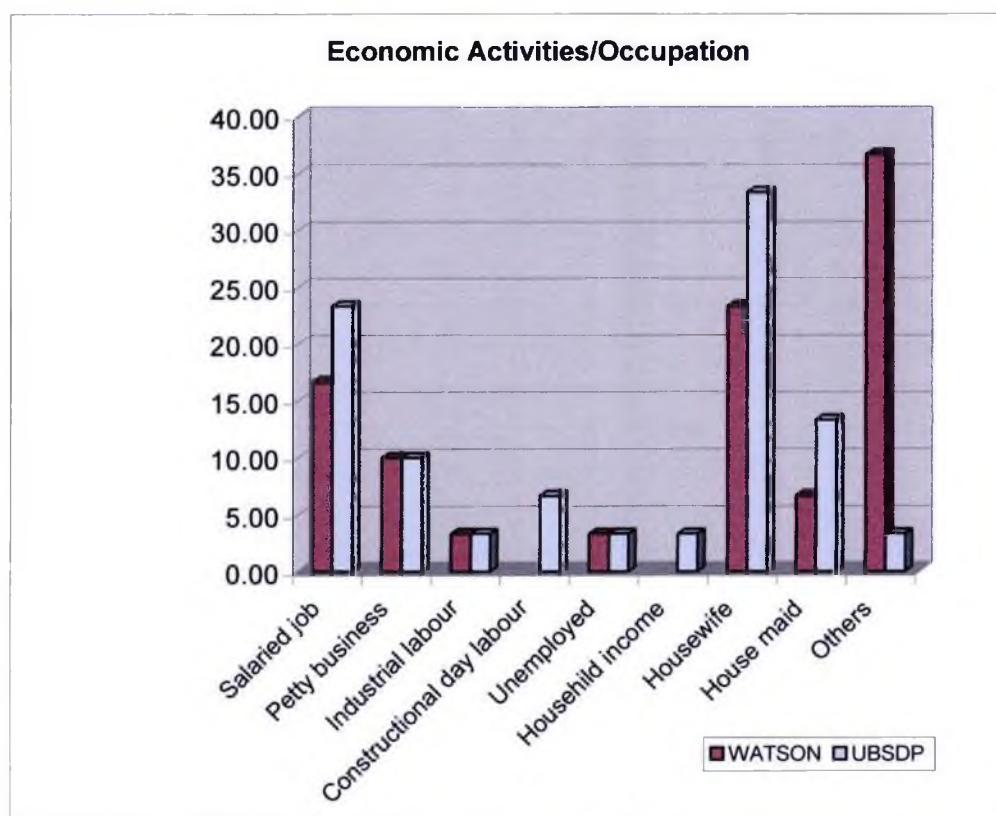


Fig 10: Graphical presentation of economic activities in the two project areas of Korail and Bauniabadh;
Source: Field survey, 2006

Table No. 6.2

Monthly income of the respondent in the study areas

Income	Frequency		Total
	WATSON	UBSDP	
1000	1	1	2
1500	2	-	2
1700	-	1	1
1800	1	2	3
2000	2	3	5
2200	-	1	1
2500	3	4	7
3000	8	7	15
3500	1	2	3
3800	1	-	1
4000	6	4	10
4500	1	-	1
5000	2	2	4
6000	2	2	4
10000	-	1	1
Total	30	30	60

Source: Field survey, 2006

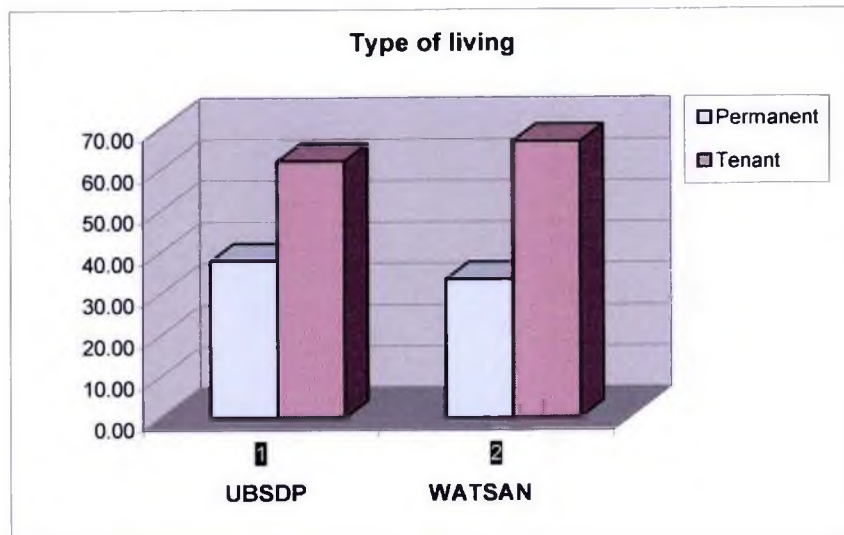


Fig 11: Comparison between types of living in the two project area
Source: Field survey, 2006



Pic-22 Picture shows presence of a wide typical drain in Bauniabadh Tin-Shed Bastee



Pic-23 Semi pucca structures in the project area of Bauniabadh



Pic-24 Pucca two storey brick building in the project area of Bauniabadh (in the background)



Pic-25 Two storey finished structure in the project area of Bauniabadh

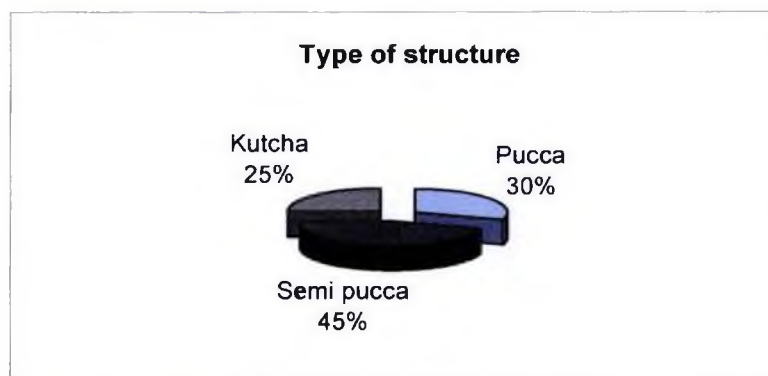


Fig 12 Comparison between structural patterns in the project area
Source: Field survey, 2006

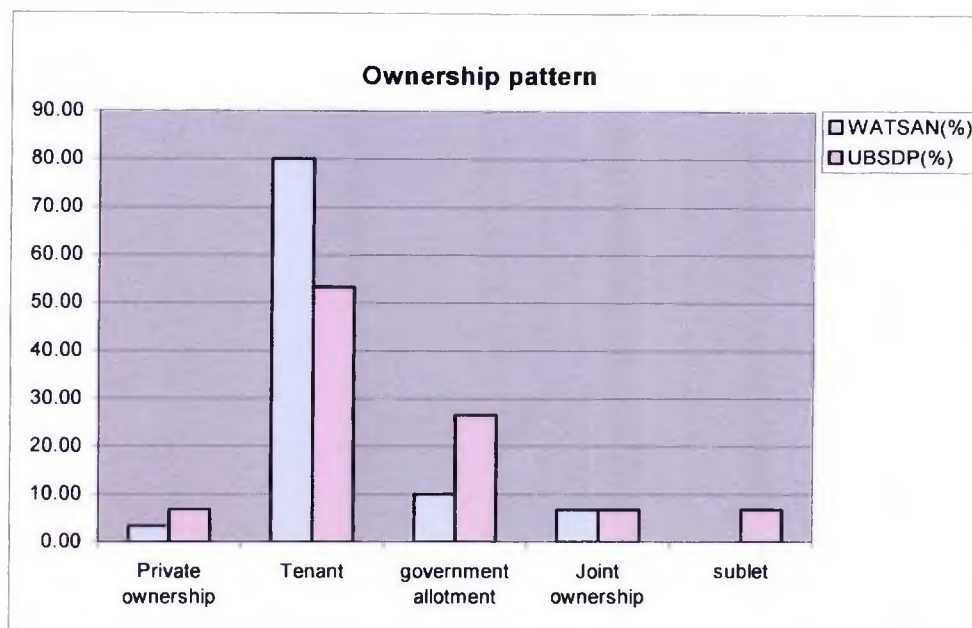


Fig 13: Comparison of household ownership pattern in both of the project area
Source: Field survey, 2006

COMPARATIVE GRAPHICAL PRESENTATIONS OF RESPONDENTS PROFILE FOR UBSDP AND WATSAN PROJECT:

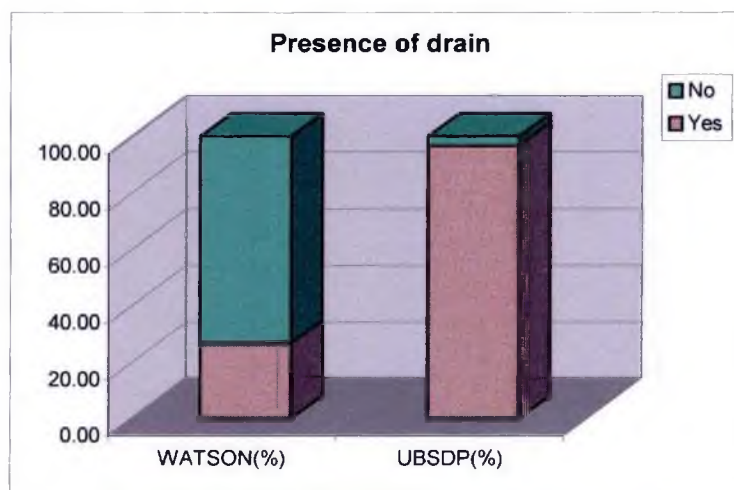


Fig 14: Comparison between existences of drain in the project area
Source: Field survey, 2006



Pic-27 A pit type toilet used in Korail Beltola slum

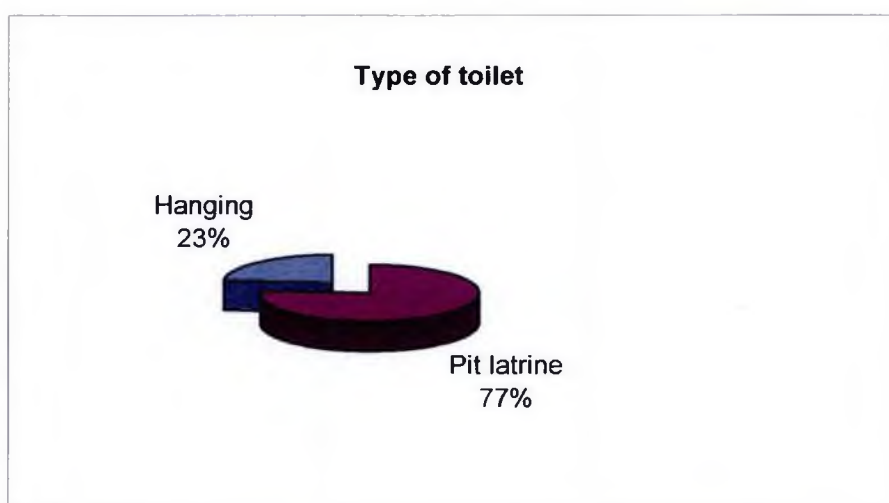


Fig 16 : Types of toilet both in WATSAN and UBSDP areas
Source: Field survey, 2006



Pic-28 WATSAN provided community toilets used in Korail Bastee

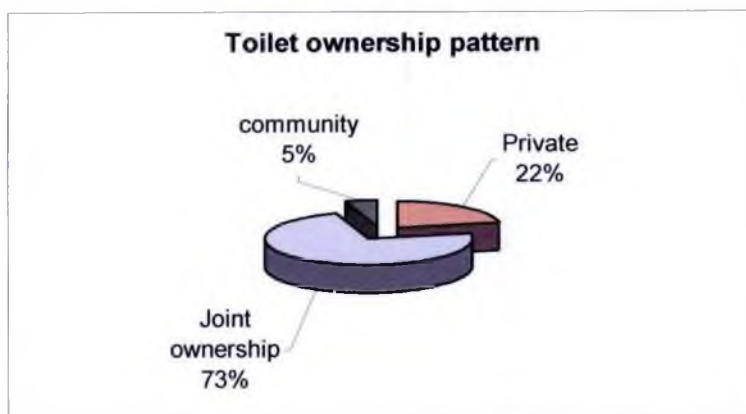


Fig 17: Toilet ownership pattern both in the study areas of Korail and Bauniabadh
Source: Field survey, 2006

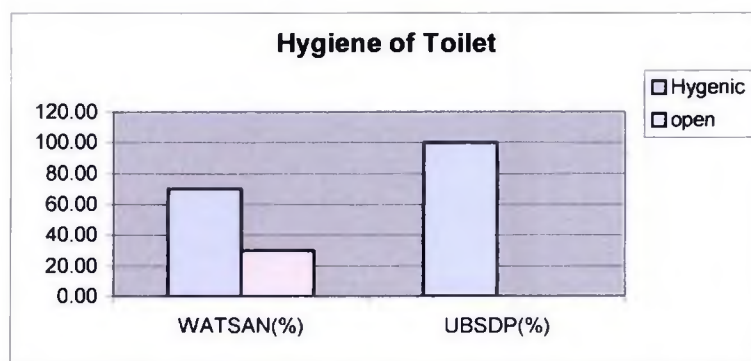


Fig 18: Comparison between conditions of toilet in the two project areas of Korail and Bauniabadh

Source: Field survey, 2006

Table No. 6.3
No. of People Sharing Same Toilet with the Respondent in the study areas

Type (No. of users)	Frequency	Percent
5	1	1.89
8	3	5.66
10	6	11.32
12	10	18.87
14	1	1.89
15	3	5.66
18	4	7.55
20	12	22.64
25	6	11.32
30	6	11.32
60	1	1.89
Total	53	100.00

Source: Field survey, 2006

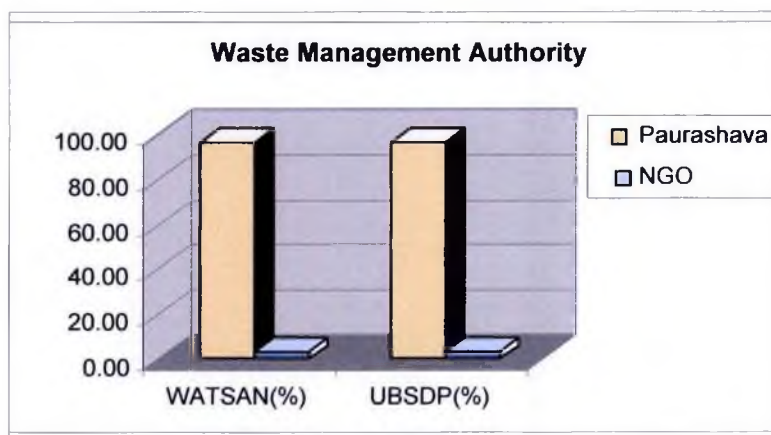


Fig 19: Comparison between waste management authority in the project areas of Korail and Bauniabadh
Source: Field survey, 2006



Fig 20: Comparison between waste disposal systems in the project areas of Korail and Bauniabadh
Source: Field survey, 2006

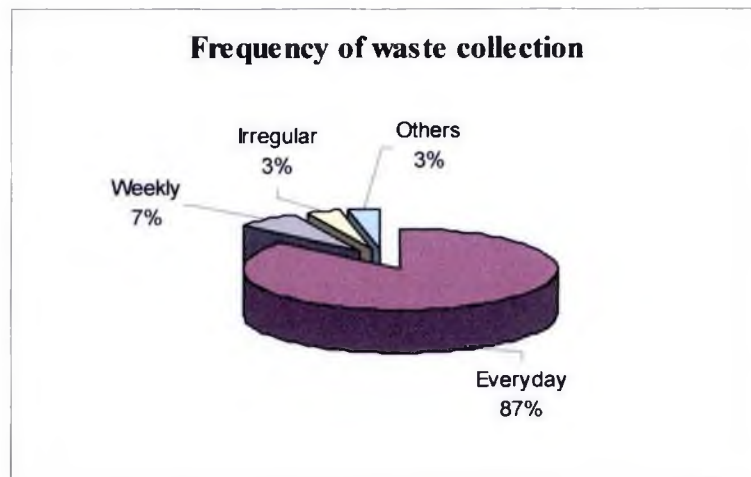


Fig 21: Comparison of frequency of waste collection in both study areas
Source: Field survey, 2006

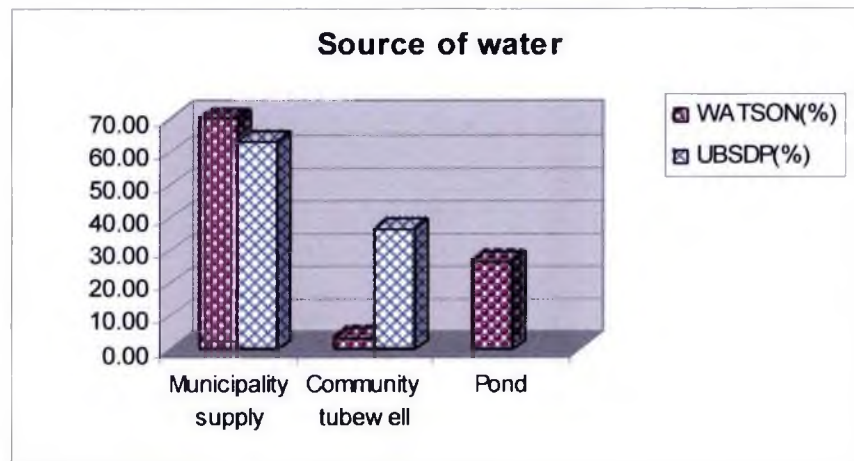


Fig 22: Comparison of sources of water in the project areas of Korail and Bauniabadh
Source: Field survey, 2006

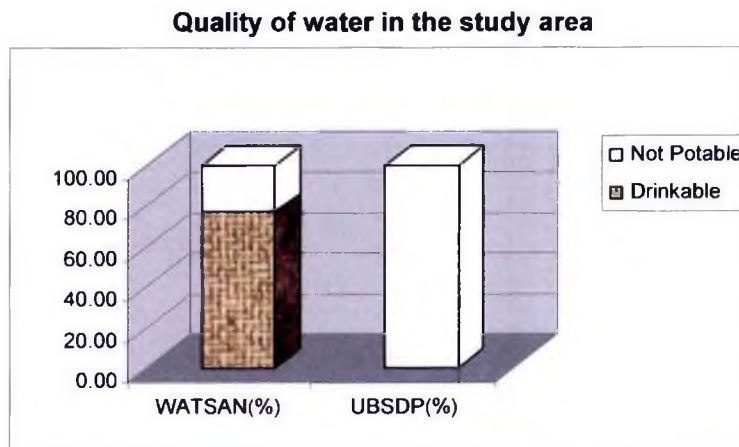


Fig 23: Comparison between qualities of water in the two project areas
Source: Field survey, 2006

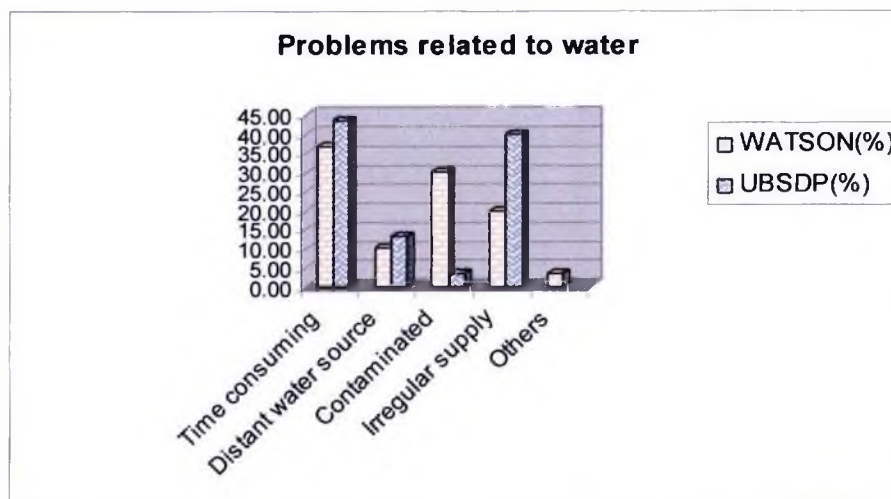


Fig 24: Comparison between problems related to water in the project areas of Korail and Bauniabadh
Source: Field survey, 2006



Fig 25: Comparison between health facilities in the project areas of Korail and Bauniabadh
Source: Field survey, 2006

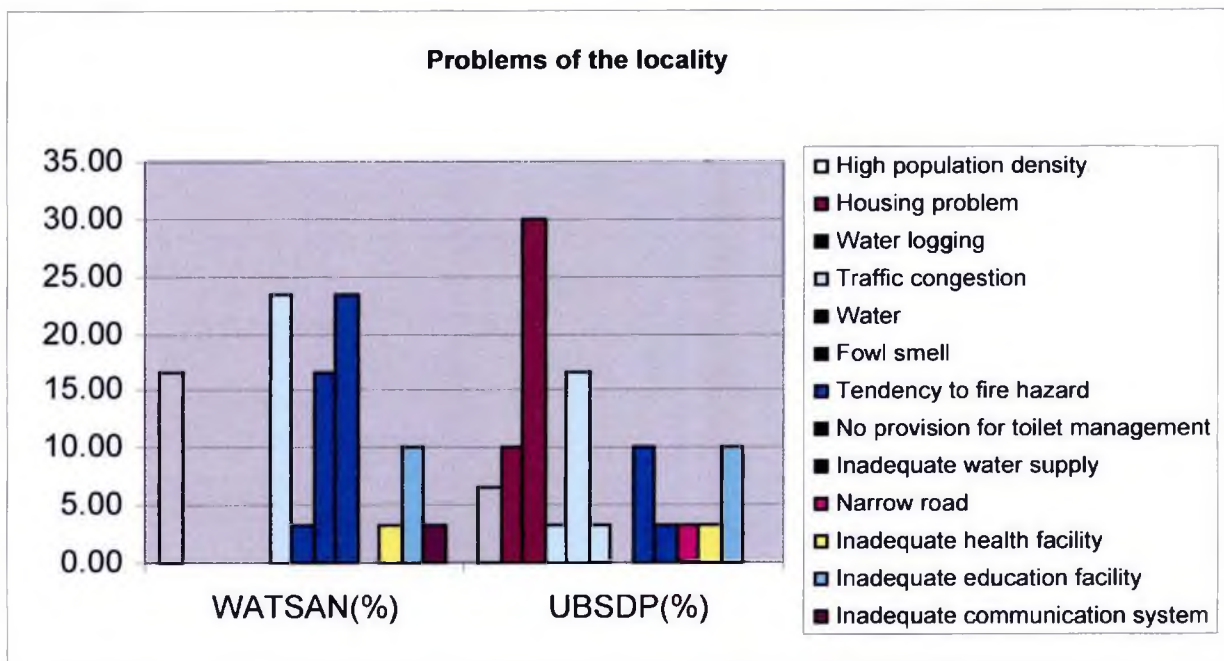


Fig 26: Comparison between problems of the locality in the project area
Source: Field survey, 2006



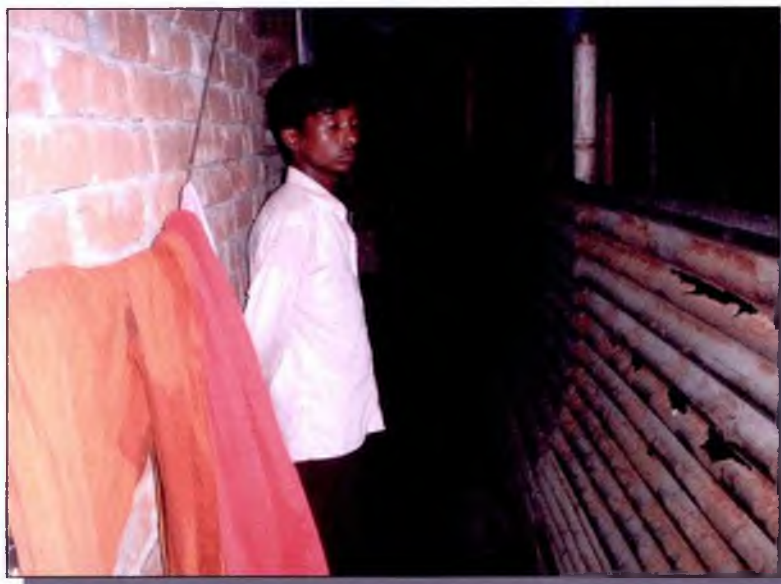
Pic-29 Picture shows how houses are built right next to open drains in project area of Bauniabadh



Pic-30 Picture shows high population density rates as compared to available open space for circulation in Bauniabadh



Pic-31 Dumped wastes has the potentials to cause health hazards in Bauniabadh



Pic-32 Picture shows narrow passageways for house to house accessibility in Bauniabadh Tin-Shed Baste



Pic-33 Disposed off wastes near water body in Bauniabadh Tin-Shed Baste



Pic-34 Dwellers are dependent on 'Khari' as gas services are unavailable

6.2 Analysis of collected data for UBSDP Project

The data obtained from the discussions and responses by the beneficiaries of the two projects (in particular the two case study areas, Tin Shed *Bastee* under UBSDP project and Beltola *Bastee*

under WATSAN project) are used and analyzed to explore the existing situations of the two projects. Opinions of other personnel of the project and ideas from surveys conducted by the two projects are also considered.

UBSDP Project:

Demographic and Socio-Economic Profile of the Beneficiaries:

Upon the data analysis of the study area, it is observed that the majority of the slum respondents had shown a substantial level of interest about the project and their participation has significantly increased ever since its inception.

Half of the sample respondent beneficiaries were women (Table 7, pg 72). About 43 percent of the respondents belonged to 15-29 years of age group, 33 percent belonged to 30-44 years age group, 20 percent belonged to 45-59 years age group and the rest 4 percent have ages 60 years and above. Majority, about 86 percent of the respondents were married (Fig 8, pg 73), about 7 percent unmarried and the rest 7 percent were widowed. A major portion (39 percent) of the respondents is illiterate, about 33 percent literate, 24 percent have a primary level education and some 3 percent have a secondary level educational knowledge (Fig 9, pg 73). Regarding Occupation, 23 percent respondents had salaried job, 10 percent were engaged in petty business, 3 percent were industrial labor, 7 percent construction labor, 3 percent unemployed and another 3 percent were engaged in household income, 13 percent worked as house maids and 3 percent were engaged in other activities (Fig10, pg 74). However the majority of the respondents (33 percent) were recorded to be housewives. The monthly income ranged between Tk.1000 to Tk.6000. One of the respondents however unusually earned Tk.10, 000 per month. No body fell between the ranges of Tk.6, 000 - Tk.9, 999. Some 23 percent of the respondents earned between Tk.1000-Tk.2000, some 60 percent of them earned between Tk.2000-Tk.4000, some 13 percent earned between Tk.4000-Tk.6000 and only one of them earned Tk10, 000 that consist of only 3 percent of the responses. Therefore the clear majority earns within a range of Tk.2000-Tk.4000 (Table-6.2, pg 74).

Type of Living :

About two third (67 percent) of the beneficiaries reside in rented houses and a 33 percent reside in own houses (Fig11, pg 75). About 30 percent of the respondents live in pucca houses,

majority (45 percent) lives in semi pucca houses and the rest 25 percent live in kutchha houses (Pic-23-24, pg 76, Pic-25, pg 77), (Fig12, pg 77). The ownership pattern of households shows that about 7 percent has private ownership, 53 percent are tenants, 27 percent have government allotment, 7 percent joint ownership and 3 percent sublet (Fig 13, pg 78).

Infrastructural Facilities:

Access to Toilets:

Drains are present in a major portion of the study area (96.67 percent) while the rest do not (Fig-14, pg 78). A large majority of people (98 percent) have access to moderately hygienic pit type latrines (Pic-27, pg 80, Fig-15, pg 79), while the rest uses the unhygienic hanging type on the water bodies. Considering ownership of toilet in the project area, about 22 percent was observed to be privately owned, 5 percent community type while the rest 73 percent (almost the two-thirds) had a joint type of ownership (Fig 17, pg 81).

Cleanliness can be maintained (except for the hanging ones) in the study area to some degree for most part of the year (Fig 18, pg 82). The situation however aggravates during the stormy seasons during which the toilets are subjected to be over flown. This makes the house interiors unhealthy too. This gives rise to an overall unhygienic environment for the users. The respondents are however aware of the importance of keeping the toilets clean. In most cases the numbers of users are three to four families (i.e.18 to 24 persons) per toilet.

Water Supply and Sanitation:

UBSDP conducted advocacy about importance of sanitation and use of safe water in both City Corporations and Pourashavas. For the Pourashavas tube well installation had been a great help while both the City Corporations and Pourashavas were highly benefited from the construction of latrines. Money for the construction of latrines was provided to a large number of beneficiaries of the City Corporations. They also received various advices on the importance of cleanliness of latrines. However the users mentioned that there was lack of bathing spaces in all of these areas to different degrees. In the project area, Bauniabadh, 63.33 percent of the area under UBSDP collected water from the municipal supplies, about 36.67 percent collected water from community tube wells (Fig 22, pg 84).

There are various problems related to water. Forty three percent of the beneficiaries found collecting water to be a time consuming process in the project area, some 40 percent found the supply to be irregular, and some 13 percent felt that the water collection sources were distant (Fig 24, pg 85).

Waste Management:

In the project area the waste management authority is mainly the Pourashava (96.67 percent). About 87 percent of garbage is collected on a daily basis (Fig 19, pg 83) while a small percentage (7 percent) is collected on a weekly basis. The beneficiaries receive advice on disposing garbage in particular dustbins or pots so that vans can collect them. In case of our study area Bauniabadh, the same is done so that the vans can take the garbage to the points from where the Dhaka City corporation trucks usually collect them. The vans are arranged by the community themselves against some nominal service charges (Tk 10 per month). According to field survey a large portion of waste collection is done through this community based collection. While 26.67 percent were based on house to house collection and some 20 percent garbage are dumped in nearby dustbins. A small figure (about 6.67 percent) of respondents however disposed off wastes outside of their households (Fig 20, pg 83).

The UBSDP project was also popular by the name URBAN. Most of the interviewees think that the location of UDC is acceptable distance wise, although 23 percent thinks that the location is not good. At least 7 percent visits the UDCs occasionally whenever necessary. Most beneficiaries were aware of primary health care, health education, water supply and sanitation. Advocacy from door to door also contributed to their awareness. According to the findings of the survey questionnaire of the project, water supply and sanitation service is more known in Pourashavas and primary education is more prominent in case of the City Corporations. In both the study areas, awareness about health, i.e. the health advocacy and primary education provided by the project through the UDCs are noteworthy. Sixty nine percent of the beneficiaries visited the UDCs or the UBSDP centers for primary health care facilities. Those who did not (some 31 percent) received their services either from other places such as government facilities (16.67 percent), slum pharmacy (70 percent), or from some NGOs (Fig 25, pg 86). However, some respondents were not aware of the services or some thought that the services status was not good enough. However, door to door services provided by the UBSDP health workers topped all other services (Appendix No.17, pg 229).

The Community Health Workers (CHWs) were highly motivated to perform their duties especially within the slums but the majority beneficiaries were not aware about linkages to other organizations. Of the various linkages, most were thought of to be with government hospitals and with some NGOs. The type of services provided were mostly for general diseases like antenatal, postnatal care, family planning, EPI and prevention to diarrheal diseases etc.

Facilities for Primary Education:

A good proportion of beneficiaries sent their children to the UDC school. However a large number of school children go to schools established by other NGOs in the area. In UBSDP, the figure of children going to Pourashava schools is small in number. According to a large proportion of Pourashava beneficiaries the school timings were not suitable. In the case study area however, children who were already going to UDC school were happy about their teachers (Appendix No.19, pg 231). They learnt other things than regular courses such as basic knowledge about health and hygiene from these schools. They were also aware of government schools and schools run by other NGOs in the locality.

Skills Training:

According to a large proportion of Pourashava beneficiaries, the 1999 Evaluation Report of the Centre for Urban Studies reveals that the beneficiaries' household economic conditions have improved due to UBSDP help but the situation is not so impressive among the City Corporations beneficiaries. However for the Dhaka City Corporations the situation is better than just that. The project beneficiaries are provided with different training skills such as repair of umbrella, selling petty stuffs from which they could earn something, however small the amount might have been.

Female involvement in the UBSDP project is quite high in the City Corporations but it is more so in the Pourashavas. According to the 1999 CUS Evaluation report of the project, half the beneficiaries in Pourashavas get special positions in different committees. This situation was less true for the City Corporations people. However, the ratio of women holding different positions in the study area was moderately good. Help in acquiring women's equal remuneration or legal services for children and women had however been poor. The slum dwellers were obtaining supports from other organizations instead (e.g. Legal).

Health Facilities and Advocacy:

The UBSDP project brought about changes through health advocacy in perception about causes of illness. This works because, "People's perception of the causes of illness was noted to influence their utilization of different health care services (Islam, N. et al).

The UBSDP project services in health advocacy and some general service provisions came out to be quite significant according to the study. The figures had been highest in health education, ARI and in diarrheal treatment. Although other areas displayed lower figures, i.e. in case of safe delivery, in antenatal care, deworming or in iodine use, the project was quite successful in the overall area of health services delivery. The Health Workers informed that it would be even better if they could provide the slum dwellers with more medicine or other materials besides just giving advocacy because this would give the beneficiaries better incentives to participate in the project even further. The referral services are good however.

"The advice of referral services records are better, and reflect the nature of activities that can be pursued by the UDC/UBSDP workers. The rate of advice service can be as high as 90% while referral goes up to over 68%" (CUS Evaluation Report, 1999).

The beneficiary opinion survey by the LGED recorded a pre UBSDP situation 1995 and present (July, 1999) current UBSDP situation on a scale of 1-6. Since no responses were recorded for 'excellent (6)', it was omitted. (Appendix No. 14, Table D pg.225) The survey had been conducted in all four City Corporations and four Pourashavas, According to the survey, there had been improvements in quality of services overtime (before and after the introduction of UBSDP), in all service areas, the highest quality of service was found in water supply, health education, sanitation, vitamin and capsule provision, primary health care etc. On the other hand low scores were observed in the case of assistance in legal aid, child care, child right, women's right, skill development, leadership training etc. A comparative better improvement over time was observed in Pourashavas than in City Corporations. This was true for the case study area as well. This partly implied that the City Corporations already had been in a better situation. The most significant average score was found in the case of Water Supply and Sanitation. Service types on which scores were made were health, education and economy. Economic improvement was significant in Pourashavas. The best score was found for health service in the study area followed by education. Besides, according to the opinions of the beneficiaries there has been some convergence of services in UDCs, with NGOs co-operating. According to the present study over 97 percent of the beneficiaries support the continuation of UBSDP or similar projects (Appendix No. 18, pg 230). . Most of them are willing to share the cost of

services provided they ensure good quality. Again an overwhelming majority of UDC children of the study area were satisfied with behavior of their teachers and with regularity of teaching. Most of the children received books, pencils etc but wished there were scope for games, recreation even for higher education. The mothers, teachers and others inspire children to attend school. They thought that a slightly bigger classroom would be even better for them. Even though UDC schools faced with competitions from NGO schools in the study area, UDC children were interested to stay in these UDC schools.

Most of the elderly people were aware of UDCs. Some were involved with UDCs activities. Majority were under the impression that the UDCs were quite helpful. Some men were however not happy with credit programs as they were meant only for women. They also suggested inclusion for adult education in UDCs and also demanded presence of a regular physician at the UDCs. They also demanded inclusion of males as beneficiaries of UBSDP. The locations of UDCs in the study area and other places are good in general but its physical structure and document keeping in the UDCs had a scope for improving. The UBSDP is claimed to be successful in changing the attitude of leadership style of both City Corporations and Pourashavas towards the urban slum dwellers. This even includes the Mayors and Chairmen of those bodies with a few exceptions. According to the data analysis and studies conducted by other research institutions, overall, UBSDP appeared to be a good project.

“So far it has been able to strengthen capacity of the local government to some extent, change attitude of some officials and some elected representatives towards the poor and to cause social mobilization of the poor community members, particularly women, to a great extent. Above all, it has been able to create, a young, mostly female, cadre of highly committed community workers. UBSDP has directly benefited a large number of urban poor children by extending literacy, health, education, health service and legal aid support to them.” (CUS Evaluation Report, 1999).

Although it is difficult to understand or perceive the impact and sustainability of UBSDP as it is a continuation of a project (SIP) previously undertaken and since other development supports are present in the project area even then, some ideas can be developed as to how these projects are doing by considering the characteristics of the samples drawn. Analyzing the activities data of the UDCs within the UBSDP also help in exploring the UBSDP project to some extent.

The data analysis of the project study areas clearly show that there had been a more or less all round positive impact of UBSDP in improving the quality of life of the target population that is the urban slum dwellers. The slum dwellers have become more aware of their basic human rights. The projects intervention have raised their basic health education and basic sanitation knowledge i.e. awareness level much higher than before. Women member's significant participation was observed in

the project activities. They were made more confident about their potential capacities, were much more motivated and organized after the projects intervention than before UBSDP started its activity. Therefore the positive effects of UBSDP was evident from the comparative past and present situation in most of its services areas such as health, education, credit etc (Appendix No.15).

This has paved the way for UBSDP or similar projects to keep on going in the future. The UDCs have become part of the slum. They act as the urban slum poor's very own places. They provide packages of services for them which are much useful to their livelihood. However, despite the fact that location wise the UDCs are appropriate in many cases, their physical structure does not appear attractive to that extent. Spaces were and still are little inadequate for certain activities (For example, for more enrollment of children or a larger size of gathering of slum people for meetings etc. a larger area is required). The name of UDCs was neither very enticing nor was very meaningful which otherwise, could perhaps have a special impact on the slum people's mind.

The basic objectives of the project, strengthening of City Corporations or for the case study area within Dhaka strengthening of Dhaka City Corporations to provide basic services to the urban slum dwellers under the UBSDP project, have been achieved largely. This required LGED for its technical support and UNICEF for its financial support. In reality perhaps the idea or concept of any 'project' should be established in each city corporations to handle to overall situation of the urban slum dwellers.

The present study reveals the fact that most of the beneficiaries are willing to pay within reasonable limits for obtaining required services. If an affordable level of user fee is charged from the beneficiaries there are chances for this kind of projects to sustain. For UBSDP, data analysis show that a slightly more emphasis and attention on providing micro credit assistance and skills training etc. may enable the community in improving their economic condition. The leaders of the respective areas however need to be fully convinced about this concept at first for them to be realized. Persistent motivation exercises (consultations, meetings, workshops, seminars etc.) as well as the involvement of national level policy makers, professional donors and city level implementers for this may be required. Since the whole process is time consuming it is more required for the project to continue till its scheduled period. This is required for UBSDP to perform its functioning properly by ensuring security of jobs of Community Development Officers, Caretakers, as well as others concerned.

Also study analysis reveals that salary or honorarium of teachers, health workers and guards need to be raised, by increasing their duty time. Necessary steps should also be taken by government and donor organizations to avoid duplications, to make maximum uses of resources and develop easier ways of coordination.

6.3 Data Analysis With Respect to Fulfillment of Objectives of the UBSDP Project:

Objectives of the Project :

UBSDP is a project which aims at improving the quality of life of the slum dwellers particularly of the women and the children. It also aims at building the capacity of the local government so that they can efficiently provide the poor with their services.

There are a few specific objectives of the project, which may be stated as below:

To strengthen the city Corporations and selected Pourashavas to provide basic services to the urban poor. The basic service include primary health care and health education, access to safe drinking water and sanitation, basic primary education, and particularly to the children in difficult circumstances and income generation opportunity to the youth and women. Other than these, UBSDP makes provision for providing social welfare and legal services, childcare facilities and information for referral. Besides, the credit component of SIP has been retained in this project as well.

To increase the urban poor's participation in the urban basic services planning, implementation and monitoring, Participation components include capacity building of the community to reserve basic services, establish sustainable linkage and co-ordination with the partner agencies and advocacy.

To co-ordinate the concerned government and non-government organization involved in providing services to the urban poor and to ensure increased participation of the community at the Ward level. Other than these, the project also intends to arrange linkages among differed agencies and organization involved in delivering these basic services for better delivery.

A number of two sets of questions were prepared (Appendix No.17-18, pg. 229-230), one against each project under study, regarding their respective objectives, in order to find out the levels of satisfaction or how far or if at all the goals and objectives of the projects are fulfilled.

Survey Questions for UBSDP project:

Question number 1 for the UBSDP project reads 'Did the slum dwellers have a great interest about the UBSDP project or not?' and tries to find out whether it had been popular among the slum dwellers or not. Question number 2 for the UBSDP project reads ' Have the slum dwellers

participation increased ever since the inception of the project?’ investigates whether the project have fulfilled its objective of increasing the urban poor’s participation in the urban basic services planning, implementation and monitoring or not. Again, question number 3 for the UBSDP project reads ‘Are income generating opportunities created through this project for youth and for women?’ investigates whether the project have fulfilled its objective of making opportunities for youth and for women in the urban slums under the project intervention or not. Next, question number 4 for the UBSDP project reads ‘What is the quality of primary education?’ investigates whether the project have fulfilled its objective of providing quality basic primary education to children or not.

Question number 5 for the UBSDP project reads ‘What is the quality of childcare facilities?’ investigates whether the project have fulfilled its objective of providing quality childcare facilities to children or not. Question number 6 on the other hand for the UBSDP project reads ‘Does UBSDP provide social welfare and legal services?’ enquires whether the project have fulfilled its objective of providing social welfare and legal services or not. Question number 7 for the UBSDP project reads ‘Have the economic standard of living of the stakeholders improved due to the credit schemes of UBSDP?’ enquires whether the project have fulfilled its objective of improving the quality of life of the slum dwellers via the development of their economic standard of living or not. Next, question number 8 for the UBSDP project reads ‘Which do you think is the best service provided by the UBSDP?’ tries to find the area of interest and satisfaction of the project among the slum dwellers.

Question number 9 for the UBSDP project reads ‘Does UBSDP provide skill’s training?’ enquires whether the project have fulfilled its objective of providing skill’s training or not which has the potential to enable the beneficiaries to participate in some income generating activities. This follows question number 10 for the UBSDP project that reads ‘Do the slum dwellers obtain primary health care from the project facilities?’ and it investigates whether the project provides basic services like health care and health education to the selected urban poor (to strengthen the Dhaka City Corporation in providing these services) or not.

Question number 11 for the UBSDP project reads ‘Do the slum dwellers have a better access to safe water and sanitation facilities due to the project’s intervention?’ investigates whether the project have fulfilled its objective of providing basic services like better access to safe water and sanitation or not.

6.4 Analysis of collected data for WATSAN Project:

WATSAN Project:

Demographic and Socio-Economic Profile of the Beneficiaries :

The sample of beneficiary respondents consist of fifty percent male and fifty percent female (Table 6.1, pg 72). About 36 percent of the respondents belonged to 15-29 years of age group, 53 percent belonged to 30-44 years age group, 8 percent belonged to 45-59 years age group and the rest 3 percent have ages 60 years and above. Approximately 97 percent of the respondents were married while the rest 3 percent were recorded to be unmarried (Fig-12, pg 84).

Approximately 48 percent of the respondents of the study area were Illiterate, 19 percent could sign their names and identify alphabets (for convenience this sector is termed as *literate* in this study), and about 29 percent have primary level education and a small share, 4 percent, have a secondary knowledge of education (Fig-9, pg 73). Regarding involvement in different occupation, 17 percent are in salaried job, some 10 percent are in petty business, and approximately 3 percent work as industrial labor, some 7-8 percent work as house maids and 37-38 percent are involved in other areas. Around 23 percent of the respondents are however, housewives (Fig-10, pg 74). Some 3 percent are recorded to be unemployed. About 20 percent of the beneficiaries have an income between Tk.1000-2000, 6 percent have an income between Tk.2000-4000 and approximately 17 percent have an income within the range of Tk.4000-6000 (Table-6.2, pg 74).

Type of Living

In the project area, 42 percent of the respondent lived in permanent houses, while 58 percent lived as tenants (Fig11, pg 75). Thirty percent of the beneficiaries lived in pucca houses, around 45 percent lived in semi pucca houses and around 25 percent lived in kutchha houses (Fig12, pg 77). Ownership pattern of households in the study area are such that a small share (approximately 3 percent) is privately owned while a major share (approximately 80 percent) of the respondents are tenants, 10 approximately 3 percent are government allotments and 6-7 approximately 3 percent are joint type by ownership (Fig-13, pg 78).

Access to Social Infrastructural Facilities

In the study area under the WATSAN project around 20 percent of the respondent mentioned the presence of drain while the rest 80 percent mentioned that they did not have any drains around them (Fig 14, pg 78). Approximately one half of the population (48 percent) had pit latrine and the other (around 52 percent) had access to hanging latrines (Fig 15, pg 79). Regarding types of ownership of toilet, in the project areas of korail and Tin Shed slum, on an average, about 22 percent was recorded to be privately owned, 5 percent community type while the rest 73 percent (almost the two third) had a joint type of ownership (Fig 17, pg 81). As per hygiene status of toilet in the study area, approximately 70 percent is recorded to be hygienic toilets and 30 percent to be unhygienic (Fig 18, pg 82) of which 25 percent are hanging type and 5 percent open. There are relatively a high percentage of toilets being shared in the study area. Respectively 22.64 percent and 18.87 percent of toilets are being shared by 20 and 12 persons respectively (Table-6.3, pg 82).

The waste management authority in case of WATSAN is mainly the Pourashavas (96.67 %) and the rest is NGOs. In case of waste disposal system in the study area under the project 18 percent of the respondents disposed off wastes out side their households, another 17 percent of the respondents disposed off wastes into mud holes, while 23.33 percent used the nearest dustbin for it (Fig 20, pg 83). The house-to-house collection tops (40 percent) the rest of the waste disposal systems. Figure 20 (Pg 83) shows that 18 percent waste are disposed off outside households in case of WATSAN but the baseline survey by the project show an improved situation ever since the project has started. According to Figure 24 the rest 82 percent of waste is disposed off in somewhat safe manner which is better than 66.7 percent as per baseline survey (Table-7.1, pg 163).

The frequency of garbage collection in the project area under study is quite high (everyday about 87 percent) and some 3 percent have irregular frequency of garbage collection. (Fig-21, pg 84). But the day to day collection has become quite helpful as people are more aware about hygiene and tend to maintain it ever since the inception of the project. The municipal supply is a major source of water supply for the beneficiaries of the study area while some 25 percent collect water from pond and a very few (3 percent) were recorded to have access to community tube well. About 78 percent of the respondent felt that the water was drinkable quality wise, while 22 percent thought that it was not (Fig-23, pg 85).

Of the manifold problems related to water 36.67 percent of respondent felt that the water collection was time consuming, 20 percent felt that the supply of water had been irregular, 10 percent felt that the distance that one had to travel to collect water was too far and 3-4 percent felt that the water was contaminated (Fig-24, pg 85). Approximately half of the population went to slum

pharmacies for health services and some 33 percent went to government organizations. A small share of people (6.67%) went to MBBS doctors or to charitable organizations and a very small number (3.33%) of respondents went to private clinics (Fig-25, pg 86).

Regarding the problems of the area, 'inadequate water supply' happened to be one of the major issues (23.33%). The other major one was the 'fowl smell' (23.33%). 'A high population density' was thought off to be a problem by some 16.67 percent of the respondents. Similarly another 16.67 believed that there was no provision for toilet management. Approximately 10 percent of the respondents pointed out inadequate education facility to be a problem of the study area while a small ration of respondents (3 %), felt that a tendency for fire hazard, an inadequate health services facility and an inadequate communication system to be problems of the study area under the WATSAN project (Fig-26, pg 86).

About 53.33 percent of the beneficiaries responded affirmatively when they were asked if the environment of the slum has improved after the implementation of the WATSAN project. A slightly less percentage (43.33%) of respondents responded negatively (Table-23, pg 237). This was mainly due to the fact that the project was comparatively new. It represents that people answered positively if it is compared to the baseline surveys of the project study area. Some 50 percent of the project beneficiaries firmly thought that WATSAN has enabled them to obtain safe water compared to the time when there had been no WATSAN project intervention.

Approximately two third (66.67%) of the beneficiary respondents believed that people have been made much aware of cleanliness through advocacy and other efforts made by the project. The rest 33 percent thought otherwise.

About 40 percent respondents strongly believed that they were benefited from the water points installed, while another 37 percent also believed it to be quite true. Some 20 percent were under the impression that they were little benefited from it. Therefore majority (about 77%) of the people seemed to be benefited from the water points installed by the project (Table-23, pg 237).

Analyzing the same table it was found that almost half of the respondents firmly believed that waste disposal system has improved due to WATSAN's interventions and advocacy and another 47 percent also felt somewhat similar. Therefore an inference could be drawn that the overall waste management system of the study area has improved by the intervention of WATSAN project. Also, approximately 76.67 percent of the respondent responded affirmatively when they were asked whether the slum dwellers were benefited from the latrines installed by WATSAN. Some 20 percent

of the respondent however thought that they were not. A small percentage (some 3.33 %) of the beneficiaries however, did not produce an answer to the question asked.

A total of 66.67 percent of the respondent believed that areas around the households, footpaths and other places are kept clean as a result of increased awareness about cleanliness among the slum beneficiaries.

About 60 percent of the respondent believed that the projects activities are appreciated in general while some 37 percent thought that they were not. This was probably due to the fact that they were not directly being benefited from the project which is why a negative attitude about it has developed within them.

To summarize, the overall data analysis infer that the most appreciated service or activity of WATSAN to be the provision for safe water (83%), and about 50 percent of the respondents appreciated the activities for raising awareness about health and hygiene among the slum dwellers and some 23 percent of the beneficiaries appreciated activities of the project regarding environmental sanitation.

The WATSAN project started in May, 2005 which had with it its fourteen implementing partners (IPs) targeting 10094 flood affected slum dwellers in eight areas (Appendix No.11, pg 213) in Dhaka City. It was required to monitor the implementation of the plan and also to evaluate the subsequent achievements of the project activities. CUP, the main implementing organization, conducted a baseline survey among the target slum population. The investigators gathered information in different ways. For example they collected sundry information on hygiene behavior by observing specified indications in and around the household. The data collected were put into computer for making required data analysis with the help of MicoSoft Excell, SPSS and subsequently descriptive statistics and informative graphs were generated. The observations regarding the study area in this paper are given below:

▪ **Prevalence of Diarrhea:**

Diarrhea situation had improved after the intervention of the project. If it is considered on the basis of area, it is found that diarrhea cases have reduces quite considerably in Korail from 30 to 7.5 percent, followed by other areas such as Lalbagh (from 19.28 to 0 percent) and Hazaribagh, Mohammadpur (from 21.96 to 5.60 percent) according to a secondary source from. There were very few exceptions in this area of the project intervention. It conforms to the present study also.

▪ **Sources of Water for Different Household Purposes:**

The sources of water for the respondents were divided into two categories. The first is the 'Safe Sources', including tube wells, supply lines and protected wells and the other is 'unsafe Sources'. 'Unsafe Sources' included water bodies, ponds, rivers, marshy lands and unprotected wells that may contain contaminated water. The baseline survey report by the implementing organization in collaboration with others revealed that for drinking purpose 86 percent people used safe water while in the final monitoring survey it increased to approximately 93 percent (Table 7.1, pg 163) in the study area under the project. About 92 percent respondents used safe water for cooking which however did not change very significantly in the survey area. The figure went up to a 99% however in the positive direction on an average for the WATSAN project. A very significant rise in case of washing raw fruits with safe water was observed in almost all the areas under the project. The figure increased from 17.2 percent in baseline survey to a 65 percent in the final monitoring survey in case of Korail.

Also, regarding water hygiene, only 17.5 percent respondents of the study area were recorded to have a practice of preserving water in clean jars as per the baseline survey report. This figure had climbed up to as high as 65.8 percent in the final monitoring survey. Similarly according to the baseline survey only 22.7 percent of the respondents of Korail area had a practice of preserving water in covered jars or containers. According to the final monitoring survey this went up as high as 68.3 percent. A significant improvement has been recorded in the conditions of the water sources among the target households after intervention of WATSAN in most of the areas covered under it. In case of Korail, the project provided households with pucca platform for tube well and under its intervention water points went up from 35.5 percent to some 65 percent.

▪ **Sanitation:**

The target households observed a spectacular improvement in the issue of 'Access to hygiene latrine'. It was found during the baseline survey that only 3.8 percent households had access to hygiene latrines in the case study area of Korail, while the figure went as much up to as 70.8 percent in the final monitoring survey. This was primarily due to the distributions of huge numbers ring slabs (2300 No.s) in some sanitation blocks and

community latrines and aiding in improving hygiene behavior among the project beneficiaries.

Latrine cleanliness pattern underwent marked improvement in almost all the areas of the project in Dhaka City. Baseline survey of Korail *Bastee* reveals that only 2.8 percent respondents kept latrine interiors and exteriors clean while the final monitoring reveals a much better performance of some 71.1 percent respondents to keep latrines interiors as well as exteriors clean.

- **Food Hygiene:**

Even though there had been improvements in eating covered foods, the respondents demonstrated a lower level of awareness regarding eating rotten foods in general. Some improvements were observed. In the study area of Korail, some improvements were observed in taking covered foods but the level of awareness regarding eating rotten foods has come down from 41.6 percent in the baseline survey to 26.7 percent in the final monitoring survey. Therefore it is apparent that WATSAN advocacy in this area needs to be enhanced.

- **Hand Washing:**

The respondents responses on their as well as on their family members' habits of washing hands in different occasions (before taking meals, after defecation etc.) were grouped into two categories, (a) Hand washing in safe manner, i.e. with soap etc.(b) Hand washing in unsafe manner which includes hand washing with only water, with soil or agents other than soap. In both cases there had been significant improvements. From the base line survey it is revealed that only 14.9 percent washed hand in safe manner before taking meal, which went up to 65.8 percent in the final monitoring survey for the project study area.

- **Environmental Cleanliness:**

The responses of the respondents (regarding the issue of waste disposal) were grouped into two categories. The first, "Dumping solid wastes in the safe manner", which included dumping them in fixed places like dustbins or in pits and the second type, "Dumping solid wastes in the unsafe manner", that included dumping wastes indiscriminately like in roadsides, drains, rivers, canals or in just about any places. According to the baseline survey, inadequate facilities for garbage disposal and

also a minimum level of awareness of the importance of proper garbage disposal was observed. The situation has improved by the time the final monitoring survey was conducted. Some 4.30 percent respondents disposed off garbage in unsafe manner in the project area during the base line survey. This went up as much high as 66.67 percent during the final monitoring survey. Garbage feces were largely strewn about in the courtyards during the baseline survey. This however changed by the time when the final monitoring survey was conducted. While 65.0 percent of the respondents had garbage or feces strewn in and around the courtyards according to the base line survey, only 33.3 percent had garbage or feces strewn in and around the courtyards during the final monitoring survey.

6.5 Data Analysis With Respect to Fulfillment of Objectives of the WATSAN Project

Objectives of the Project:

The goals of WATSAN project was to rehabilitate the WATSAN related infrastructures in the target slum to reduce possible threat to health risks related to water borne diseases in flood hit areas of Dhaka City. The main objectives of the project is to rehabilitate damaged WATSAN infrastructure and ensure access to health hygiene services through safe latrine, water supply, solid waste management and hygiene education.

The objective therefore is to create improved access to environmental sanitation, safe potable water, and hygiene promotion services: in a coordinated way, in different slums and fringes of Dhaka city through Community Based Organizations (CBOs) as community WATSAN management bodies, with special emphasis on women and children's need.

A number of two sets of questions were prepared (Appendix No.23 pg 237), one against each project under study, regarding their respective objectives, in order to find out the levels of satisfaction or how far or if at all the goals and objectives of the projects are fulfilled.

Survey Questions for WATSAN project:

Question number 1 for the WATSAN project reads 'Has the slum's hygiene environment improved after the implementation of WATSAN project?' enquires whether the general objective of WATSAN of creating an improved access to environmental sanitation has been achieved or not. For all questions (except question no. eight) a maximum weight (Yes=2) is given to an affirmative answer

to the question. A minimum weight is assigned (No=0) to a negative answer and other satisfaction levels are ranged in between. A minimum weight (0*) is assigned to the answers to the respondents who were unaware of the situation. Question number 2 for the WATSAN project reads 'Has the project enabled people to get clean water?' enquires whether the objective of WATSAN of creating an improved access to safe potable water has been achieved or not. Question number 3 on the other hand reads 'Have people been made aware of cleanliness through the efforts of the project?' and enquires whether the objective of WATSAN of raising awareness (of the community about personal and environmental hygiene has been achieved or not (which in turn help to reduce possible threat of health risks related to water borne diseases in the area). Question number 4 for the WATSAN project reads 'Are the slum dwellers benefited from the water points installed by WATSAN?' enquires whether the objective of WATSAN of creating an improved access to safe water supply by repairing cleaning and facilitating construction of water points and installation of TWs for target project communities has been achieved or not.

Question number 5 for the WATSAN project reads 'Has the waste disposal system improved due to WATSAN's interventions?' enquires whether the objective of WATSAN of creating an improved environmental sanitation by cleaning drains, footpath and surroundings of houses has been achieved or not. Again, question number 6 for the WATSAN project reads 'Are the slum dwellers benefited from the latrines installed by WATSAN?' enquires whether the objective of WATSAN of creating an improved environmental sanitation via construction of community or slab latrines and repairing, cleaning or de-sludging damaged latrines. Question number 7 for the WATSAN project reads 'Are areas around houses, footpaths and other such places kept clean due to the interventions of WATSAN?' again enquires whether the objective of WATSAN of creating an improved environmental sanitation by cleaning drains, footpath and surroundings of houses has been achieved or not. Next, question number 8 for the WATSAN project reads 'Which services of WATSAN are mostly appreciated by the slum dwellers, i) Safe water supply, ii) Safe sanitation (latrines), iii) Improved environmental sanitation, iv) Awareness training of hygiene?' tries to find the area of interest and satisfaction of the project among the slum dwellers. Question number 9 for the WATSAN project reads 'Are the projects intervention appreciated in general?' intends to find out whether the project had been popular among the slum dwellers or not.

The table, i.e. 'Opinions of students of UDCs under UBSDP (Appendix No.19, pg 231) project' and table, i.e. 'Conception of elderly/leader type people on UBSDP project', Bauniabadh' (Appendix No.20, pg 233) are based upon the opinions of children who had been going to the UDC run schools (during the project period) and leader type elderly persons under the UBSDP project.

Data analysis on the basis of elderly or leader type respondents' opinion on the then

UBSDP Project:

The opinion of the elderly of the case study area of Baunuiabadh Tin Shed *Bastee* is considered to be in line with the opinion of the majority of the beneficiaries since they are looked upon as important members of the area. Majority of the slum dwellers are aware of the existence of the UDCs (Urban Development Centers) according to the opinion of the elderly respondents. Also according to them a number of elderly people were involved in some capacity with the UDC activities also. With regards to supporting women's involvement in the UDCs, opinions were varied (Appendix No.20, pg 233). Out of the three elderly persons, two responded affirmatively as they were asked whether they liked the involvement of women in UBSDP project and the latter responded negatively since he was not content with the credit program of UBSDP as this happened to involve only women. All three respondents however supported the expansion of UDC activities in the future. All three respondents also believed in that the UBSDP project has contributed to the development of the study area in general. All three respondents appreciated all the services delivered by the UBSDP; however one of them suggested that inclusion of adult education in the UDCs under the project would have been better.

Of the different services provided by the UDCs, two respondents pointed primary education, two pointed health and one of them pointed credit programs to have been the popular service delivered by the UBSDP project. All the three elderly respondents believed that the slum dwellers were benefited by UBSDP projects activities in general. They suggested, however, the inclusion of adult education and an increase in the amount as well as area of loan, inclusion of males as beneficiaries of UBSDP, provisions of higher levels of education for children in UDC schools and also demanded availability of regular physicians.

According to the analysis of data a large number (approximately 90 percent) of respondents answered affirmatively when they were asked if the slum dwellers had considerable level of interests about the UBSDP project. Only 10 percent of the respondents were not certain about it. Approximately 90 percent of the respondents answered affirmatively when they were asked if the slum dweller's participation has increased ever since the introduction of the UBSDP project. About 13.33 percent respondents were under the impression that the slum dweller's participation has increased and some 6.67 percent of were not sure about it. The question "Were income generating opportunities created through the project for women and youths" produced about two third (67 percent) negative responses while only 17 percent affirmative answers were produced from it. However about 23 percent of the respondents did not know about it clearly.

Majority (approximately 93.33 percent) of the beneficiaries stated that the UBSDP primary education service had been a good service. Only 6.67 percent stated that they had been moderate. However this question did not produce any negative response. A large number (53.33 percent) of the respondent either did not know or answered negatively (40 percent) when they were asked if UBSDP provided social welfare services or legal services. Only 6.67 percent respondent answered affirmatively to this question. When the respondents were asked whether the economic standard of living of the stakeholders have improved due to the loans provided by UBSDP schemes, approximately 56.77 percent produced a positive response while 20 percent thought that it did improve the standard of living moderately. About 16.67 percent respondents produced a negative result and thought that it did not do so.

While comparing among the services provided by the UBSDP, the largest number of respondents (46.67 percent) believed that the health services provided through the UBSDP project had been the best. A very close share of respondents (43.3 percent) however considered that the UBSDP primary education service had been the best. A much smaller group (6.67 percent) considered the credit scheme to be the best service and 3.33 percent refrained themselves from responding at all.

About half the respondents said that UBSDP provided skill's training during its operational period. Approximately 43 percent of the respondents answered affirmatively to this question, 33 percent were positive but had a lower level of confidence and seventeen percent of the respondents stated that they received such services from other sources. However, 7 percent of the respondents either denied having received any services at all or were not aware of it.

Approximately 90 percent of the respondents said that the Pourashabha people had access to safe water due to installation of tube wells. The Pourashabha people also received money for the construction of latrines from which they had highly been benefited. But in case of Dhaka Bauniabadh *Bastee* the dwellers were unfortunate in this respect as they did not have similar opportunities. They collected water from different sources many of which were not very clean. Although slum dwellers had access to clean drinking water, The UBSDP objective of access to clean water for other purposes had not been fulfilled to that extent in case of Bauniabadh Tin Shed *Bastee*.

Data analysis on the basis of students' opinion of the then UBSDP School's children:

For this dissertation, eight numbers of students were selected for giving their opinions on the UDC schools activity under the UBSDP project. The ages of the respondents ranged from 6-12 years during UBSDP activity period. Each school had a number of thirty students and the school hours were

between 8:30 AM to 11:00 AM. Essential items such as school stationeries (Copies, pencils, rulers, erasers etc.) were provided to all students. However, recreational facilities or sports facilities were not present. The school charged a nominal fee for each student (Tk.15 per month).

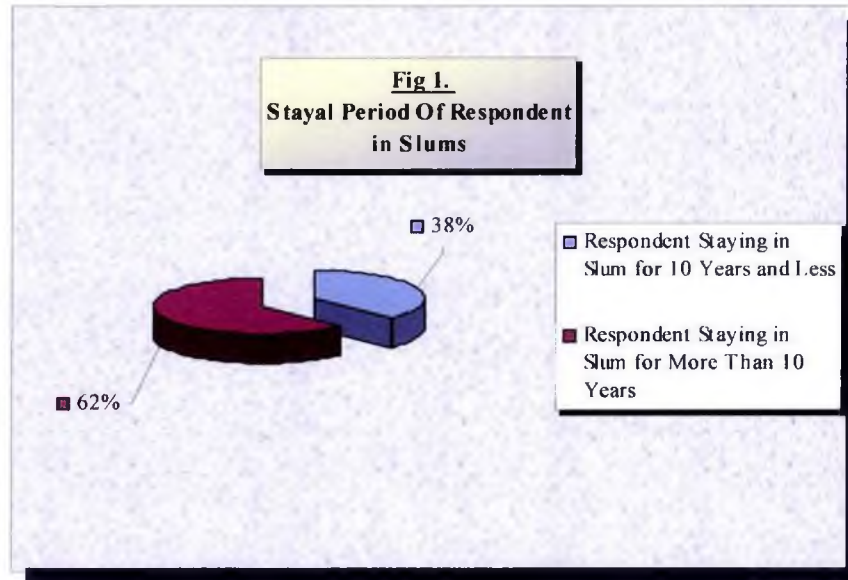


Fig 27 Diagram showing the period of time (in years) the slum dwellers have stayed in Bauniabadh Tin Shed Bastee

Almost one third (62.5 percent) of the respondent students are in the slum for less than 10 years while about a third (37.5 percent) are in the slums for more than 10 years (Fig.27, pg 109). The students had stayed in the school for one to three years (Fig. 28, pg 109) during UBSDP activity period.

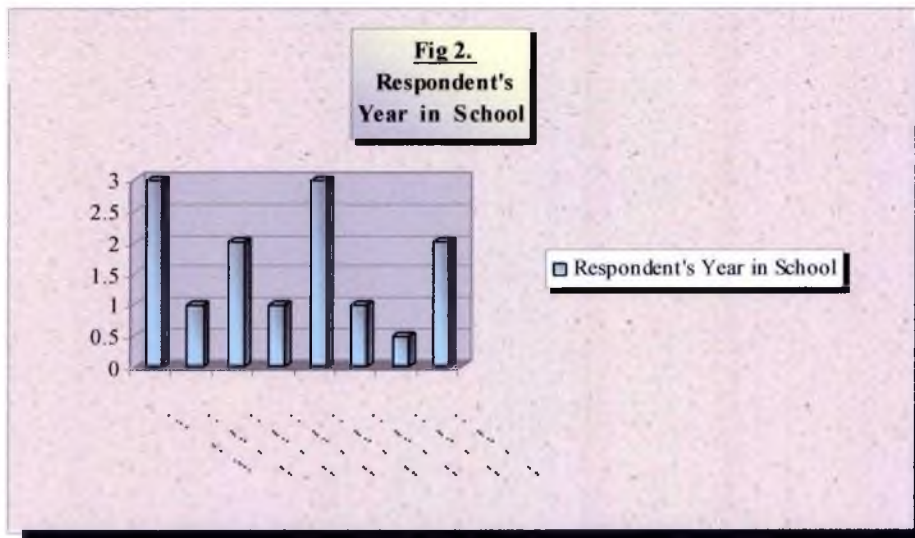


Fig 28 Diagram showing the period of time (in years) the slum dwellers have stayed in UBSDP run UDC school in Bauniabadh Tin Shed Bastee



Pic-35 People are unaware of the health risks related to random waste disposal in Bauniabadh

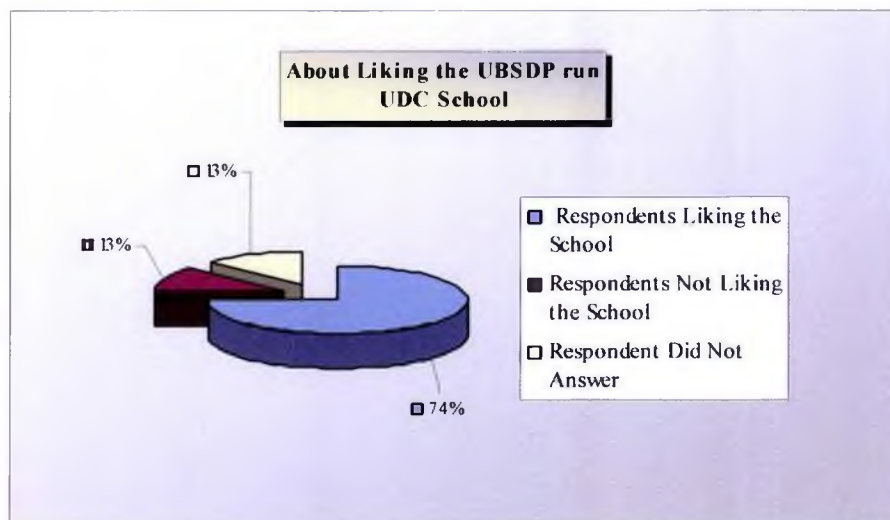


Fig 29 Diagram showing the interest of the students about the UBSDP run UDC school in Bauniabadh Tin Shed Bastee

Although 25 percent of the respondent did not answer to the question whether they liked the UBSDP schools or not, majority stated that they had liked the school and their activities. Even though the UDC schools faced competition from few other NGO run schools, where children receives attractive items like school bags and foods other than mere stationeries the students of the UDC schools liked their own schools.

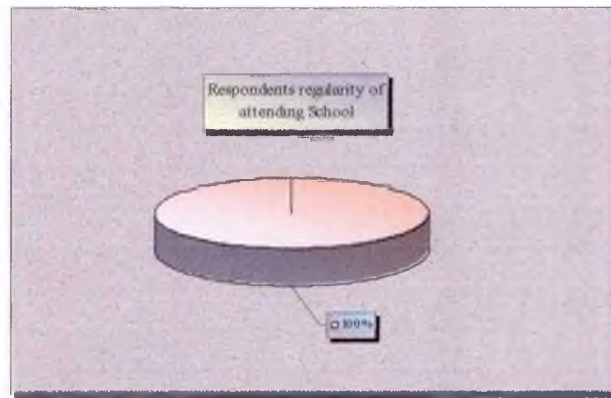


Fig 30. Picture showing regularity of student's attendances in the UBSDP schools in Bauniabadh Tin Shed Bastee

All the respondents attended the school almost regularly (Fig.30, pg 111) except in the occasion of illness. They were also given punishment for being absent. Almost all of the respondents (87.5 percent) believed that they had good quality teachers with a little exception and they drew this (liking their teachers) to be the reason to like their school more than other schools. For the one respondent who thought that the teachers were not good it is likely that he was not eager to study in the first place. All the respondents said that they receive essential study items from the school.

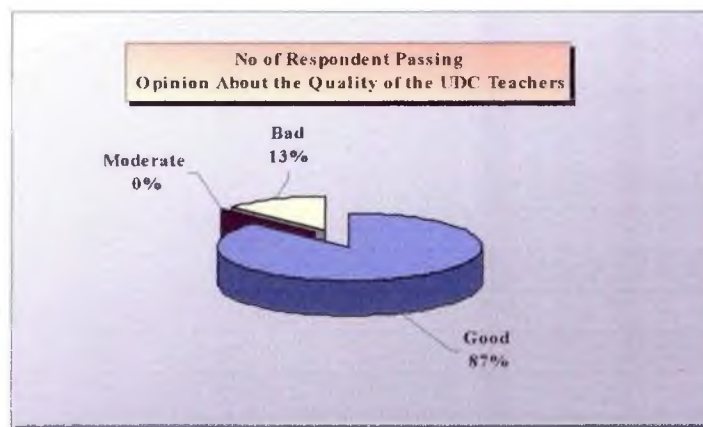


Fig 31. Picture showing opinion of the students about the teachers of the UBSDP schools in Bauniabadh Tin Shed Bastee

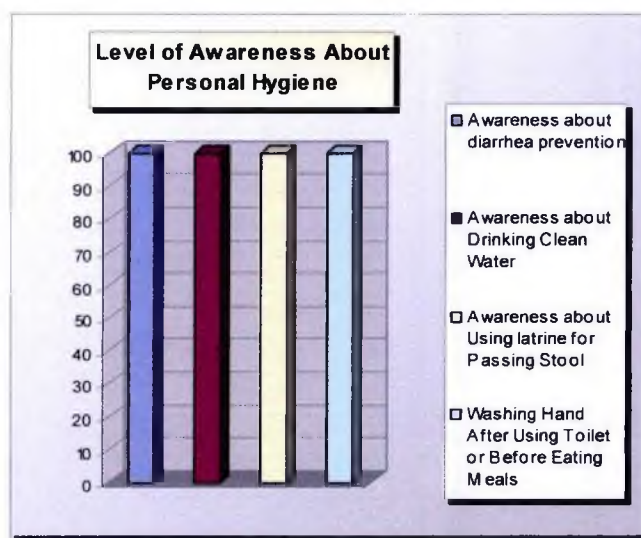


Fig 32. Picture showing the levels of awareness of the students of the UBSDP schools in Bauniabadh Tin Shed Bastee

All the respondents admitted that they gained knowledge through the school about personal hygiene regarding prevention of diarrheal diseases from contaminated water and learned to drink clean water, to use latrine for defecating and to wash hand after using toilet and before taking meals (Fig 32, pg 112). They did not know much about cold prevention however.

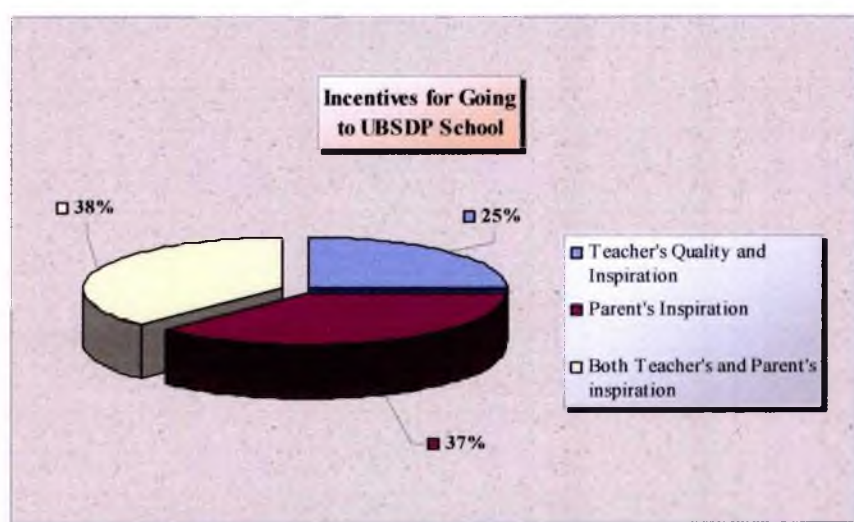


Fig 33. Picture showing the reasons for the students of the UBSDP schools in Bauniabadh Tin Shed Bastee to attend school

so in case of WATSAN. An average of 45 percent respondent lived in semi pucca structures some 30 and 25 percent lived in pucca and kutchha structures respectively. Approximately 46.67 percent and 40 percent respondents were found to be illiterate respectively in WATSAN and UBSDP. In both the projects joint ownership of toilet is significant. A low figure of Community latrines is present in UBSDP and WATSAN. In case of UBSDP however significant achievement is noted in case of waste collection as some 46.67 percent waste is collected on a community based collection process. This is a result of the community of gaining motivation from the development projects. The achievement of UBSDP in this area is higher due to the fact that the project has already been operational since 1997 and people had a much longer period of time to adopt its design as compared to that of WATSAN, which has completed only a year back. The figures regarding use of better quality of drinkable water in case of WATSAN and UBSDP also show an upward trend. In case of UBSDP cent percent respondents get drinkable water while the figure is less (76.67 percent) in case of WATSAN. UBSDP has achieved significant result in convergence of services such as EPI, Vitamin A distribution, NFE, ORS etc. which are established at the UDC level and they have also achieved significant result in providing primary education, primary health education, raising awareness of the community about personal and environmental hygiene access to safe water and sanitation. Contrarily, the portions of literate in WATSAN and UBSDP were some 20 percent and 33.33 percent. If the statute of toilet in the study areas is compared, it is observed that in case of UBSDP the hygiene is optimum while the hygiene in case of WATSAN is also on its rise. It is observed from the baseline survey that cleanliness inside and outside the latrine in WATSAN case study area has gone up significantly, which indicates the upward trend of reaching its optimum level in only but a matter of time. Due to WATSAN's intervention and according to the baseline survey of WATSAN pattern of garbage disposal has also changed towards a safe manner. However, a comparative analysis from other slums (which have not undergone any sort of development projects' interventions) with the two projects' areas display a much lower figure of primary education, environmental sanitation, better shelter, awareness about better hygiene and health.

6.6 Table drawing the comparison between the two projects:

A table was developed on the basis of the analysis described in the previous section which gives a comparative view of the two projects i.e. WATSAN and UBSDP as under:

TABLE 6.4: A comparison between the WATSAN and the UBSDP projects:

	UBSDP	WATSAN
1. Background of the Project	<p>After the shear success of the SIP model a revised model, deriving the ideas from SIP was designed called the UBSDP. SIP was expensive if it was to cover a greater area.¹</p> <p>Although UBSDP has a similar geographical coverage, the hardware components were withdrawn and the software components such as credits provision, skill training and education, health services etc. were emphasized which covered a large number of population.</p>	<p>In the year 2004, Bangladesh had been affected By a devastating flood which disrupted the life of the slum dwellers of the Dhaka City urban poor. As a consequence of it the slum dwellers lost their valuable properties and to their dismay, their very basic needs, i.e. Their basic services systems. The WATSAN project was introduced by CUP and its 14 member organizations and financed by UNICEF to rehabilitate the WATSAN related infrastructures to reduce possible threat of health risks related to water borne diseases in the flood hit areas and to facilitate strong community and local government institutes (DCC/DWASA) involvement for the improvement of health and hygiene situation in the slums.</p>
2. Project Information:	<p><u>Project Duration</u> : 1997-June,2001</p> <p><u>Project Cost</u> :</p> <p><u>Implementing Organizations</u> : LGED, CCs and Pourashavas.</p> <p><u>Financier</u> : UNICEF</p>	<p><u>Project Duration</u> : May15,2005-March,2006</p> <p><u>Project Cost</u> :</p> <p><u>Implementing Organizations</u> :CUP and its 14 Partner Organizations²</p> <p><u>Financier</u> : UNICEF</p>

3. Main Stakeholders:	<ul style="list-style-type: none"> ▪ Ministry of LGRD and Cooperatives ▪ LGED ▪ City Corporations and Pourashavas ▪ NGOs ▪ CBOs 	<p>Community is the important key stakeholder of the WATSAN project. Besides them CUP along with his 14 partner organizations, DCC and UNICEF are the other stakeholders.</p>
4. Goals and Objectives: <u>Goals:</u> <u>Objectives:</u>	<p>To improve the quality of life of the selected slum dwellers through providing basic services (Empowering them through support of local government leadership, particularly of the women and children. Also to build capacity of the local government so that they may provide the services to the poor efficiently.)</p> <ul style="list-style-type: none"> i) To strengthen City Corporations and Pourashavas to provide basic services to the poor. ii) To increase participation of urban poor in urban basic services planning. iii) To enhance coordination among agencies responsible for providing urban basic services and strengthen linkages among them and iv) To provide guidance and inspiration to the government and affiliated development agencies to reduce urban poverty. 	<p>To improve the quality of life of the slum dwellers under the project by, (a) rehabilitating the WATSAN related infrastructures in the target slums and low income areas and reduce possible threat of health risks related to water borne diseases in the flood hit areas and by (b) facilitating strong community and local government institutes (DCC/DWASA) involvement for the improvement of health and hygiene situation in the slums.</p> <p>To rehabilitate damaged WATSAN infrastructure and ensure access to health hygiene services through safe latrine, water supply, solid waste management and hygiene education. More specifically to create access to environmental sanitation, safe potable water and hygiene promotion services in a coordinated way, in different slums and fringes of Dhaka City through Community Based Organizations (CBOs) as community WATSAN management bodies, with special emphasis on women and children's need.</p>

<p>7. Major Activities:</p>	<ul style="list-style-type: none"> ▪ Social mobilization, ▪ Skills development, ▪ Service convergence, ▪ Provision of health and hygiene education promotion especially among children, ▪ Micro credit support and employment generation, ▪ Water supply and sanitation training, ▪ Women's empowerment, ▪ Legal support, ▪ Birth registration, ▪ Health services including referral systems etc. 	<p><u>Specific Hardware Activities:</u></p> <ul style="list-style-type: none"> • Rehabilitated safe sanitation facilities via construction of community/slab latrines and repairing, cleaning /de-sludging damaged latrines. • Improved access to safe water supply by repairing, cleaning and facilitating construction of water points and installation of TWs for target project communities. • Provided water and sanitation facilities in schools of affected areas by constructing, repairing and cleaning. • Improved safe environmental sanitation by cleaning drains, footpath and surroundings of the houses. <p><u>Specific Software Activities:</u></p> <ul style="list-style-type: none"> • Raised awareness of the community about personal and environmental hygiene through behavioral change communication, ▪ Facilitated work of the project with the active participation of civil society, local govt. and the community.
<p>6. Method of Implementation:</p>	<p>In UBSDP on behalf of the Mayor Chief Engineer of the City Corporation supervises the project operations. The Ward Commissioners keep contact with respective City Corporations and UDCs. The Community Development Director keeps liaison between the UDC and CDO. The Community Development Officer/ Care Taker conducts <i>Urtham Baaithak</i> to run the program.</p>	<p>In WATSAN then following strategies are followed for the project implementation:-</p> <ul style="list-style-type: none"> ▪ <u>Panning and Operation:</u> CUP with its implementing partners has formed a central coordination team who is responsible for the implementation of the project activities. The field staff has been oriented properly to discharge the project activities through this. ▪ Community Based Organization: Members of the community group(CBO) have also involved in the

		<p>project implementation cycle (planning, implementation and supervision- monitoring).</p> <ul style="list-style-type: none"> ▪ <u>Local Level Coordination:</u> Local government institutions like Union Parishad, Dhaka City Corporation and civil society also involve in the project activities. ▪ <u>Procurement and Stock Management:</u> The IP followed standard procurement procedures that comply with GOB procedures. The Procurement Committee would procure materials through comparative price evaluation process.
8. Strengthen and Weakness of the Project:	<p><u>Strength:</u></p> <ul style="list-style-type: none"> ▪ Activities focused towards particular target group. ▪ Formation of UDC and its functionality. <p><u>Weakness:</u></p> <ul style="list-style-type: none"> ▪ Schools have small packages, small space, less recreational facilities for children that face competition with other NGOs. ▪ Loan size is small compared to what is required. ▪ Overlapping with other programs. ▪ Weak in the field of providing legal support. ▪ Some respondents (especially men) think that depriving men of loan to be a drawback etc. 	<p><u>Strength:</u></p> <ul style="list-style-type: none"> ▪ Comparing the final monitoring survey to the baseline survey reveals improvement in many sectors like, reduction in diarrhea prevalence, a rise in the use of water from safe sources for cooking and drinking, in preserving drinking water in clean jars, increased access to hygiene latrines, tendency to keep latrines interior clean and maintaining food hygiene was observed. <p><u>Weakness:</u></p> <ul style="list-style-type: none"> ▪ Not having a foresight prior to providing pit latrines as to how to handle situations when the pits are filled and over flown.
9. Effectiveness of the Project:	<ul style="list-style-type: none"> ▪ UBSDP is effective in terms of reaching the poor, ▪ In inspiring women to come forward in the process of development. ▪ Advocacy in raising awareness in hygiene. 	<ul style="list-style-type: none"> ▪ WATSAN is effective in creating improved access to health hygiene services via increased access to safe potable water, safe latrine, water supply and solid waste management and hygiene education to a considerable ratio even though it is a comparatively new project.

10. Possibility of Replication:	UBSDP may be replicable in its micro credit programs (that is especially practiced in the Pourashavas) and health services in the City Corporations).	In case of WATSAN, issues like its repair and connection activities of the hardware facilities, the soft ware activities such as developing a level of raised awareness within the community (about personal and environmental hygiene through behavioral change) are worth replicating.

1 Hagga Mayer

CHAPTER 07

SUMMARY FINDINGS

7.1 Scenario before and after projects' interventions

The dissertation is prepared with taking projects which were undertaken for the slums development in Dhaka, in order to find out if they have reached the slum dwellers through fulfilling their assigned objectives or not. A total of two projects were explored, namely the WATSAN and the UBSDP at their field level as well as at their head quarters in Dhaka (of the implementing organization) during the period from June 2005 to June 2006. WATSAN or Water and Sanitation Rehabilitation Support to the Flood Affected Slums in the Dhaka City is a recent project and the other, UBSDP or the Urban Basic Service Delivery Project has completed its operations a couple of years back. Two projects of two different periods are chosen to cover a greater span of time. Due to time constraints, cases more than two projects could not be taken. Visits to many other institutions were conducted during this period also. The most visited ones are LGED, DCC, CUP, MSS, CUS, BUET, PKSF, SODEV, Sheltech and ICDDR, B.

7.1.1. Situation before the slum development projects interventions:

- In general the level of income of the slum dwellers were low;

A survey of the two project areas revealed that the slum dwellers of both projects are either employed by other institutions or involved with some kind of income generation activities. Other than these, people are mostly absorbed in jobs in the informal sector. The individual incomes they earn are often not satisfactory.

- Tendency towards developing degraded health situation existed within the urban slums;

It is found from the survey and also from research studies in the same area that there is an immediate need to adopt policy measures for alleviating the precarious health situation of the urban slum dwellers and this measure should attempt to strike a balance of some kind between the curative and the preventive approaches.

- Crisis regarding to education prevailed within the urban slums:

The crisis related to education needs to be taken care of (which is resulted mainly due to large-scale migration to capital city of Dhaka). Higher the level of education higher the demands among the urban poor to avail the urban utility and health services provided by different projects. The experience of UCEP BRAC, Proshika, GSS and Surovi also tell us that proper motivation and willingness are necessary to serve the poor, mere literacy programs for adults or informal schooling for children are insufficient.

- No well defined urban strategy for solving multidimensional urban problems existed:

Even in a situation, where a rapidly growing urban population and multidimensional urban problems are multiplying everyday, the government of Bangladesh does not have a well defined urban strategy, neither does it have tools like urban development projects to a significant extent. This area needs required level of attention as it relates to urban slums improvement.

- There was lack of means for access to credit and access to basic services within the urban slums:

The urban poor usually always had a lack of access to credit, and there is a need to provide access to credit facilities by some means by minimization of bureaucratic procedures. Easy access to safe water, environmental sanitation, primary education, primary health education etc. are required to be taken care of by effective organs as the government alone can not manage the situation.

- The constant threats of eviction had a possibility to stand in the way for urban slums development:

It is also observed that organization providing slum developments projects extending services to the slum dwellers are often faced with the crisis of governmental action in forced eviction of slums, especially in Dhaka. If no actions are taken the project's essence of its looking forward to a time when all the slum development projects would complete their performances as mere tools (to carry the

slum's poor people to an edge where they would see no more poverty around, as they would all become self reliant by that time in the process to take care of themselves) would also be ruined.

7.1. 2. Situation after the slum development projects interventions:

In most cases, projects are undertaken with a theme of benevolence. The same goes for these two projects. The objective of this dissertation paper was to explore what came off finally, of the concepts or goals of these two projects.

- **Incline in the standard of living was observed:**

Broadly speaking, in case of UBSDP, the achievements of its different objectives and the data analysis indicate that a standard of living was reached at, higher than the past, when there had been no project interventions. In case of WATSAN too, there is an incline in the pattern of quality of life.

- **The awareness level of hygiene of the community has been boosted:**

The awareness level of the community has been boosted to a great extent through Hygiene Education Sessions conducted by WATSAN in areas such as diarrhea prevention and management, sanitary latrine use and management, safe water, personal hygienic, taking of hygienic food and healthy and hygienic environment. The sessions proved to be very smooth and running successfully. The participation of slum dwellers was notable as observed during the field survey. Particularly participation of the women and children of the slum proved to be very successful by this kind of initiatives by the IP's staffs.

Table No. 7.1
Final Monitoring Survey Findings (WATSAN):

Area	Issues	Baseline (% Affected)		Final Monitoring (% Affected)
Korail under Gulshan Thana	▪ Number of Households Affected with Diarrhea within the previous 14 days from the day of monitoring	30		7.5
	▪ Safe Source of Water by Project Area	Drinking	86.0	93.3
		Cooking	92.2	95.5
		Washing Raw Fruits	17.2	65.0
	▪ Status of Water Hygiene (Observation) by Project Area	Preserving Water (In clean jar)	17.5	65.8
		Preserving Water (By Covering)	22.7	68.3
	▪ Status of Water Source (Observation) by Project Area	35.5		65.0
	▪ Latrine Access by Project Area	3.8		70.8
	▪ Latrine Cleanliness Pattern by Project (As Reported)	2.8		71.7
	▪ Status of Food Hygiene (Observation and as Reported) by Project	Eating Rotten Foods	41.6	26.7
		Eating open/Uncovered Food	31.4	2.1
	▪ Status of Hand Washing Practices by Project Area	Before Taking Food (Safe Manner*)	14.9	65.8
		After Defecation (Safe Manner*)	20.0	70
	▪ Status of Garbage Disposal (Safe Manner*) Practices by Project Area	4.3		66.7
	▪ Cleanliness of Courtyard (Households observed with feces or garbage lying in courtyards) by Project Area	65		33.3

*Includes hand washing with water and soap

- A raised level of awareness was observed among the women of the slum community:

The data analysis of UBSDP project study areas on the other hand clearly reveal that there had been a more or less all round positive impact of it, in improving the quality of life of the target population i.e. the urban slum dwellers. The projects interventions have raised their basic health education and basic sanitation awareness level much higher than before. Besides these, a significant women members' participation was observed in the project activities. They were made more confident about their potential power and much more organized than before.

- A great level of response was observed in the health and the education services in the Dhaka slums:

UBSDP also provided primary education and credit services. Its more popular services were the credit services for the Pourashavas, whereas the more popular services were health and the primary education services within the Dhaka City Corporation areas. Many people received health services and many children were admitted to the UBSDP schools in Bauniabadh and many slum dwellers had a better knowledge about better health through WATSAN project in Korail.

- A good level of acceptance of the slum development projects is observed:

It has been observed that the community people have accepted the project because they need fresh water and sanitation supports from the projects. The community people as well as the local leaders including the ward commissioners at Korail, Mohakhali, showed their positive attitude and willingness in this regard. The community people were eager to form groups in order to monitor the project for smooth implementation. WATSAN Project is successfully implemented because all stakeholders involvement in all project phase. Skilled manpower helped in successful completion of the project.

- Some weaknesses of the two projects:

Despite the achievements the slums development projects had certain problems. For example, the UBSDP had slight weakness in credit services in Dhaka, where the amount of credit provided were said to be less than expected. The UDC schools also faced certain amount of competitions from other NGO schools.

There are problems in case of WATSAN also. No measures were thought of, regarding the situation that has the likeliness to give rise to a degraded environmental situation when the pit latrines get filled up with sludge

Again, care had to be taken in a few slum areas as it would create problem in installation of SSWPS in the field as DWASA's water facilities are not available within 75 feet of these slum areas under WATSAN project. Boring Deep Set Hand Pump's pipe length needed to be increased due to aquifer and water table condition in different locations too.

Mostly, within a limited time frame it is tough to reach the goal of behavioral change as well as construction, handing over, training the operations & maintenance committee of major structure

However, in general, it may be said that due to the interventions of these two projects, the slum dwellers have achieved a raised level of awareness of their basic rights and their surrounding environments. Their activities had the potentials to pave the ways for other development projects to be further implemented in the area of slum development, in and out side Dhaka City. A new project called "Support for Basic Services for the Urban Areas Project" (SBSUAP) has emerged as a descendant of UBSDP project. Therefore it may be inferred that if these slum development projects are undertaken some lessons can be learned from each of them. Again, there is also a scope for planning further efficient slum development projects by drawing positive ideas from the projects and discarding negative ideas (i.e. having a foresight prior to providing pit latrines as to how to handle situations when the pits are filled and over flown in case of WATSAN or for that matter providing a better amount of credit, and materials incentives simultaneously with health advocacy in case of UBSDP etc.). This would be more likely to generate a more practical and feasible model in the field of slum development. As the aims and objectives of the two slum development projects are more or less fulfilled, some recommendations based on the experiences gathered from the field study are provided in the following section.

7.2 Recommendations:

The poor people living in the slums of an urban area should be treated as a component of the entire city dwellers, not as an isolated caste or group as they contribute a lion share to the city's income from its economic activities at different sectors. Naturally, accordingly, they deserve to have necessary access to health and education and many other services such as safe drinking water, primary

health care, sanitation, electricity, gas, environmental sanitation and services like organized waste disposal basic to human needs.

These services may be provided by the Public Sector Institutions, Local government Agencies and Non Government Organization. Approaches to development activities adopted by the public sector agencies and NGOs are however different. While the former follow largely a top down approach, the latter follow mainly a bottom up approach. Coordination between these two sets of organization is lacking which hinders development. Government agencies should change their strategy and act more as *enabler* than as *provider*.

A new approach on process of new design is required in planning, activities and functions of the public/semi public and local government organizations. This new approach should act at strategic, local and community level by involving people from communities. In fact the government should encourage and facilitate NGOs and CBOs to expand their involvement in the urban poor community.

7.2.1 Government should encourage the informal sectors to fund these projects together so that they may have fruitful results:

Lack of access to credit, especially by the urban poor seems to be a problem to provide access to credit facilities. By minimization of bureaucratic procedures, easy access to safe water, environmental sanitation, primary education, primary health education etc. are required to be undertaken by effective organs. Since the Government alone is unable to protect the slum dwellers, it should encourage the informal sectors to fund these projects together so that they may have fruitful results. Together they can work out on problems such as shortage of funds and trained and motivated manpower, lack of comprehension of the depth of problems of the slum dwellers, lack of co-operation from the public sector authorities and conservative attitude of the poor, planning and internal management problems etc. They can also take care of the problems such as lack of coordination in the development activities where overlapping of programs seems to be very common in the city including all the study towns and also other problems such as vehicles for transportation of the workers and other necessary infrastructure.

7.2.2 There in an immediate need to adopt policy measures for alleviating the precarious health situation of the urban slum dwellers:

There in an immediate need to adopt policy measures for alleviating the precarious health situation of the urban slum dwellers and this measure should attempt to strike a balance between the curative and the preventive approaches. A few measures like the existing facilities may be made more accessible to the urban poor slum dwellers for a better curative health care while for a better preventive care a coordinated approach towards achieving a sage living environment may be effective. Projects like UBSDP may work as a model project from which others may take lessons and initiate similar other interventions or they can be further expanded in this sector. The UBSDP model combined both the preventive and curative facilities. Other projects may be designed similarly. For example, for curative health care entry of the poor slum dwellers as well as other urban poor into the specialized facilities or a proper referral system may further be effective in fulfilling the projects broader objectives in providing health services. Such health care providers included slum Improvement Program (SIP) the forerunner of UBSDP of LGED, the services provided by the NGOs and the CDOs. Here, the most appropriate would be to upgrade the role of Community Health Workers (CHWs) as in the SIP or UBSDP programs. For a successful operation of such a system however, a National Coordination Council for Health care of the urban poor are required.

7.2.3. Proper motivation and willingness are necessary to improve different slum development programs (i.e.) Education Programs:

Proper motivation and willingness are necessary to serve the poor, mere literacy programs for adults or informal schooling for children is insufficient. Educational programs should be geared towards income generating activities, which in turn help them to get employment and earn income. It is observed from earlier findings that almost all urban poor who live in established slums or even squatter settlements pay for urban services and also they are willing to pay a little more for improved services. In many cases they pay to illegal operations. If their payments can be formalized the services delivering agencies would be benefited. UBSDP can be seen as a model project and may be replicable in its primary education delivery services.

7.2.4. Basic infrastructure and utility services has an additional positive effect to the slum development programs:

Experiences from many development projects show that it is always beneficial if the basic infrastructure and utility services are provided as a package for a slum. Where services are already present, their improvement and extension should also be considered together. WATSAN learnt from the results from the services provided in the past and provided services by considering its reasons for failure. Many latrines had to be sealed off as they were built at a lower ground as flood was not considered for Korail. WATSAN made the necessary correction while its implementation of slab latrine installation. It is necessary that city authorities expedite formation of community level groups to plan and manage services, with technical supports from city authorities, NGOs or relevant city level professional groups. In this respect the UBSDP, LGED and WATSAN of UNCIEF-WP models of slum development can be also be mentioned and be replicated. NGOs like Dustha Shashthya Kendra (DSK) and Proshika in Dhaka have played such roles in getting access to water for the urban poor in various slums (WATSAN covered Korail, Beltola slum.) which gives the city authorities some helping hands.

7.2.5. A well defined urban government strategy is required:

Even in a situation, where a rapidly growing urban population and multidimensional urban problems are multiplying everyday, the government of Bangladesh does not have a well defined urban strategy; neither does it have tools like urban development projects to a significant extent. For the urban areas, the major priority issues should involve infrastructure and environmental protection, urban basic service provision, poverty alleviation, supporting women's economic and social uplift, improving access to land and shelter especially for the poor, improving social services and improving urban management and strengthening of local government by giving them greater autonomy. The current thinking within the ministry of Local Governments is to enable them to provide better services to the citizens. The Urban Strategy of the World Bank also holds similar thinking and emphasizes on strengthening autonomies Local bodies improving services provisions and alleviating urban poverty. Besides taking special programs for poor women, there is a need to focus on projects concerning poor children also. Thus slum improvement projects need to focus on improvement of educational, health, recreational and security aspect of children as well. Again empowering women, providing credits for opening up for IG opportunities providing legal services, skills development services may also be effective intervention (access to safe water and environmental) as shown by the two case studies UBSDP and WATSAN. International agencies are right there to continue to provide assistance to

urban local authorities (City Corporation/Pourashavas) to strengthen their capacity to provide better services. UBSDP and WATSAN are such assistance to meet up the climbing need of these services and UNICEF should continue to fund for projects like UBSDP and WATSAN. The models would work better in fulfilling its objectives with the better coordination among central governmental, local government, private sector, NGOs and CBOs.

7.2.6. Slum eviction needs to stop:

Organization providing slum developments projects extending services to the slum dwellers are often faced with the crisis of governmental action in forced eviction of slums. All civil society organization as well as international agencies should try to convince governmental about its severe impacts which may in turn hurt the slum dwellers badly. Advocacy program may be supported by UNICEF's Urban Strategy in Bangladesh to make the top decision makers aware of this fact.

7.2.7. Development partners and the civil society need to work hand in hand to support government in these slum development projects:

Big development partners (i.e. UNICEF) and the civil society may support the government in its programs of slum rehabilitation provided they are well planned. Particularly, if the rehabilitation is done within the proximity of the city, big development partners have the scope to extend slum development projects services with their independent units like the UDCs, relevant staffs and plans as UNICEF did for UBSDP project. UBSDP is basically an urban poverty alleviation project which aims to improve the quality of life of the urban poor which well includes the slum dwellers. WATSAN is a comparatively new project which has begun its performance since May 2005. This project already shows an upward trend in its achievements if compared with its baseline surveys. It is a currently finished project as well. Most of the programs of the project are popular and active. This projects advocacy on cleanliness has seen positive (Table No. 7.1, pg. 163) results in many areas like, environmental cleanliness, hand washing, food hygiene, sanitation, sources of water for different household purposes, prevalence of diarrhea etc. However it faces different problems despite its achievements. For example, budget for slab latrine seemed not to cover all cost of installation of slab latrine in comparison to the present market price. In this regard CUP and BOSC came forward to revise the budget and make the amendments for it to comply with the current market price. Similarly GI sheet fencing seemed not to be appropriate for fencing for slab latrines as it has the probability of having chemical reaction and so bamboo fencing was recommended as a replacement especially in Hazaribag and Mohammadpur by them.

7.2.8. A need to recognize the economic and social importance of the urban poor:

From the two case studies of WATSAN and UBSDP, it may be concluded in general that there is a need to recognize the economic and social importance of the urban poor in successful project implementation. Proper policies should be taken to integrate them in the urban society. According to the report of the "Task Forces of Bangladesh Development Strategies for the 1990's. Developing the Infrastructure, Volume Three", one way of the approach to integrate the poor in the urban society is mainly through upgrading of existing slums in and around the city where importance of peoples participation in plan implementation has also been emphasized.

Program designs need to be such that it might help the urban poor in many ways. One such way is to provide them with some credit assistance. In the two case studies UBSDP had provision for credit scheme yet it did not turn out to be spectacularly successful especially within Dhaka city. It was initially designed to provide skills training that are required for Income Generating activities.

7.2.9. Community level groups should be involved to plan and manage services:

It is necessary that the slum development projects be encouraged by the city authorities to form community level groups to plan and manage services. They programs and projects should be supported by city authorities in technical aspects in their objectives' accomplishment, NGOs or relevant city level professional groups while the services themselves may be provided by the projects themselves, if relevant. The basic principle or approach to solving the urban poor access to the various services provided through different slum development projects would have to be the enabling approach which ensures peoples' participation with considering their opinions and effective role of the private sector, NGOs and as well as the CBOs.

Also, since almost all urban poor pay for services, all are willing to pay even more for improved services. This opportunity should be exploited by the projects management by formalizing such payment for their service delivery which instead often prevents the poor slum dwellers to pay this amount to illegal operating.

7.2.10. Access to and times for services should be planned with care:

For providing health care, health care facilities should be designed such that they become more accessible to the slum dwellers and care should also be taken for the service delivery time so that it

does not overlap with their daily work or household activity hours. For curative health care entry of the poor slum dwellers as well as other urban poor into the specialized facilities or a proper referral system may further be useful.

7.2.11. Duplication of services should be avoided:

A Project should not try to deliver any service that is already established or are being delivered by other projects for a particular slum. It is found from the field survey of UBSDP that many respondents were not taking its health services since they already received them from another NGO Sheba, which had started its services prior to UBSDP PMC Services although the UBSDP services were good.

7.2.12. Attempts are required to raise hygiene and health awareness to create a safe environment:

Preventive care requires a safe living environment for the slum dwellers. This may require some basic community facilities and be made properly accessible when required. Project should also be designed such as to raise awareness about this issue through training and cleaning programs. Lessons from the case study of WATSAN can be drawn about how its activities were gradually implemented to achieve its objective of improved access to environmental sanitation, safe potable water, and hygiene promotion services through the Community Based Organization (with special emphasis on women's and children's need). Although it is too early to tell yet field report of WATSAN shows significant improvement in diarrhea prevention in Korial-Gulshan (Table-7.1, pg. 163). However, since the data shows positive trends compared to its baseline study, it is possible that the WATSAN model can be followed in designing future improvement projects of similar nature.

7.2.13. Proper place allocation required for different sessions under development projects:

Although The Hygiene Education Session conducted by WATSAN proved to be very smooth in some areas though, the place allocation for HES proved to be too small and the staff could not facilitate the session in the form of U shape (which is a suitable position for its normal practice). Male attendance were poor, this were mainly due to the fact that the male members had gone out to work during the HES period. HES were conducted at night at some places to make up for it. The session

however had to be postponed as flood water started to rise after being conducted for a few days. Sometimes eviction or even destruction in certain slums under the project forced the HES to discontinue. Issues like this need to be preplanned for a very well-designed project.

7.2.14. Preparedness to face any kind of disaster:

It is also apparent that, although situation in the project slum area, in terms of awareness, hygiene practice and behavioral change by the household members have proved to move or change in the positive direction, the objectives may be hampered or the results may be negative if the programs get suddenly stopped. Therefore any slum development projects should be prepared for any kind of ordeals, small or big, and be able to face it aptly.

7.2.15. Efficiency through training is required:

The low wages the slum dwellers receive are often not even comparable to ones those people receive from the formal sector. This is mainly due to inefficiency and lack of training of the workers. The NGOs have a great scope for providing information and skill development support services, credits for IG activities to producers, traders and businessmen as well as to all those (especially those who are more ready and deprived) slum dwellers who are willing to receive it. This can easily be performed and the standard of living can easily improve through a well-designed and coordinated slum development program taken in the right place and at the right time.

7.2.16. Sharing of financial responsibility is required:

If a Project is too expensive it may be difficult to be implemented in a wide scale. Giving local government's financial responsibility for the project would be good way for it to sustain. Review of the forerunner of UBSDP, the SIP identifies some achievements of which many were followed in UBSDP also. Some achievements were successful organization of women of slum communities into sample and credit groups which raised status of women in the family. Marked improvement of living environment of the project communities through upgradation of the physical aspects of such communities and raised level of health awareness amongst the beneficiary household sessions were experienced from the project too. Also the inadequate back up support to the field officials of the project, rigidity in implementation of physical components (i.e. footpath, drains, tube wells, latrines etc.), the duality of management between municipality people and the LGED personnel deputed at the

municipal level and the inadequate preparation for expansion of the project and similar other problems recommended some actions (to improve the project), such as to enhance expertise and management capacity at material and municipal level gradually and thus expand the project more steadily and slowly. A closer coordination between the municipal officials and the LGED delay in fund release, raising limit of new loans to successful borrowers, possible joint ventures of beneficiaries, marking and skill development and possible housing improvement loans were also recommended. Besides these, more participatory and democratic process was recommended in physical aspects since the Community Health Works (CHW) focus in the project was very effective.

Even at the community level, to reduce cost, shared facilities can be provided (for e.g., Community Latrine and Water points in WATSAN Project) WATSAN is a good example of this which is often seen in poor countries of Latin America. When it comes to the issue of (management of) garbage disposal, incentive schemes (such as bagful of garbage in exchange of food coupons/money) can be introduced by municipality or any other projects.

UBSDP was designed keeping all the issues stated above. UBSDP was identified as the common platform for providing basic services to the poor especially women and children in the slums and it also identified the role of UDCs in coordinating these services to be most visible.

Important achievements of the project services are a reasonable convergence of services such as EPI, Vitamin A distribution, NFE, ORS, etc. established at the UDC Level. Also, a good number of children from poor income group are enrolled in many schools set up at UDC premises. Many urban poor women were benefited through micro-credit (revolving fund loan) activities. Therefore, with these in view for necessary level of sustainability and a better impact of the project suggest that the UDCs should be headed by a person, who is seen as a Development Practitioner or a Development Consultant. It also suggested that UBSDP should move towards cost-sharing, exploring the possibility of obtaining private sector philanthropists to donate space for the Centre, establish linkage with other international agencies (such as ADB's UPHCP) for fund and dissemination of UDC's role through media. It is required for greater effusiveness, success and sustainability for greater visibility and public support of project.

7.2.17. UDC may include more activities as per demand of the stakeholders:

With regard to expansion of UDC activities some areas were identified where further expansion could be made such as greater capacity building of the UDC with more member enrolment, credit schemes and investigations should be made for better returns of saving done by members

Suggestions came up in favor of adult education. The adults believed that for the better functioning of the UDCs, adult education is required. Suggestions also came up in favor of a link between the stakeholders and the government agencies and inclusion of men as beneficiary groups' members. They adults also suggested a regular physician at the UDC, inclusion of male as beneficiaries of the UBSDP and an overall continuation of the UDCs activities in the further.

7.2.18. Attention in some other areas is also not negligible:

Project implementation by the implementing partners may be hampered without proper field assessment and their role should be more specific in all stages of project implementation and permission and other proceeding of the government side should be given more emphasis from the donor agency.

7.2.19. Broadly speaking, slums' development projects are beneficial:

In general beneficiaries suggested a few things. Most people suggested provision of more educational and recreational items, larger classrooms, higher education and even adult education. One respondent thought it was not fair to take money for providing primary educational service. Many respondents expressed the need for credit facility, a large percentage of the people asked for the availability of doctors in the area while another group wanted free medical services.

The legal aid and improvement service is not very known to UBSDP beneficiaries, and as a result a large number of respondents could not give any opinion on these. However some people suggested implementation of equal rights for women and also recommended provision of training in various self-improvement activities. Majority of the respondent were unwilling to make financial contribution towards UBSDP on the UDC services. This was due to the fact that they were (not affluent) themselves. Yet there was a possibility for them to contribute if their situation had improved further more or for a reasonable purpose as most of them thought that slum development projects are beneficial.

If the statute of toilet in the study areas is compared, it is observed that in case of UBSDP the hygiene is optimum while the hygiene in case of WATSAN is also on its rise. It is observed from the baseline survey that cleanliness inside and outside the latrine in WATSAN case study area has gone up significantly, which indicates the upward trend of reaching its optimum level in only but a matter of time. Due to WATSAN's intervention and according to the baseline survey of WATSAN

pattern of garbage disposal has also changed towards a safe manner. Although it may appear to be too early to tell, WATSAN's upward trends in its achievements of its objectives of improved access to environmental sanitation, safe potable water and hygiene promotion services are in favor of improving the standard of living of the slums urban poor in general. Since in both the case studies of WATSAN and UBSDP show an upward trend in improved literacy rate, a raised level of awareness in health, hygiene awareness in food habit, using of latrines and environmental sanitation which were the main objectives of the projects it can be said that they are good models. Therefore it is obvious that slum development projects have many benefits and the sectors which produce better results could be followed in designing future projects.

Both the projects have proved to be beneficial for the improvement of the standard of livelihood of the slum dwellers to a considerable extent in the above-mentioned areas and fulfilled their objectives in major cases and hold some inherent capacity to formulate some recommendations for sustainable slum development projects to be planned in future.

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Appendices

Appendix No.1 General Condition of the Study Area of Bauniabadh*

1.	Name of Settlement	:	Bauniabadh Tin Shed <i>Bastee</i>	
2.	City	:	Dhaka Metropolitan Area	
3.	Location	:	Sec-II, block-C, Bauniabadh Road, Bauniabadh	
4.	Thana	:	Pallabi	
5.	Year of Establishment	:	1989	
6.	Area	:	10 acre	
7.	Total No. of H/H	:	2000	
8.	Total Population	:	10,000	
9.	Settlement type (%)	:	Family Dwelling	- 100
10.	Land Use (%)	:	i) Residential	- 70
			ii) Others	- 30
11.	Land Ownership	:	✓i) Government/ Semi-Government/khas	
			✓ii) Private	
			ii) Waqf	
			iii) Mixed	
			iv) Unclear/Disputed	
12.	Housing Structure (%)	:	✓i) Shacks/jhupris /mud	: 20
			✓ii) Kutchra flimsy structure	: 40
			✓iii) Semi Pucca flimsy structure	: 30
			iv) Dilapidated old buildings	:
			vi) Others (of better quality)	
13.	Room Character	:	i) Single room	: 100
			ii) Double	:
			iii) Average room size	: 100 sqft

*Source: CUS

14. Rental Pattern (%)	:	i) Owner	:	50
		ii) Rented	:	50
		iii) Average rent/m/h	:	Tk. 500
		iv) Rent Range	:	Tk. 500
15. Major Occupation	:	i) Business/Trade	:	5%
		ii) Hawker/Vendor	:	5%
		iii) Service	:	5%
		iv) Day Labour	:	25%
		v) Domestic Worker	:	5%
		vi) Transport	:	20%
		vii) Factory worker	:	25%
		viii) Others	:	5%
16. Monthly H/H income	:	i) < 2000	:	Tk. 20%
		ii) 3001-3000	:	40%
		iii) 3001 – 4000	:	20%
		iv) 4001 – 5000	:	10%
		v) Above 5000	:	10%
17. Dwellers origin (4 major District of origin)	:	i) Barisal	:	25%
		ii) Chandpur	:	20%
		iii) Munshiganj	:	20%
		iv) Noakhali	:	15%
18. Floodability	:	i) Fully Flooded		
		ii) Partially Flooded		
		✓iii) Flood Free		
19. Fire incidence Ever	:	i) None		
		ii) ✓Once		
		iii) Twice/More		
20. Eviction Incidence	:	i) ✓None		
		ii) Once		

		iii)	Twice/More	
		iv)	Currently under certain threat	
21.	NGO Coverage	:	i)	One NGO
			ii)	✓ More than one NGO
			ii)	None
22.	How is the Settlement Known	:	i)	Residential area/Abashik Elaka
			ii)	Mohalla
			iii)	Colony
			iv)	Camp.
			v)	✓ <i>Bastee</i>
			vi)	Others.
23.	Water Sources	:	i)	Tap : 100
			ii)	Tube well : %
			iii)	Well : %
			iv)	Pond/river : %
			v)	Others : %
24.	Latrine Type	:	i)	Sewerage/Septic Tank : 85%
			ii)	Water Sealed : 10%
			iii)	Pit :
			iv)	Hanging :
			v)	Open :
			vi)	Others :
25.	Water/Latrine Sharing (within slum):		i)	Own Tap/TW:
			ii)	One tap shared by No. of H/Hs: 3
			iii)	One TW shared by No. of H/Hs:
			iv)	One latrine shared by No. of H/Hs:
26.	Access to Utility Services (%)	:	i)	Electricity : 100
			ii)	Cooking Gas : -
27.	Location of Water Sources	:	i)	✓ Within Slum
			ii)	Outside the slum

		iii)	Distance (m)	
28.	Drainage	:	i) Well Drained ✓ ii) Moderately trained iii) Poorly drained	
29.	Garbage Disposal	:	i) ✓Fixed Place ii) ✓No. Fixed place	
30.	Collection	:	✓i) Regular ii) Irregular iii) None	
31.	Schooling	:	Percent of school going children	: 60

Appendix No.2
General Condition of the Study Area of Korail*:

1.	Name of the Settlement	:	Korail <i>Bastee</i>	
2.	City	:	Dhaka Metropolitan Devilling Area	
3.	Location	:	Gulshan Lake	
4.	Thana	:	Gulshan	
5.	Year of Establishment	:	1975-1998	
6.	Area	:	155 acres	
7.	Total Household No.	:	20,480	
8.	Mess Population	:	1,700	
9.	Total Population	:	1, 09,400 (Beltola: 7,500)	
10.	Settlement type (%)	:	i) Family Dwelling	: 90
			ii) Mess	: 10
11.	Land Use (%)	:	i) Residential	: 90
			ii) Commercial	: 10
12.	Housing Structures (%)	:	i) Shacks/Jhupris/Mud	: 30
			ii) Kutchra flimsy structure	: 40
			iii) Semi Pucca flimsy structure	: 20
			iv) Dilapidated old building	: None
			v) Others (of better quality)	: 10
13.	Land Ownership	:	✓ i) Government/ Semi-Government/khas	
			ii) Private	
			iii) Waqf	
			iv) Mixed	
			v) Unclear/Disputed	
			vi)	
14.	Room Character	:	i) Single Room	: 60%
			ii) Double Room	: 40%
			iii) Average Room size	: 100 sqt
15.	Population Density	:	i) Persons/Acre	: 705
			ii) persons/Room	: 36
			Predominant	

*Source: CUS

16.	Rental Pattern (%)	:	i)	Owner	:	35
			ii)	Rented	:	65
			iii)	Average rent/month	:	600 Tk.
17.	Major occupation	:	i)	Business	:	10%
			ii)	Hawker/Vender	:	5%
			iii)	Service	:	30%
			iv)	Day labor	:	10%
			v)	Domestic worker	:	10%
			vi)	Transport	:	10%
18.	Monthly H/H Income	:	i)	Less than 2000	:	
			ii)	20001 – 3000	:	20%
			iii)	3001 – 4000	:	20%
			iv)	4001 – 5000	:	20%
			v)	Above 5000	:	40%
19.	Dweller's origin	:	i)	Barisal	:	40
			ii)	Comilla	:	30
			iii)	Faridpur	:	20
			iv)	Mymensing	:	10
20.	Fire incidence	:	i)	None		
			✓ ii)	Once		
			iii)	Twice/None		
21.	Flood ability	:	i)	Fully flooded		
			ii)	✓ Partially flooded		
			ii)	Flood free		
22.	Eviction Incidence	:	i)	None		

- | | | | |
|---------------------------------|---|---|-------|
| | | ii) Once | |
| | | iii) ✓Twice/None | |
| | | iv) Currently under certain threat | |
| 23. NGO coverage | : | i) One NGO | |
| | | ii) ✓More than one NGO | |
| | | iii) None | |
| 24. How is the Settlement Known | : | i) Residential area/Abashik Estate | |
| | | ii) Mohalla | |
| | | iii) Colony | |
| | | iv) Camp. | |
| | | v) ✓Bastee | |
| | | vi) Others | |
| 24. Water Survey (%) | : | i) Tap (including water points by WATSAN) | : 60 |
| | | ii) Tube well | : 10 |
| | | iii) Well | : 20 |
| | | iv) Pond River | : |
| | | v) Others | : 10 |
| 26. Latrines Type | : | i) Sewerage/Septic Tank | : 20 |
| | | ii) Water Sealed | : 10 |
| | | iii) Pit | : 30 |
| | | iv) Hanging | : 10 |
| | | v) Open | : 10 |
| | | vi) Others | : 10 |
| 27. Water/ Latrine Sharing | : | i) Own Tap/TW | : 10% |
| | | ii) One Tap shared by No. of H/H | : 4 |
| | | iii) One latrine shared by No. of H/H | : 4 |
| 28. Access to Utility Services | : | i) Electricity | : 100 |
| | | ii) Looking gas | : 20 |

Appendix No.3
List of Slums under the WATSAN Project:

Sl. No.	Thana	Ward	Name of the Slum	Name of IP
1.	Uttara / Abdullahpur	8	Sikdarbari Bastee	PDAP
2.	Uttara / Abdullahpur	8	Courtbari Bastee	PDAP
3.	Uttara / Abdullahpur	8	Northern side of Barbandh	PDAP
4.	Uttara / Abdullahpur	8	Atipara Bash	PDAP
5.	Uttara / Abdullahpur	Union	Mastarpara Bastee	PDAP
6.	Uttara / Abdullahpur	Union	Chandpara	PDAP
7.	Uttara / Abdullahpur	04	Chalban	MSS
8.	Uttara / Abdullahpur	04	Gagour	MSS
9.	Uttara / Abdullahpur	04	Ashkona	MSS
10.	Uttara / Abdullahpur	05	Fhadiabad	MSS
11.	Uttara / Abdullahpur	05	Prambagan	MSS
12.	Uttara / Abdullahpur	5	Fhadiabad	MSS
13.	Gulshan	19	Korail Ka – Block Bastee	JAC
14.	Gulshan	19	Korail Kha – Block Bastee (Old)	JAC
15.	Gulshan	19	Korail Kha – Block Bastee	JAC
16.	Gulshan	19	Korail Gha – Block Bastee	JAC
17.	Gulshan	19	Korail Gha – Block Bastee	JAC
18.	Gulshan	19	Korail Gha – Block Bastee Salinar Bastee	JAC
19.	Gulshan	19	Korail Bastee	IDR
20.	Gulshan	19	Korail Bastee	SEP
21.	Badda	Union-3	DIT Project Bastee	SEP
22.	Badda	21	DIT Project Bastee	SEP
23.	Pallabi	92	Pallabi Bastee	PDAP
24.	Pallabi	92	Hawear Ma Bastee	PDAP
25.	Pallabi	92	Jasjim Miyar Bastee	PDAP
26.	Pallabi	2	Begun Tala Bastee	PDAP
27.	Pallabi	92	Shahparan Bastee	PDAP
28.	Pallabi	2	Kachukhet Bastee	PDAP
29.	Pallabi	2	Gudarghat Bastee	PDAP
30.	Pallabi	92	Duyaripara Bastee	PDAP
31.	Pallabi	92	Mukales Mullar Bastee	PDAP
32.	Pallabi	5	Millat Camp	PDAP
33.	Pallabi	3	Muslim Camp	PDAP
34.	Pallabi	5	Rahmat Camp	PDAP
35.	Pallabi	6	T-Block Bastee	PDAP
36.	Pallabi	07	Duaripara	MSS
37.	Pallabi	07	Duri Par	MSS
38.	Pallabi	07	Rupnagor	MSS
39.	Pallabi	02	Ranibazar	MSS
40.	Pallabi	02	Kalsi	MSS
41.	Pallabi	03	Muslim Camp	MSS
42.	Pallabi	05	Rahamot Camp	MSS
43.	Pallabi	04	Millat Camp	MSS
44.	Mirpur	08	Uttar Bishil	MSS

Sl. No.	Thana	Ward	Name of the Slum	Name of IP
45.	Mirpur	08	Uttar Diabari	MSS
46.	Mirpur	08	Lalkhati	MSS
47.	Mirpur	08	Dokkin Lalkhatui	MSS
48.	Mirpur	08	New C Block	MSS
49.	Mirpur	08	Chiriakhana	MSS
50.	Mohammadpur	43	Pallabi Baste	PRATAY
51.	Mohammadpur	43	Besides the Nabadoy Housing	PRATAY
52.	Mohammadpur	43	Besides the Nabadoy Housing	PRATAY
53.	Mohammadpur	43	Besides the Nabadoy Housing	PRATAY
54.	Mohammadpur	43	Besides the Sunibir Housing	PRATAY
55.	Mohammadpur	43	Besides the Dhaka Housing	PRATAY
56.	Mohammadpur	43	Shayamoli Housing	PRATAY
57.	Mohammadpur	43	Beside the Shayamoli Housing	PRATAY
58.	Mohammadpur	43	By the side of the Erta Housing	PRATAY
59.	Mohammadpur	43	Adabar Baste	PRATAY
60.	Mohammadpur	46 & 47	Sujun Miyar Baste	RHDS
61.	Mohammadpur	46 & 47	Sadek Khaner Baste	RHDS
62.	Mohammadpur	46 & 47	Barkater Baste	RHDS
63.	Mohammadpur	46 & 47	Karim Miyer Baste	RHDS
64.	Mohammadpur	46	Baridandh Baste	ASD
65.	Mohammadpur	43	Khademer Baste, Nabadoy Housing	ASD
66.	Mohammadpur	43	Shamoly Housing Baste	ASD
67.	Mohammadpur	43	Provati Housing Baste	ASD
68.	Mohammadpur	43	Dhaka Uddan Baste	ASD
69.	Mohammadpur	43	Rafiqer Baste Sheikhertek	ASD
70.	Mohammadpur	43	Hazir Baste	ASD
71.	Mohammadpur	42	Market Camp	AL-FALAH
72.	Mohammadpur	42	Community Center Camp	AL-FALAH
73.	Mohammadpur	43	Staff Quarter	AL-FALAH
74.	Mohammadpur	46	Bhai-Bon Baste	ASD
75.	Mohammadpur	46	At the end of the 3 nos. Road of Mohammadi Housing Ltd.	ASD
76.	Hagaribagh	49	Companyghat Baste	RHDS
77.	Hagaribagh	49	Kazal Miyar Baste	RHDS
78.	Hagaribagh	49	Sattar Miyar Baste	RHDS
79.	Hagaribagh	49	Aslamer Baste	RHDS
80.	Hagaribagh	49	Hasemuddin Baste	RHDS
81.	Hagaribagh	49	Kalam Sardarer Baste	RHDS
82.	Hagaribagh	49	Kalachader Baste	RHDS
83.	Hagaribagh	58	Jelepura Baste	OMI
84.	Hagaribagh	58	Alam Sardar Baste	OMI
85.	Hagaribagh	58	Noi Bhai Baste	OMI
86.	Lalbagh	UW-2	Kamrangirchar	RHDS
87.	Lalbagh	UW-3	Kamrangirchar	RHDS
88.	Lalbagh	UW-4	Kamrangirchar	RHDS
89.	Lalbagh	UW-1	Jhauchar	RHDS
90.	Lalbagh	57	Palashi	MSS
91.	Lalbagh	60	Islambag	MSS
92.	Lalbagh	61	Shad Nagar	MSS
93.	Lalbagh	69	Rahmatgon	MSS
94.	Lalbagh	78	Khaja Dewen	MSS

Sl. No.	Thana	Ward	Name of the Slum	Name of IP
95.	Kamrangirchar	Sultanganj	Ashrafabad	IPO
96.	Kamrangirchar	Sultanganj-4	Nabinagar	IPO
97.	Kamrangirchar	Sultanganj-4	Ashrafabad	IPO
98.	Kamrangirchar	Sultanganj-4	Nabinagar	IPO
99.	Kamrangirchar	Union-3	Sardar Bari Baste	VIDA
100.	Kamrangirchar	Union-5	Salamer Baste	VIDA
101.	Kamrangirchar	Union-5	Durbanir Baste	VIDA
102.	Kamrangirchar	Union-5	Dagar Miyar Baste	VIDA
103.	Kamrangirchar	Union-5	Shakurer Baste	VIDA
104.	Kamrangirchar	Union-6	Islam Chairman	VIDA
105.	Kamrangirchar	Union-6	Chinir Ghat	VIDA
106.	Kamrangirchar	Union-6	Batteryer Ghat	VIDA
107.	Kamrangirchar	Union-6	Kukar Ghat	VIDA
108.	Kamrangirchar	Union-6	Baragram Tin Rasta	VIDA
109.	Kamrangirchar	Union-6	Ashrafabad	VIDA
110.	Kamrangirchar	Union-7	Hasan Miyar Baste	VIDA
111.	Kamrangirchar	Union-7	Kabir Miyar Baste	VIDA
112.	Kamrangirchar	Union-7	Abul Miyar Baste	VIDA
113.	Kamrangirchar	01	Ashaobag	MSS
114.	Kamrangirchar	01	Hazurbag	MSS
115.	Kamrangirchar	01	Asharafabad	MSS
116.	Kamrangirchar	02	Rasual Bag	MSS
117.	Kamrangirchar	02	Nurbag	MSS
118.	Kamrangirchar	02	Muslimbag	MSS
119.	Keraniganj	Shouvada-1	Shouvada	IPD
120.	Keraniganj	Shouvada-8	Mirerbagh	IPD
121.	Keraniganj	01	Ambagicha	MSS
122.	Keraniganj	01	Ishapani	MSS
123.	Keraniganj	02	Kadomtali	MSS
124.	Keraniganj	02	Begunbari	MSS
125.	Keraniganj	04	Kaligonj	MSS
126.	Keraniganj	04	Kubartrapara	MSS
127.	Keraniganj	05	Charkhali	MSS
128.	Keraniganj	06	Khegurbag	MSS
129.	Keraniganj	07	Pargandaria	MSS
130.	Demra	88	Guran/Muradpur	IPD
131.	Demra	88	Guran/Muradpur	IPD
132.	Demra	88	Guran/Muradpur	IPD
133.	Demra	89	Guran/Muradpur	IPD
134.	Demra	89	Guran/Muradpur	IPD
135.	Khilgoan	26	Sharoab Maier Baste	BAWSE
136.	Khilgoan	26	Khorsedada	BAWSE
137.	Khilgoan	26	Giasuddinerar Baste	BAWSE
138.	Khilgoan	26	Nur Uddienur Baste	BAWSE
139.	Khilgoan	26	Chan Maier Baste	BAWSE
140.	Khilgoan	26	Anamualur Baste	BAWSE
141.	Khilgoan	26	Hannaner Baste	BAWSE
142.	Khilgoan	26	Rafiquer Baste	BAWSE
143.	Khilgoan	26	Haner Baste	BAWSE
144.	Khilgoan	26	Razzu Maier Baste	BAWSE
145.	Khilgoan	26	Jaynaier Baste	BAWSE
146.	Khilgoan	26	Majaharer Baste	BAWSE
147.	Khilgoan	26	Abul Kalamer Baste	BAWSE

Sl. No.	Thana	Ward	Name of the Slum	Name of IP
148.	Khilgoan	26	Shabuddiner Bastee	BAWSE
149.	Khilgoan	26	Aladdunier Bastee	BAWSE
150.	Khilgoan	26	Ahammeder Bastee	BAWSE
151.	Khilgoan	26	Jailuer Bastee	BAWSE
152.	Khilgoan	26	Anamullaer Bastee	BAWSE
153.	Khilgoan	26	Jailuer Bastee	BAWSE
154.	Khilgoan	26	Nuril Aminer Bastee	BAWSE
155.	Khilgoan	26	Shusi Maier Bastee	BAWSE
156.	Khilgoan	26	Md. Kauesher Bastee	BAWSE
157.	Khilgoan	26	Mintor Bastee	BAWSE
158.	Khilgoan	26	Qudus Alir Bastee	BAWSE
159.	Khilgoan	26	Md. Atique er Bastee	BAWSE
160.	Khilgoan	26	Abdul Khalk er Bastee	BAWSE
161.	Khilgoan	26	Nuruzaman er Bastee	BAWSE
162.	Khilgoan	26	Alam er Bastee	BAWSE
163.	Khilgoan	26	Konur Bastee	BAWSE
164.	Khilgoan	26	Nurezaman er Bastee	BAWSE
165.	Khilgoan	26	Atikullar Bastee	BAWSE
166.	Khilgoan	26	Tukunir Bastee	BAWSE
167.	Khilgoan	26	Latif er Bastee	BAWSE
168.	Khilgoan	26	Salinar Bastee	BAWSE
169.	Khilgoan	26	Abdul Haquer Bastee	BAWSE
170.	Khilgoan	26	Jaman er Bastee	BAWSE
171.	Khilgoan	26	Jaman er Bastee	BAWSE
172.	Khilgoan	26	Helu Mighar Bastee	BAWSE
173.	Khilgoan	26	Rashid Baparir Bastee	BAWSE
174.	Khilgoan	26	Siraj er Bastee	BAWSE
175.	Khilgoan	26	Tukunir Bastee	BAWSE
176.	Khilgoan	26	Rehela Begum er Bastee	BAWSE
177.	Khilgoan	26	Zainal er Bastee	BAWSE
178.	Khilgoan	26	Mashiur Rahman er Bastee	BAWSE
179.	Khilgoan	26	Aynob er Bastee	BAWSE
180.	Khilgoan	26	Almas er Bastee	BAWSE
181.	Khilgoan	26	Tutul er Bastee	BAWSE
182.	Khilgoan	26	Mejbay er Bastee	BAWSE
183.	Khilgoan	26	Siddiq Bhyan er Bastee	BAWSE
184.	Khilgoan	26	Iqbal er Bastee	BAWSE
185.	Khilgoan	26	Zahed er Bastee	BAWSE
186.	Khilgoan	26	Tofazzal er Bastee	BAWSE
187.	Khilgoan	26	Alekjan er Bastee	BAWSE
188.	Khilgoan	26	Hiru er Bastee	BAWSE
189.	Khilgoan	26	Akbar er Bastee	BAWSE
190.	Khilgoan	26	Shukur er Bastee	BAWSE
191.	Khilgoan	26	Alam Sar er Bastee	BAWSE
192.	Khilgoan	26	Alamgir er Bastee	BAWSE
193.	Khilgoan	26	Dil Mohammad er Bastee	BAWSE
194.	Khilgoan	26	A. Sobhan er Bastee	BAWSE
195.	Khilgoan	26	Milon er Bastee	BAWSE
196.	Khilgoan	26	Mollah Barir er Bastee	BAWSE
197.	Khilgoan	26	Karim er Bastee	BAWSE
198.	Khilgoan	26	Juel er Bastee	BAWSE
199.	Khilgoan	26	Shohag er Bastee	BAWSE
200.	Khilgoan	26	Firoz er Bastee	BAWSE
201.	Khilgoan	26	Babul er Bastee	BAWSE
202.	Khilgoan	26	Suruj Ali er Bastee	BAWSE
203.	Khilgoan	26	Unis ali er Bastee	BAWSE

Sl. No.	Thana	Ward	Name of the Slum	Name of IP
204.	Khilgoan	26	Monsur Mia er Baste	BAWSE
205.	Khilgoan	26	Karam ali er Baste	BAWSE
206.	Khilgoan	26	Sona Mia er Baste	BAWSE
207.	Khilgoan	26	Lal Mia er Baste	BAWSE
208.	Khilgoan	26	Momotaj er Baste	BAWSE
209.	Khilgoan	26	Ali Ahamad er Baste	BAWSE
210.	Khilgoan	26	Tuku Mia er Baste	BAWSE
211.	Khilgoan	26	Habib er Baste	BAWSE
212.	Khilgoan	26	Zainal er Baste	BAWSE
213.	Khilgoan	26	Hafijuddin er Baste	BAWSE
214.	Khilgoan	26	Angarzora er Baste	BAWSE
215.	Khilgoan	26	Alkas Mia er Baste	BAWSE
216.	Khilgoan	26	Chan Mia er Baste	BAWSE
217.	Khilgoan	26	Goli er Baste	BAWSE
218.	Khilgoan	26	Jamal er Baste	BAWSE
219.	Khilgoan	26	Quamrunnahar er Baste	BAWSE
220.	Khilgoan	26	Khalil er Baste	BAWSE
221.	Khilgoan	26	Laboni er Baste	BAWSE
222.	Khilgoan	26	Sayed er Baste	BAWSE
223.	Khilgoan	26	Shohag er Baste	BAWSE
224.	Khilgoan	26	Sayed Mia er Baste	BAWSE
225.	Khilgoan	06	Shohag Paribahan Baste	JAC
226.	Khilgoan	06	Abdul Hye Baste	JAC
227.	Khilgoan	06	Meghah Uddin Baste	JAC
228.	Khilgoan	06	Ainal Mia Baste	JAC
229.	Khilgoan	06	Gafur Mia Baste	JAC
230.	Khilgoan	24	Tutul Mia Baste	JAC
231.	Khilgoan	23	Sarkeri Baste	JAC
232.	Khilgoan	25	Ranger Baste	NM
233.	Khilgoan	25	8 No. Baste (Last lane)	NM
234.	Khilgoan	25	Omar Ali Baste	NM
235.	Khilgoan	25	Madanir Jheelpar	NM
236.	Khilgoan	25	Rasul Boxer Bari (South Goarn)	NM
237.	Khilgoan	25	Kayetpara Baste	NM
238.	Sabuzbagh	27	Darogar Baste	NM
239.	Sabuzbagh	27	21 No. Middle Mothertek	NM
240.	Sabuzbagh	28	Nagdarpar (Near School)	NM
241.	Sabuzbagh	28	Trimohoni	NM
242.	Sabuzbagh	28	Sheikher Jaiga, Suruz Miyar Bari	NM
243.	Sabuzbagh	28	Dakhingaon	NM
244.	Sabuzbagh	28	Manikdi	NM
245.	Sabuzbagh	28	Tekpara	NM
246.	Sabuzbagh	28	Kalibari, Rajarbagh	NM
247.	Sabuzbagh	28	Kalibari, Rajarbagh	NM
248.	Sabuzbagh	28	Kalibari, Rajarbagh	NM
249.	Sabuzbagh	28	Kalibari, Rajarbagh	NM
250.	Sabuzbagh	28	Sheikher Jaiga	NM
251.	Sabuzbagh	28	Kayerpara	NM
252.	Sabuzbagh	28	Nagdarpar	NM

Appendix No. (4)
A Few Examples of Urban Development Project or Programs.

Housing Projects:

1. Bhasantek Punarbhashan Prokalpa (Slum Rehabilitation Project), North South Property Development Ltd. (NSPDL), MOL, GOB.
2. Dhaka Urban Infrastructure Improvement Project (DUIIP), ADB, NHA
3. NHA Project of 600 flats for low income group at Mirpur, NHA
4. Resettlement Program at Demra, NHA, GOB
5. Resettlement Program at Kaiballyadham, Chittagong, WB
6. Resettlement Program at Mirpur Baunia Bandh, NHA, GOB, UNDP
7. Resettlement Program at Tongi, NHA, GOB

Slum Upgrading and Improvement Program:

8. Local Partnership for Urban Poverty Alleviation Project (LPUPAP), UN-Habitat
9. Slum Improvement Project (SIP), UNICEF
10. Support of the Basic Services in Urban Areas Project (SBSUAP), UNICEF
11. Urban Basic Services Delivery Project (UBSDP), UNICEF
12. Urban Governance and Infrastructure Improvement Project (UGIIP), ADB

Environmental Improvement, Health and Micro-Credit for Slums and Cities Projects:

13. Community Based Urban Solid Waste Management in Bangladesh, Waste Concern
14. Healthy City, WHO
15. Urban Primary Health Care Project (UPHCP), ADB
16. Water and Sanitation Rehabilitation Support to the Flood affected Slums in Dhaka City (WATSAN), CUP, UNICEF

5.b Names of some GO/NGOs/Organizations involved in Slum Upgrading:

17. BRAC
18. City Corporations
19. Coalition for the Urban Poor (CUP)
20. DSK
21. HBRI
22. LGED
23. National Housing Authority (NHA)
24. NILG
25. RAJUK
26. Shakti Foundation for Disadvantaged Woman
27. UDD
28. WASA

5.a Names of some Donor Organizations involved in Slum Upgrading Besides GoB :

1. ADB
2. DANIDA
3. DFID/UK
4. JICA/JAPAN
5. SHAHAR, CARE
6. SIDA
7. UNDP-LIFE
8. UN-HABITAT
9. UNICEF
10. World Bank

Appendix No. 5(A)
UBSDP প্রকল্প আওতাধীন জনগনের মতামত
সম্পর্কিত প্রশ্নমালা

এই প্রকল্পের আওতাধীন এলাকার বসিবাসীদের জন্য প্রশ্নমালা ৪-

১।	প্রশ্নমালার ক্রম সংখ্যা	ঃ-----
২।	শহর	ঃ-----
৩।	ওয়ার্ড	ঃ-----
৪।	ওয়ার্ড কমিশনারের নাম	ঃ-----
৫।	ইউ,ডি,সি নং	ঃ-----
৬।	ইউ,ডি,সি কেয়ার টেকারের নাম	ঃ-----
৭।	এলাকার প্রকার	ঃ-----
৮।	বস্তু	ঃ-----

⇒ বিভাগ-১ ব্যক্তিগত, পারিবারিক ও গৃহ সংক্রান্ত তথ্যাদি

১।	উত্তরদাতার নাম	ঃ-----
২।	পুরুষ/মহিলা	ঃ-----
৩।	উত্তরদাতার বয়স	ঃ-----
৪।	বৈবাহিক অবস্থা	ঃ-----

বিবাহিত =
 অবিবাহিত =
 তালাকপ্রাপ্ত/ তালাকপ্রাপ্ত =
 বিধবা/বিপত্তিক =
 অন্যান্য =

৫। শিক্ষাগত যোগ্যতা ::

নিরক্ষর =
 অক্ষরজ্ঞান =
 প্রাথমিক =
 মাধ্যমিক =
 উর্দু =

৬। পেশা ::

চাকুরী =
 ছোটব্যবসা =
 শিল্প শ্রমিক =
 নির্মাণ দিনমজুর =
 বেকার =
 বাড়ীতে বসে উপার্জনকারী =
 গৃহবধূ/গৃহস্বামী =
 বাসার কাজ করে =
 শিক্ষা =
 অন্যান্য =

- ৭। পরিবারের মোট মাসিক আয় :
 ৮। বসবাস এর ধরণ :
 পার্মানেন্ট =
 ভাড়া বাড়ী =
 মাইগ্রেটেড =

⇒ বিভাগ-২ ACCESS TO INFRASTRUCTURE FACILITIES AND UTILITY SERVICES

- ক. যাতায়ত ব্যবস্থা :-----
 ১। বাসার সামনের রাস্তার প্রশস্ত :-----
 ২। বাসার সামনের রাস্তার ধরণ :-----
 পিচ ঢালা রাস্তা =
 ইটের রাস্তা =
 কাঁচা/মাটির রাস্তা =

- খ. পয়ব্যবস্থাপনা :-----
 ১। ড্রেন উপস্থিত ? হ্যাঁ =
 না =
 ২। যদি থাকে তবে তার ধরণ :-----
 পাকা =
 সেমি পাকা =
 কাঁচা =

- গ. টয়লেটের সুবিধাদি : (Toilet Facilities)-----
 ১। টয়লেটের ধরণ :-----
 পিট ল্যাট্রিন =
 কাঁচা/ঝুলন্ত (Hanging) =
 খোলা জায়গা =
 ২। টয়লেটের মালিকানার ধরণ :-----
 ব্যক্তিগত =
 জয়েন্ট মালিকানা =
 খোলা জায়গা =
 ৩। ব্যবহৃত পায়খানার ধরণ :-----
 স্বাস্থ্য সম্মত =
 খোলা =
 ৪। আপনি যে পায়খানাটি/টয়লেটটি ব্যবহার করেন তা আরও কতজন ব্যবহার করে?

ঘ. Waste Management Authority: -----

- ১। পৌরসভা ? =
 NGO? =
 CBO ? =
 ২। Location of waste dumping (ময়লা ফেলার স্থান) : -----
 বাসার বাইরে =
 কাছাকাছি (নিকটস্থ) ডাস্টবিনে

কমিউনিটি ভিত্তিক সংগ্রহ =
(Community based collection)
বাসা থেকে বাসায় সংগ্রহ =
মাটির গর্তে ফেলা হয় এমন =
অন্যান্য =

৩। ময়লা সংগ্রহের সময় :-----

প্রাথমিক =
সাপ্তাহিক =
অনিয়মিত =
অন্যান্য =

ঙ. পানি সরবরাহ :

১। পানি সংগ্রহের উৎস :-----

মিউনিসিপ্যালিটির সাপ্লাই =
কমিউনিটি টিউবওয়েল =
পুকুর =
খাল =
অন্যান্য =
কিনে খেতে হয় =

২। পানির সমস্যা :

পানি সংগ্রহ সময় সাপেক্ষ ব্যাপার =
পানি সংগ্রহের স্থানটি অনেক দূরে =
সংগৃহীত পানি দূষিত =
অন্যান্য =

⇒ বিভাগ-৩ ACCESS TO SOCIAL SERVICES

(ক) স্বাস্থ্য সুবিধা :

১। অসুস্থ হলে নিরাময়ের জন্য যাওয়ার স্থান :

এম, বি, বি, এস ডাক্তার =
কোয়াক ডাক্তার =
প্রাইভেট ক্লিনিক =
সরকারী হাসপাতাল =
বস্তির ফার্মেসী =
দাতব্য চিকিৎসা =
অন্যান্য =

২। নিকটবর্তী স্বাস্থ্য সুবিধার দূরত্ব :

(খ) শিক্ষা সুবিধা :

১। শিক্ষা সুবিধা (প্রতিষ্ঠান ইত্যাদি) দূরত্ব =

২। যাতায়াত ব্যবস্থা =

রিক্সা = ভ্যান = বাস = পায়ের হাটা =
সাইকেল = মেটর সাইকেল = নৌকা = অন্যান্য =

৩। এই শিক্ষা প্রতিষ্ঠান বেছে নেবার পেছনে কারণ :

বাসার কাছে = পরিচিত শিক্ষক উপস্থিত তাই =
 শিক্ষার মান ভাল = অন্যান্য =
 ভাল যাতায়াত সুবিধা আছে তাই =
 প্রতিবেশীদের সঙ্গে চাই তাই =

⇒ বিভাগ-৩ এলাকার সমস্যা :

(১) ঘনবসতি	(২) আবাসন সমস্যা	(৩) ভূমির অপরিকল্পিত/ অসামঞ্জস্যপূর্ণ ব্যবহার
(৪) বন্যা	(৫) জলাবদ্ধতা	(৬) ট্রাফিকের ভীড়
(৭) বাতাস	(৮) পানি	(৯) আওয়াজ
(১০) দুর্গন্ধ	(১১) আগুন লাগার ঝুঁকি	(১২) পয়নিষ্কাশন ব্যবস্থা নাই
(১৩) অপরিষ্কার পানি সাপ্লাই	(১৪) চাঁপা রাস্তা	(১৫) অপরিষ্কার স্বাস্থ্য সুবিধা
(১৬) অপরিষ্কার শিক্ষা সুবিধা	(১৭) অপরিষ্কার যাতায়াত ব্যবস্থা	(১৮) সন্ত্রাসী কর্মকাণ্ড
(১৯) গ্যাস		

⇒ বিভাগ-৪ প্রকল্প সম্পর্কে প্রকল্পের আওতাভুক্ত বস্তিবাসীদের কাছে প্রশ্ন :

- ১। এই প্রকল্প শুরু করার পর কি আপনারা আগের চেয়ে বেশী (ক) প্রাথমিক স্বাস্থ্য সেবা, (খ) প্রাথমিক স্বাস্থ্য শিক্ষা, (গ) প্রাথমিক শিক্ষা ইত্যাদি সুবিধাগুলো বেশী পাচ্ছেন?
 - ২। UBSDP র প্রণয়নের পর আপনারা আগের চেয়ে বেশী (ক) নিরাপদ রান্নার পানি, (খ) বাথরুম ও গোসলেন সুবিধা ইত্যাদি পাচ্ছেন বলে মনে করেন?
 - ৩। এই প্রকল্পে আপনারদের বস্তিবাসীদের উৎসাহ কি ব্যাপক?
 - ৪। এই প্রকল্প চালুর আগে তাদের যে রকম অংশগ্রহণ ছিল এখন কি তা আরও অনেক সক্রিয় মনে করেন?
 - ৫। এই প্রকল্পের মাধ্যমে কি মহিলাও যুবদের জন্য আয় করার পথে প্রয়োজনীয় সুবিধা বা সুযোগ সৃষ্টি করা হয়?
 - ৬। UBSDP প্রদত্ত প্রাথমিক শিক্ষা কেমন?
 - ৭। UBSDP কি সমাজ কল্যাণ ও আইনগত সেবা দেয়?
 - ৮। UBSDP কি ঋণ প্রদান করে? তাতে কি আপনারদের যথেষ্ট সাহায্য হয়? অর্থাৎ অর্থনৈতিক ভাবে আপনার কি উন্নতি হয়েছে?
 - ৯। UBSDP কি দক্ষতা উন্নয়ন এর জন্য প্রশিক্ষণ দেয়?
 - ১০। UBSDP প্রদত্ত সেবাগুলোর মধ্যে সবচেয়ে ভাল কোন সেবা মনে করেন?
- (ক) প্রাথমিক শিক্ষা :
 (খ) প্রাথমিক স্বাস্থ্য পরিচর্যা :
 (গ) শিশু পরিচর্যা :
 (ঘ) দক্ষতা উন্নয়ন ও ঋণ প্রদান :

- (ঙ) ক্ষমতায়ন :
 (চ) সমাজ কল্যাণ ও আইনগত সেবা :
 (ছ) নিরাপদ পানি পাওয়ার জন্য সুবিধা করে দেয়া :

⇒ বিভাগ-৫ : কেন্দ্র সম্পর্কে সাধারণ ধারণা

১। আপনার এলাকার যে একটি নগর উন্নয়ন কেন্দ্রে (UDC) আছে সে কথা জানান কি?

হ্যাঁ =
 না =

২। কেন্দ্রের সংস্থান কি সুবিধার ?

একমত না =
 মোটামুটি সুবিধাজনক =
 যথেষ্ট =

৩। আপনি কি সেখানে যান ?

নিয়মিত =
 মাঝে মাঝে =
 কখনও না =

৪। কেন্দ্রটি কি কি সুযোগ প্রদান করে? (সঠিকস্থানে টিক চিহ্ন দিন)

- প্রাথমিক স্বাস্থ্য পরিচর্যা
- স্বাস্থ্য শিক্ষা
- পানি সরবরাহ ও স্যানিটেশন
- প্রাথমিক শিক্ষা
- শিশুর পরিচর্যা
- দক্ষতা উন্নয়ন
- সমাজ কল্যাণ এবং আইনগত সেবা।

⇒ বিভাগ-৫.১ প্রাথমিক স্বাস্থ্য পরিচর্যা (PHC)

১। উপকেন্দ্রে প্রাথমিক স্বাস্থ্য সেবা গ্রহণের জন্য আপনি যান কি?

হ্যাঁ =
 না =

২। না হলে কেন যান না?

প্রাথমিক স্বাস্থ্য পরিচর্যা দেয় তা জানা নেই =
 সেবার মান ভাল না =
 দূরে =
 ভীড় বেশী =
 সময় মিলে না তাই =
 প্রাথমিক স্বাস্থ্য সেবা প্রয়োজন বোধ =
 করি নাই তাই =
 অন্যত্র থেকে সেবা গ্রহণ করি তাই =
 অন্যান্য =

৩। এই সেবা সমূহ কি ঘরে ঘরে গিয়ে দেয়া হয়ে থাকে?

হ্যাঁ =
না =

⇒ বিভাগ-৫.২ পানি সরবরাহ ও স্যানিটেশন সম্পর্কিত :-

১। নিরাপদ পানি ব্যবহার ও স্যানিটেশন সম্পর্কে আপনারা কি পরামর্শ পেয়ে থাকেন?

হ্যাঁ =
না =

২। গোসলের স্থান করে দেয়া হয় কি?

হ্যাঁ =
না =

৩। আবর্জনা যা তৈরী হয় তা ডাষ্টবিনে ফেলে দেবার জন্য কি দেয়া হয়?

হ্যাঁ =
না =

⇒ বিভাগ-৫.৩ প্রাথমিক শিক্ষা :-

১। এই UDC তে কি আপনার ছেলেমেয়েরা পড়াশোনা করতে যায়?

হ্যাঁ =
না =

২। উত্তর 'না' হলে কেন 'না'?

- আমাদের বাড়ীতে লেখাপড়া করার বয়সি শিশু নেই তাই =
- UDC তে পড়ানোর ব্যবস্থা নেই তাই =
- আমি বাচ্চাদেরকে অন্য স্কুলে পড়াই তাই =
- অন্যান্য =

৩। কেন্দ্রে শিশুদেরকে কে পড়ান?

কেন্দ্রের শিক্ষক =
বাইরের শিক্ষক
জানা নেই =

৪। সপ্তাহে কতদিন পড়ানো হয়?..... দিন।

৫। শিক্ষাগ্রহনকারীদের জন্য পড়ানোর সময়টি সুবিধাজনক কি?

হ্যাঁ =
না =

৬। শিশুরা পড়াশোনার জন্য কি কি উপকরণ পায়?

৭। এই কেন্দ্রগুলো অন্যত্র শিক্ষাগ্রহনের সুযোগ করে দেয় কি?

হ্যাঁ =
না =
জানি না =

⇒ বিভাগ-৫. ৪ কর্মতায়ন : (শুধু যুব ও মহিলাদের ক্ষেত্রে প্রযোজ্য)

১। মহিলাদের ও যুবদের এই প্রজেক্টের কর্মকাণ্ডে সংযুক্ত করা হয় কি?

হ্যাঁ =

না =

২। বিভিন্ন কমিটিতে মহিলাদের ও যুবদের বিশেষ স্থান দেয়া হয় কি?

৩। কেন্দ্র থেকে মহিলাদের জন্য সমান বেতনের চেষ্টা করা হয় কি?

হ্যাঁ =

না =

⇒ বিভাগ-৫. ৫ সমাজ কল্যাণ ও আইনগত সেবা :-

১। এই প্রকল্পে বস্তিবাসীদের জন্য কি আইনগত সাহায্য প্রদানের সুযোগ সুবিধা আছে?

২। আপনি এই রকম কোন সুবিধা কখনও নিয়েছেন কি?

হ্যাঁ =

না =

৩। সভায় আপনার অভিযোগ অবহিত করেন কি?

হ্যাঁ =

না =

মিটিং কখন হয় জানি না =

উত্তর দানে বিরত =

৪। কেন্দ্রে আইন বিষয়ে পরামর্শ/সাহায্য না পেয়ে থাকলে কেন্দ্রের মারফত অন্য কোন সংস্থার সাথে এ বিষয়ে যোগাযোগ করে দেয় কি?

হ্যাঁ =

না =

প্রযোজ্য নয় =

⇒ বিভাগ-৫. ৬ মূল্যায়ন :-

১। এই কেন্দ্রটি এই এলাকার উন্নয়নের জন্য উপযোগী?

২। ভবিষ্যতে এই কেন্দ্র বর্তমান সেবা/পরামর্শ ব্যবস্থা চালু রাখার প্রয়োজন মনে করেন কি?

হ্যাঁ =

না =

৩। কেন্দ্রটি চালু রাখার জন্যে আপনি কি আর্থিক সহায়তা প্রদান/অংশগ্রহণে রাজি আছেন?

হ্যাঁ =

না =

৪। সাধারণভাবে বলতে এই কেন্দ্রের ব্যাপারে মানুষের উৎসাহ কেমন?

⇒ বিভাগ-৬ শিক্ষাগ্রহনকারী শিশুদেও জন্যে প্রশ্নমালা :-

১। শিশুর নাম :.....

- ২। বয়স :..... বছর..... মাস..... দিন
শিক্ষা গ্রন্থ :..... প্রথম..... দ্বিতীয়.....
- ৪। এই বক্তৃত্তে তোমরা কত দিন ধরে আছে ?..... বছর..... দিন
এই সেন্টারে তুমি কত দিন ধরে পড়তে আসে?..... বছর..... দিন
এই সেন্টারে তোমাদের সাথে আর কতজন ছেলে মেয়ে পড়তে আসে?
.....জন ছেলে।
.....জন মেয়ে।
- ৭। তোমাদের কখন পড়ানো হয়?
কতক্ষন পড়ানো হয়?
কে পড়ান?
নিয়মিত পড়ানো হয় নাকি?
আপনারা/শিক্ষকরা তোমাদের সাথে কেমন ব্যবহার করেন?
• ভাল =
• ভাল না =
- ১২। তোমরা বই, খাতা, পেন্সিল পাও কি
হ্যাঁ =
না =
- ১৩। হলে কি কি পাও?
- ১৪। তোমাদেরকে কি শিক্ষা দেয়া হয়?
ক) অক্ষর শেখানো হয়
খ) পড়লে লিখতে শেখানো হয়।
গ) স্বাস্থ্য সম্পর্কে বলা হয়।
ঘ) পুষ্টি সম্পর্কে বলা হয়।
ঙ) খাবার পানি সম্পর্কে বলা হয়।

- ১৫। ডায়েরিয়া হলে কি করতে হয় জানো?
- ১৬। বাচ্চাদের কি কি করতে হয় জানো?
- ১৭। খাবারের জন্যে কি রকম পানি খাওয়া উচিত?
- ১৮। পায়খানা পেশাব কোথায় করতে হবে?
- ১৯। পায়খানার পর কি করতে হবে?
- ২০। এখানে পড়তে তোমাদের ভাল লাগে?
- হ্যাঁ =
না =
- ২১। কি ভরলে এ কেন্দ্রে পড়তে তোমাদের বেশী ভাল লাগবে?
- ২২। "আমার বই" টি পড়তে ভাল লাগে?
- ২৩। কাশি অথবা শ্যাশকষ্ট হয়ে কি কি করতে হয়?
- ক) তের গরম করে গায়ে মাখতে হয়/
খ) ওস্ক থাকতে হয়?
গ) গায়ে কাপড় পড়ে থাকতে হয়?
- ২৪। তোমাদের এখানে খোলাধুলার কোন ব্যবস্থা আছে?
- হ্যাঁ =
না =
- ২৫। না থাকলে কোথায় খেলা কর?
- ২৬। স্কুলে না গেলে কোন শান্তি দেয়া হয়?
- ২৭। স্কুলে যাওয়ার জন্যে কে কে উৎসাহ দেয়?
- ২৮। তোমরা কেন স্কুলে যাও?

⇒ বিভাগ-৭: UBSDP প্রকল্পের আওতাধীন বস্তি এলাকার বয়োজ্যেষ্ঠ নেতৃস্থানীয় ব্যক্তিদের জন্যে

প্রশ্নমালা ৪-

নাম :

পেশা :

বয়স :

ঠিকানা :

সংখ্যা :

বসবাসের মেয়াদ :

১। আপনার এলাকার সিটি কর্পোরেশনের একটি UDC সেবাকেন্দ্র রয়েছে তা সম্পর্কে আপনারা জানেন কি?

২। হ্যাঁ হলে এর কার্যক্রম সম্পর্কে কিছু বলুন :

৩। পরিবারের মহিলা সদস্যগণ UDC র সাথে সম্পৃক্ত এতে কি আপনার/আপনাদের কোন সমস্যা হচ্ছে।

হ্যাঁ =

না =

৪। হ্যাঁ হলে, কিভাবে?

৫। UDC মহিলাদেরকে আইনগত সেবা ও ক্ষমতায়নে সহযোগিতা করেছে। এতে আপনার কোন সমস্যা হচ্ছে কি?

হ্যাঁ =

না =

৬। হলে কি ধরনের সমস্যা হচ্ছে?

৭। UDC বিভিন্ন সেবা কর্মকান্ড প্রদান করেছে, যেমন-শিক্ষা সেবা, ঋণ প্রভৃতি। এই সব সেবা কতটুকু কার্যকর। আপনার মতামত বলুন।

৮। UDC সম্পর্কে আপনার কোন অভিযোগ আছে কি?

৯। UDC কার্যক্রম দ্বারা এলাকার কোন উন্নতি হয়েছে কি?

১০। হ্যাঁ হলে, কি কি ধরনের উন্নয়ন হয়েছে বলে মনে করেন?

১১। UDC র সাথে কি কোন ভাবে জড়িত আছেন?

১২। হ্যাঁ হলে কিভাবে জড়িত হলেন?

১৩। UDC র কার্যক্রম কি আরো বাড়ানো উচিত কি না?

১৪। হ্যাঁ হলে কিভাবে বাড়ানো যায় আপনার কোন অভিমত আছে কি?

Appendix No. 5(B)
5(B) WATSAN প্রকল্পের আওতাধীন জনগণের
মতামত সম্পর্কিত প্রশ্নমালা

এই প্রকল্পের আওতাধীন এলাকার বসিবাসীদের জন্য প্রশ্নমালা ৪-

১।	প্রশ্নমালার ক্রম সংখ্যা	৪
২।	শহর	৪
৩।	ওয়ার্ড	৪
৪।	ওয়ার্ড কমিশনারের নাম	৪
৫।	ইউ,ডি,সি নং	৪
৬।	ইউ,ডি,সি কেয়ার টেকারের নাম	৪
৭।	এলাকার প্রকার	৪
৮।	বসতি	৪

⇒ বিভাগ-১ ব্যক্তিগত, পারিবারিক ও গৃহ সংক্রান্ত তথ্যাদি

১।	উত্তরদাতার নাম	৪-----
২।	পুরুষ/মহিলা	৪-----
৩।	উত্তরদাতার বয়স	৪-----
৪।	বৈবাহিক অবস্থা	৪-----
		বিবাহিত = অবিবাহিত = তালাকপ্রাপ্ত/ তালাকপ্রাপ্ত = বিধবা/বিপত্নিক = অন্যান্য =
৫।	শিক্ষাগত যোগ্যতা	৪
		নিরক্ষর = অক্ষরজ্ঞান = প্রাথমিক = মাধ্যমিক = উর্দে =
৬।	পেশা	৪
		চাকুরী = ছোটব্যবসা = শিল্প শ্রমিক = নিমণি দিনমজুর = বেকার = বাড়ীতে বসে উপার্জনকারী = গৃহবধূ/গৃহস্বামী = বাসার কাজ করে = শিক্ষা = অন্যান্য =
৭।	পরিবারের মোট মাসিক আয়	৪

৮।	বসবাস এর ধরণ	ঃ	পার্মানেন্ট = ভাড়া বাড়ী = মাইগ্রেটেড =
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⇒ বিভাগ-২ **ACCESS TO INFRASTRUCTURE FACILITIES AND UTILITY SERVICES**

১।	বাসার সামনের রাস্তার প্রস্থ	ঃ-----	
২।	বাসার সামনের রাস্তার ধরণ	ঃ-----	পিচ ঢালা রাস্তা = ইটের রাস্তা = কাঁচা/মাটির রাস্তা =

খ. পয়ব্যবস্থাপনা ঃ-----

১।	ড্রেন উপস্থিত ?	হ্যাঁ = না =
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২।	যদি থাকে তবে তার ধরণ ঃ-----	পাকা = সেমি পাকা = কাঁচা =
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গ. টয়লেটের সুবিধাদি ঃ (Toilet Facilities)-----

১।	টয়লেটের ধরণ	ঃ-----	পিট ল্যাট্রিন = কাঁচা/ঝুলন্ত (Hanging) = খোলা জায়গা =
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২।	টয়লেটের মালিকানার ধরণ	ঃ-----	ব্যক্তিগত = জয়েন্ট মালিকানা = খোলা জায়গা =
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৩।	ব্যবহৃত পায়খানার ধরণ	ঃ-----	স্বাস্থ্য সম্মত = খোলা =
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৪। আপনি যে পায়খানাটি/টয়লেটটি ব্যবহার করেন তা আরও কতজন ব্যবহার করে?

ঘ. Waste Management Authority: -----

১।	পৌরসভা ? = NGO? = CBO ? =
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২। Location of waste dumping (ময়লা ফেলার স্থান) ঃ -----

বাসার বাইরে =
কাছাকাছি (নিকটস্থ) ডাস্টবিনে
কমিউনিটি ভিত্তিক সংগ্রহ =
(Community based collection)

বাসা থেকে বাসায় সংগ্রহ =
মাটির গর্তে ফেলা হয় এমন =
অন্যান্য =

৩। ময়লা সংগ্রহের সময়ঃ-----

প্রাথমিক =
সাপ্তাহিক =
অনিয়মিত =
অন্যান্য =

৪। পানি সংগ্রহের উৎসঃ-----

মিউনিসিপ্যালিটির সাপ্লাই =
কমিউনিটি টিউবওয়েল =
পুকুর =
খাল =
অন্যান্য =
কিনে খেতে হয় =

৫। পানির সমস্যাঃ

পানি সংগ্রহ সময় সাপেক্ষ ব্যাপার =
পানি সংগ্রহের স্থানটি অনেক দূরে =
সংগৃহীত পানি দূষিত =
অন্যান্য =

⇒ বিভাগ-৩ এলাকার সমস্যাঃ

(১) ঘনবসতি	(২) আবাসন সমস্যা	(৩) ভূমির অপরিষ্কৃত/ অসামঞ্জস্যপূর্ণ ব্যবহার
(৪) বন্যা	(৫) জলাবদ্ধতা	(৬) ট্রাফিকের ভীড়
(৭) বাতাস	(৮) পানি	(৯) আওয়াজ
(১০) দূর্গন্ধ	(১১) আগুন লাগার ঝুঁকি	(১২) গয়নিফিকেশন ব্যবস্থা নাই
(১৩) অপরিষ্কৃত পানি সাপ্লাই	(১৪) চাপা রাস্তা	(১৫) অপরিষ্কৃত স্বাস্থ্য সুবিধা
(১৬) অপরিষ্কৃত শিক্ষা সুবিধা	(১৭) অপরিষ্কৃত যাতায়াত ব্যবস্থা	(১৮) সন্তানসী কর্মকাণ্ড
(১৯) গ্যাস		

⇒ বিভাগ-৪ বস্তিবাসীদের জন্য প্রকল্প সম্পর্কিত প্রশ্নাবলী

- ১) এলাকার স্বাস্থ্য ও স্যানিটেশন সম্পর্কে জনগনের সচেতন হোক এ ব্যাপারে WATSAN এর কি ভূমিকা আছে? (কোন ট্রেনিং ইত্যাদি আছে?) মানুষকে তাতে ভাল অংশগ্রহণ করছে?

- ২) এই প্রকল্পের যে তৈরী ওয়াটার পয়েন্ট অথবা টিউবওয়েল আছে তা থেকে কি বস্তিবাসীরা অনেকে উপকৃত হচ্ছে যা আগে হতনা?
 - ৩) এই প্রকল্প বাস্তবায়নের আগে কি আপনাদের পর্যাৱনিক্কাশন ব্যবস্থা ভাল ছিল?
 - ৪) এখন Latinc ব্যবস্থা থেকে কি আপনারা উপকৃত হচ্ছেন?
 - ৩) উপরস্থ কারনে WATSAN চালুর পর এখন কি পরিবেশ আগের চেয়ে পরিচ্ছন্ন হয়েছে বলে মনে করেন?
 - ৬) এই প্রকল্প চালু হওয়াতে কি আপনারা নিরাপদ/পরিস্কার পানি পাচ্ছেন?
 - ৭) ড্রেইন, ফুটপাথ, বাসার চারপাশ থেকে কি আবজর্না মুক্ত পরিবেশ রাখা যাচ্ছে? (প্রকল্পের কারনে)?
 - ৮) এই প্রকল্প থেকে কি বস্তিবাসী পরিস্কার পরিচ্ছন্নতার উপকারীতা সম্পর্কে সচেতন হচ্ছে?
 - ৯) বন্যার কারনে অবকাঠামোর যে ক্ষয়ক্ষতি হয়েছিল WATSAN প্রকল্প কি তা পুনরুদ্ধার করেছে?
 - ১০) সরকার ও বিভিন্ন জেলার মানুষজন ও কি সক্রীয়ভাবে এই প্রকল্প গুলোতে অংশগ্রহন করেছে?
 - ১১) কোন উন্নয়ন প্রকল্প শেষ হয়ে যাবার পরও, এই ক্ষেত্রে ধরুন স্বাস্থ্য ও স্যানিটেশন এর সুফল কিভাবে বজায় থাকতে পারে বলে মনে করেন?
 - ১২) এই প্রকল্প কি জনপ্রিয়? এই প্রকল্পের সেবাগুলো বেশী মানুষকে উদ্বুদ্ধ করেছে :
- (ক) কমিউনিটি ল্যাট্রিন নির্মান ও ক্ষতিগ্রস্ত ল্যাট্রিন রিপেয়ার ও পরিস্কার করার ফল স্বরূপ নিরাপদ স্যানিটেমন সুবিধা : -----
 - (খ) ওয়াটার পয়েন্ট নির্মান এবং টিউবওয়ের স্থাপনের মাধ্যমে উন্নততর পানির সাপ্লাই সুবিধা : -----
 - (গ) ড্রেইন, ফুটপাথ পরিস্কারের মাধ্যমে পরিবেশ পরিচ্ছন্ন রাখা : -----
 - (ঘ) ব্যক্তিগত ও পরিবেশ পরিচ্ছন্ন রাখার ব্যাপারে মানুষকে সচেতন করা : -----

Appendix No. 6.

Support for the Basic Services in Urban Areas Project (SBSUAP)

- **Background and history**

To provide basic services for the poor in the urban areas LGED began the Slum Improvement Project (SIP) in five Pourashavas namely Dinajpur, Kushtia, Mymnesingh, Sylhet and Noakhali by the financial support of UNICEF in 1986. The project was extended later in 4 city corporations Dhaka, Chittagong, Rajshahi, and Khulna; and in 16 Pourashavas. SIP was later transformed into, Urban Basic Services Delivery Project (UBSDP) in 1995 and was implemented in 4 City Corporations and 21 Pourashavas from 1996 to 2000. The present Support for the Basic Services in Urban Areas Project (SBSUAP) was started in 2001 as a continuation of UBSDP. It was to run until June 2006. However, it has been extended up to June 2007.
- **Goal**

The goal of this project is to develop a permanent basic service implementation system in the urban areas of Bangladesh.
- **Main Objectives**

The main objectives of the project are:
To provide basic services for the urban poor children and women by developing the skill of the LGED and assist the coordination activities of the GOB and UNICEF.
To assist in the implementation programs of the city corporation and pourashavas.
To provide consultation/direction to define the urban policy and strategies.
- **Main Stakeholders / Partners**

GOB, UNICEF, City Corporations and Pourashavas
- **Geographical Coverage**

4 City Corporations and 2 new City Corporations + 19 Pourshavas.
Dhaka, Chittagong, Rajshahi and Khulna City Corporation; and Dinajpur, Kushtia, Mymensingh, Noakhali, Narayangonj, Jamalpur, Comilla, B-baria, Cox-Bazar, Feni, Rangpur, Lalmonirhat, Pabna, Bogra, Sirajgonj, Jessore, Bhola, Borguna, Faridpur, Barishal and Sylhet (city corporation at present) pourashavas.
- **Choice of project location**

Rapid urbanization of the city and towns, distribution of urban poor and the remaining structures of the SIP and UBSDP in the cities.
- **Target groups and population coverage (principles in targeting)**

Urban poor people specially the children and women.
- **Population Coverage**

The project is implemented through UDCs, each of which are expected to serve 10,000 people there are 489 UDCs in the 4 largest City Corporations, and some 75 UDCs in the other Pourashava. Total population conversed would be over 5.6 million which is currently about 16 percent of total urban population.
- **Project Period**

2001-June 2007

- **Project Cost** (per unit cost, hidden cost) and source of funding, subsidy characteristic 30 Crore Taka (GOB 18 Crore + UNICEF 12 Crore)

- **Method of Implementation**

The method of implementation is same as the UBSDP due to the similarity of the project component. The method of implementation is as follows;

On behalf of the Mayor/ Chairman, Chief Engineer of City Corporation/ Pourashava supervises the project operation.

The Ward Commissioners keep contact with City Corporation and UDC.

Community Development Director keep liaison between the UDC and CDO.

Community Development officer/ care taker conduct Uthan Baithak to run the programme.

Services provided in low income area through UDC, it consists of one caretaker, one health worker, two teachers and one guard.

- **Major Activities** (or services supported)/Project Components/ Project Inputs

- a. Community health care:

- primary health nursing
- health education

- b. Education:

- primary education
- informal and pre-school education

- c. Training:

- Orientation course
- community organization and management
- basic health services and health education
- education related fundamental and awareness
- skill development
- leadership development and empowerment
- self employment (savings and micro-credit) activities management and implementation.

- d. Women's empowerment and activities for the growth of family earning:

- capital formation by savings
- revival micro-credit

- e. Community exchange visit

- Not direct support in shelter, physical environmental improvement or access to sanitation, water, work management, roads etc.

- **Security of tenure, regularizing and legalizing tenure**

In this project the urban poor people are empowered by awareness building which develops their knowledge about the tenure ship, but no direct support to tenure improvement is provided.

- **Achievements of the Project**

Growth of health awareness, pre-school and primary education. Improvement in health status has been reported.

- **Strengths of the Project**

Formation of the UDC which is the basic implementing centre to provide services to the targeted people.

- **Weaknesses of the Project**

Lack of cooperation from the local government's representatives and selection of the related

people with the local government's representative for micro-credit.

- **Nature of Participation and Partnerships**

Notable participation of community. Partnership of local government, LGED and community development.

- **Effectiveness and Efficiency of the Project**

The poor people are not well aware about their rights and are not organized to make effective demand. This project helps the growth of awareness of their rights and organizes them to do better performance in their activities. This project is playing effective role in the poverty alleviation activities in the urban areas.

- **People's perception of the project** (i.e., those of implementers and beneficiaries)

People are getting benefit from the project and there has been improvement of their overall situation.

- **Possibility of Replication**

This is a continuation of the long running project, proving its reliability in other cities.

- **Innovation**

Establishment of the permanent structure to provide services through UDC, and assistance to indicate the urban policy and strategy.

Appendix No.7
TABLE: Respondents' Profile, WATSAN Project, Korail

Serial No.	Sex of Respondent	Age of Respondent (in Years)	Marital Status of Respondent	Educational Qualification of the Respondent	Occupation	Monthly Income of Respondent	Type of Living
1	M	16	1	1	1	3000	3
2	F2	16	1 (Married)	4 (Secondary)	6 (Earns at Home by Sewing)	Tk. 5000	1 (Permanent)
3	M	36	1	2	1	Tk. 1800	2
4	M	55	1	2	10	Tk. 5000	1
5	F2	35	1	1 (Illiterate)	8 (House Help)	Tk. 3000	2 (Rented House)
6	M	24	2	3	2	Tk. 3000	2
7	M	65	1	4	10	Tk. 5000	2
8	F2	40	1	1 (Illiterate)	7 (House Wife)	Tk. 3000	1 (Permanent)
9	M	30	1	1	10	Tk. 3000	2
10	F2	22	1	2 (Has Knowledge of alphabets)	7 (House Wife)	Tk. 6000	1 (Permanent)
11	M	25	1	2	1	Tk. 2000	2
12	F2	22	1	4 (Secondary)	7 (House Wife)		1 (Permanent)
13	M	28	1	3	10	Tk. 2000	2
14	F2	32	1	1 (Illiterate)	2 (Petty Business)	Tk. 4000	2
15	M	35	1	1	10	Tk. 3000	2
16	F2	28	1	1 (Illiterate)	7 (House Wife)	Tk. 1500	1
17	M	28	1	1	10	Tk. 3800	2
18	F2	25	1	1 (Illiterate)	7 (House Wife)	Tk. 3000	1
19	M	26	1	1	10	Tk. 4000	2
20	M	41	1	3	10	Tk. 4000	2
21	F2	30	1	1 (Illiterate)	7 (House Wife)	Tk. 3000	2 (Rented House)
22	M	32	1	3	2	Tk. 4000	2
23	F2	30	1	2	7 (House Wife)	Tk. 3000	2
24	M	40	1	3	10	Tk. 2500	2
25	F2	33	1	2 (Has Knowledge of alphabets)	7 (House Wife)	Tk. 4000	2
26	F2	21	1	1 (Illiterate)	1 (Garments Worker)	Tk. 3000	2
27	F2	40	1	1 (Illiterate)	7 (House Wife)	Tk. 3500	2
28	M	26	1	1	10	Tk. 4000	2
29	F2	25	1	3	7 (House Wife)	Tk. 3000	2
30	F2	24	1	4	7 (House Wife)	Tk. 4000	2

Appendix No. 8.
TABLE: Access to Infrastructure Facilities and Utility Services, WATSAN Project

Serial No.	Sex	Presence of Drain: Yes=1, No=2	Type of Toilet Used by Respondent: pit=1, katcha=2, open=3	Type of Ownership of Toilet:	Hygiene of Toilet:	No of People Sharing Same Toilet with the Respondent:	Waste Management Authority:	Waste Disposal:	Frequency of Garbage Collection:	Source of Water Collection:	Quality of Water:	Problems related to Water:	Problems of the Locality:
1	M	2	2	2	2	20	1	1	0	4	1	3	12,13,15,16
2	F	2	2	2	2	20	1	1	4	1	1	3	12,13,15,16
3	M	2	1	2	1	20	1	5	1	3	2	3	1,11,13,16,17
4	M	1	2	2	1	25	1	2	1	1	1	3	10,12,13,19
5	F	2	1	2	2	60	1	1	3	1	1	3	8,10,12,16
6	M	1	1	1	2	30	1	2	10	1	1	1	10,12,13,15,19
7	M	1	2	2	2	25	1	2	0	1	1	1	10,12,13,15,19
8	F	2	1	2	1	18	1	5	4	1	1	3	12,13,15,16
9	M	1	1	2	2	30	1	2	0	1	1	1	10,12,13,15,19
10	F	2	2	2	2	25	1	1	4	1	1	3	12,13,15,16
11	M	2	1	2	1	14	1	4	0	1	3	2	1,11,13,16
12	F	2	2	2	2	30	1	1	4	1	1	3	10,12,13,15,16
13	M	1	2	2	1	30	1	2	20	1	1	1	10,12,15,19
14	F	2	1	1	1	25	1	5	0	1	1	1,2	1,13,16
15	M	1	2	2	1	25	1	2	10	1	1	1	10,12,15,16
16	F	2	0	?	?	?	1	?	0	0	0	0	0
17	M	1	2	2	1	20	1	2	10	1	1	1	12,13,19
18	F	2	2	2	1	30	1	1	3	1	1	3	12,13,15
19	M	2	1	2	1	0	1	4	0	1	3	2	1,11,13,16
20	M	2	1	2	1	15	1	4	0	1	3	2	1,11,13,16,17
21	F	2	1	2	1	0	1	5	1	1	1	1,2	10,11,13,16
22	M	2	1	2	1	10	1	4	0	1	3	2	1,4,11,13,16
23	F	2	2	2	2	30	1	1	4	1	1	3	12,13,15,16
24	M	2	1	2	1	15	1	1	0	1	3	2	1,10,13,16,17
25	F	2	1	2	1	15	1	5	1	1,3	1,2	1,2	7,10,13,16
26	F	2	1	2	1	18	1	5	1	1,3	1,2	1,2	0
27	F	2	2	2	2	20	1	1	?	1	1	3	12,13,15,16
28	M	2	1	2	1	12	1	1	0	1	3	2	1,11,13,17
29	F	2	2	2	2	20	1	5	1	1	1	1,2	10,13,16
30	F	2	2	2	0	20	1	1	0	1	1	3	12,13,15,16

Appendix No. 9
TABLE: Respondent's Profile, UBSDP Project

Serial No.	Sex of Respondent:	Age of Respondent:	Marital Status of Respondent:	Educational Qualification of Respondent:	Occupation:	Monthly Income of Respondent:	Type Of Living:
1	F	18	2	5	10	10,000	1
2	M	35	1	3	2	3000	2
3	F	19	1	3	7	4,000	1
4	M	50	1	3	2	5000	2
5	M	23	1	3	1	2500	2
6	F	32	1	3	7	2,000	1
7	M	60	1	1	5	2000	2
8	F	38	4	1	7	2,000	1
9	M	30	1	1	2	6000	2
10	F	45	1	2	7	3,000	1
11	M	30	1	1	10	5000	2
12	F	30	1	2	8	1,000	2
13	M	32	1	1	10	3000	2
14	F	21	1	2	7	3,500	1
15	M	30	1	1	10	2500	2
16	M	18	1	3	10	3000	1
17	F	45	4	1	7	3,000	1
18	M	20	2	3	1	1800	2
19	F	35	1	1	7	5,000	2
20	F	50	1	1	7	1,700	1
21	M	25	1	1	10	4000	2
22	M	60	1	1	4	2500	2
23	F	40	1	2	7	3,000	1
24	F	50	1	1	7	3,000	1
25	M	28	1	2	4	2500	2
26	M	28	1	2	4	1800	2
27	F	22	1	4	7	5,000	2
28	F	23	1	1	8	4,000	2
29	M	45	1	1	10	3000	2
30	F	22	1	2	8	4,000	2

Appendix No. 10
TABLE : Access to Infrastructure Facilities and Utility Services, UBSDP Project

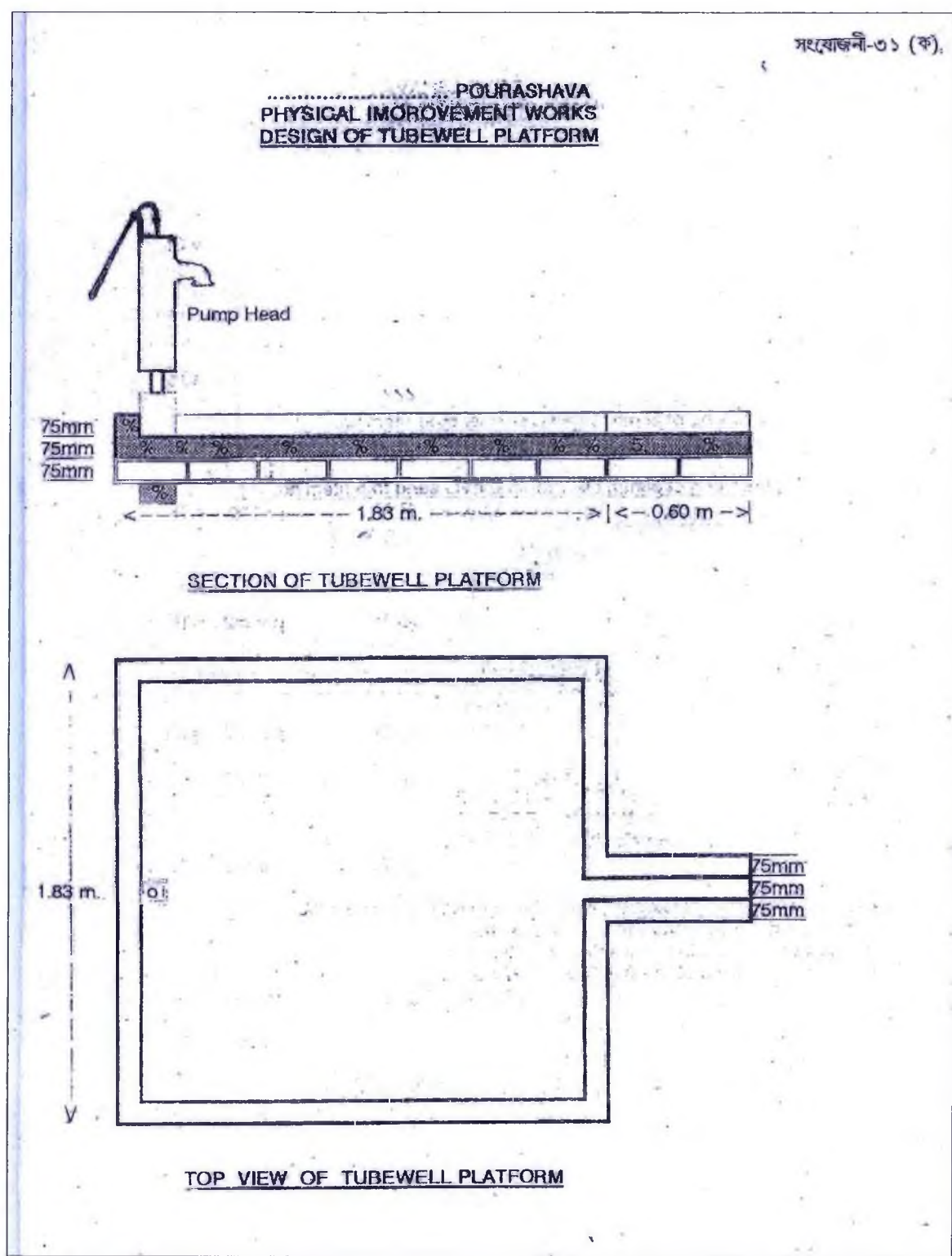
Serial No.	Sex	Presence of Drain: Yes=1, No=2	Type of Toilet Used by Respondent: Yes=1, No=2	Type of Ownership of Toilet:	Hygiene of Toilet: Yes=1, No=2	No of People Sharing Same Toilet with the Respondent:	Waste Management Authority:	Waste Disposal:	Frequency of Garbage Collection:	Source of Water Collection:	Quality of Water:	Problems related to Water:	Problems of the Locality:
1	F	2	1	1	1	8	1	4	1	1	1	1	8,16,19
2	M	1	1	2	1	12	1	2	1	1	1	1	19
3	F	2	1	1	1	5	1	3	1	1	1	1,3,4	5,10,11,12,13
4	M	1	1	2	1	12	1	1	0	1	1	1	19
5	M	1	1	2	1	20	1	2	0	1	1	1	19
6	F	2	1	1	1	10	1	4	1	1	1	1	8,16
7	M	1	1	2	1	12	1	2	0	1	1	1	19
8	F	2	1	1	1	8	1	4	1	1	1	1	8,16,19
9	M	1	1	2	1	12	1	2	0	1	2	1	1,11,13,16,17
10	F	2	1	2	1	18	1	3	1	1	1	4	1,5,13
11	M	1	1	2	1	10	1	2	0	1	1	1	19
12	F	2	1	1	1	10	1	4	1	1	1	1	8,16
13	M	1	1	2	1	10	1	2	0	2	1	1	19
14	F	2	1	2	1	20	1	4	1	1	1	1	8,15,16,19
15	M	1	1	2	1	20	1	2	0	1	1	1	19
16	M	1	1	2	1	2	2	1	1	1	1	2,3	
17	F	2	1	1	1	10	1	4	1	1	1	1	16,19
18	M	1	1	2	1	15	1	2	0	1	1	1	19
19	F	2	1	2	1	20	1	4	1	1,3	1,2	1	16,19
20	F	2	1	2	1	20	1	4	1	1	1	1	16,19
21	M	1	1	1	1	8	1	2	0	1	1	1	19
22	M	1	1	2	1	25	2	2	0	1	1	1	19
23	F	2	1	1	1	8	2	3	1	?	?	4	1,13,16
24	F	2	1	1	1	12	1	3	1	1	1	4	1,5,10,11,13,16
25	M	1	1	2	1	10	1	2	0	1	1	1	19
26	M	1	1	2	1	20	1	1	0	1	1	1	19
27	F	2	1	1	1	20	1	4	1	1	1	1	8,16
28	F	2	1	2	1	20	1	3	1	1	1	1,4	1,5,10,11,13
29	M	2	1	2	1	12	1	2	0	1	2	1	1,11,13,16,17
30	F	2	1	2	1	20	1	4	1	1,3	1,2	1	16,19

<p style="text-align: center;"><u>Appendix No. 11</u> List of Development Partners with CUP for the WATSAN Project</p>
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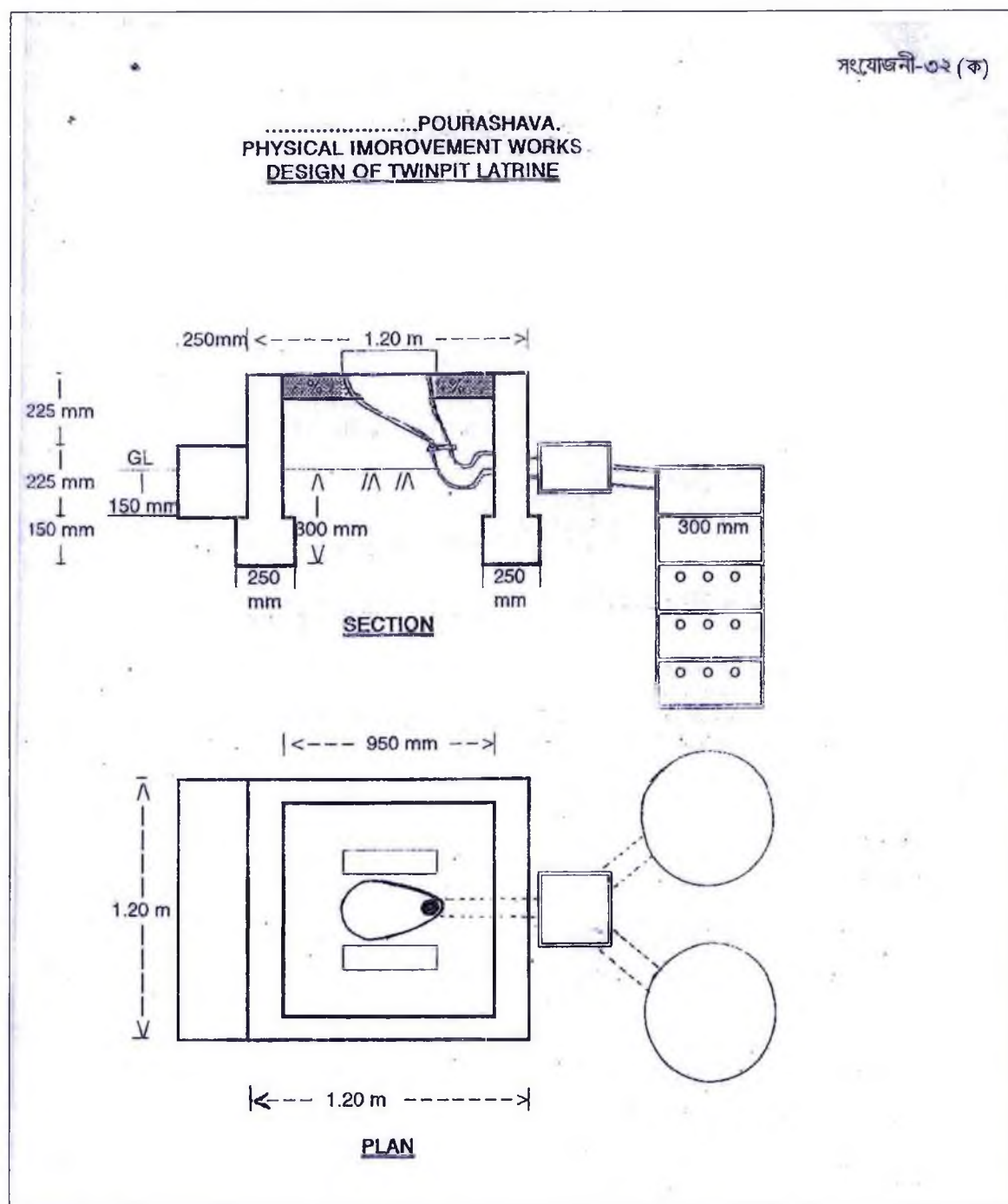
Project Implementation Partners of CUP (Coalition for the Urban Poor)

The list of the CUP selected 14 member organizations as implementing partner for the project is:

1. Al-Falah
2. ASD
3. BAWSE
4. IDR
5. IPD
6. MSS
7. Nari Maitree,
8. OMI,
9. JAC,
10. Prattay,
11. RHDS,
12. SEP,
13. PDAP and
14. VIDA.

Appendix No.12A**A Scanned Diagram Showing a Typical Tube well of WATSAN Project.**

Appendix No.12B
A Scanned Diagram Showing a Pit Latrine, installed by WATSAN Project



Appendix No.12D

A Scanned Diagram Showing a Typical UDC Visit Checklist Summary Sheet

[illegible]

Appendix No.12E
A Scanned Diagram Showing a Typical UDC Visit Checklist

সংযোজনী-১৯

ইউডিসি পরিদর্শনের চেকলিস্ট

সাধারণ তথ্যাদি

সিডিওর নাম : ----- ইউডিসি নং : ----- ওয়ার্ড নং : ----- জোন নং : -----

পরিদর্শনের সময় : ----- হইতে ----- পর্যন্ত, শেষ পরিদর্শনের তারিখ : -----

পরিদর্শন তারিখ : ----- ইউডিসির অবস্থা : খোলা ☐ বন্ধ ☐

ষ্টাফ উপস্থিতি : কেয়ারটেকারের : : হ্যা ☐ না ☐ স্বাস্থ্যকর্মী : হ্যা ☐ না ☐
 শিক্ষিকা : : হ্যা ☐ না ☐ গার্ড : হ্যা ☐ না ☐

(না হলে কারণ : -----)

ডিসপেন্সি বোর্ডে বিভিন্ন কার্যক্রমের মাসিক অগ্রগতি প্রদর্শন : হ্যা ☐ না ☐

বিভিন্ন রেজিস্টারে হালনাগাদকৃত তথ্যের সংরক্ষণ : হ্যা ☐ না ☐

হালনাগাদকৃত রেজিস্টার : শিশু : হ্যা ☐ না ☐ পিআইসি : হ্যা ☐ না ☐
 গর্ভবতী : হ্যা ☐ না ☐ স্টক : হ্যা ☐ না ☐
 উঠান বৈঠক : হ্যা ☐ না ☐ ক্যাশ : হ্যা ☐ না ☐

অনুষ্ঠিত দল সভা : ----- পিআইসি সভা : -----

স্বাস্থ্য সংক্রান্ত তথ্যাদি

স্বাস্থ্যকর্মীর বাড়ী পরিদর্শন সংখ্যা : ----- উঠান বৈঠকের সংখ্যা : -----

রেজিস্টারকৃত গর্ভবতীর সংখ্যা : ----- জন্মনিবন্ধনকৃত শিশুর সংখ্যা : -----

ইউডিসিতে সেবা দানকারী এনজিও সংখ্যা : ----- এনজিও দ্বারা ফলোআপকৃত গর্ভবতীর সংখ্যা : -----

<১ বছরের টিকাগ্রাণ্ড শিশু : বিসিজি -----, ডিপিটি-১ -----, ডিপিটি-২ -----, ডিপিটি-৩ -----
 হাম -----, অন্যান্য -----

টিটি টিকা গ্রাণ্ড মহিলার সংখ্যা : TT-1 -----, TT-2 -----, TT-3 -----, TT-4 -----, TT-5 -----

শিক্ষা সেন্টার সংক্রান্ত তথ্যাদি

পরিদর্শনকৃত দিনে ছাত্র-ছাত্রীর উপস্থিতি : শিফট-১ : ----- ছাত্র, ----- ছাত্রী, শিফট-২ : ----- ছাত্র, ----- ছাত্রী

গতমাসে ছাত্র-ছাত্রীর গড় উপস্থিতি : -----

আত্ম-কর্মসংস্থান ঋণ সংক্রান্ত তথ্যাদি

আবর্তক ঋণ বিতরণ :	আবর্তক ঋণ আদায় :
বকেয়া ঋণের পরিমাণ :	খেলাপী ঋণের পরিমাণ :
মোট দলীয় সংখ্যা :	সঞ্চয়ী ঋণ বিতরণ :
সঞ্চয়ী ঋণ আদায় :	বকেয়া সঞ্চয়ী ঋণ :
খেলাপী সঞ্চয়ী ঋণ :	

মন্তব্য : -----

সিডিওর স্বাক্ষর ও তারিখ

Appendix No.12F
A Scanned Diagram Showing a Progress of Typical UDC Activities

সংস্করণ: ২০১৫

UDC কার্যক্রমের অগ্রগতি
(ডিসপ্রে বোর্ডের জন্য)

ডিসপ্রে বোর্ড স্থানের তারিখ : _____

১. স্বাস্থ্য কার্যক্রম

■ গর্ভবর্তী মায়ের সংখ্যা :

■ টিটি টিকা প্রদানের সংখ্যা :

■ নবজাত শিশুর সংখ্যা : জন্মস্থান : বাড়িতে ☐ প্রতিষ্ঠানে ☐

■ টিকা :

বিস্তারিত প্রাপ্ত শিশুর সংখ্যা :

১ বছর বয়সী সম্পূর্ণ টিকাপ্রাপ্ত শিশুর সংখ্যা :

■ ওজনকৃত শিশুর সংখ্যা :

■ স্বাস্থ্য বিদ্যালয় উদ্বোধন বৈঠকের সংখ্যা :

■ ইউডিসিতে এনজিও কর্তৃক পরিচালিত :

স্যাটেলাইট ক্লিনিক পরিচালনার সংখ্যা :

■ সেবা গ্রহনকারীর সংখ্যা :

২. শিক্ষা কার্যক্রম

■ গত মাসে শিক্ষার্থী শিশুর সংখ্যা :

■ গত মাসে গড় উপস্থিতির সংখ্যা :

■ অভিভাবক সভার সংখ্যা :

৩. প্রশিক্ষণ কার্যক্রম

■ গত মাসে অনুষ্ঠিত প্রশিক্ষণের নাম : প্রশিক্ষণের সময় কাল :

■ প্রশিক্ষণার্থীর সংখ্যা : প্রশিক্ষণার্থীর পদবী :

৪. সঞ্চয় কার্যক্রম

■ মোট গ্রুপ :

■ মোট সদস্য সংখ্যা :

■ মোট সঞ্চয়ের পরিমাণ :

■ সঞ্চয় আদায়ের পরিমাণ :

■ সঞ্চয় থেকে ঋণ প্রদানের পরিমাণ :

■ সঞ্চয় থেকে ঋণ আদায়ের পরিমাণ :

৫. ঋণ কার্যক্রম

■ মোট আবর্তক তহবিলের পরিমাণ :

■ আবর্তক ঋণ প্রদানের পরিমাণ :

■ আবর্তক ঋণ আদায়ের পরিমাণ :

৬. সভা কার্যক্রম

■ নিম্নোক্ত সভার সংখ্যা : অনুষ্ঠানের তারিখ :

■ দলীয় সভার সংখ্যা :

৭. পরিদর্শন কার্যক্রম

■ সিডিও কর্তৃক ইউডিসি পরিদর্শন সংখ্যা :

Appendix No.13
Some Experiences from the Project Site of Korail:

13.A Personal Hygiene Practice of Ratna Begum and her family

Date: 4.3.06

Place: Beltola Bastee, Korail

Name: Ratna Begum

Age: 24 years

Occupation: House Maid

(Source: Directly interviewed)

The Korail *Bastee* has grown as a result of the needs from the rural urban ends. The rural people have been forced into the cities due to economic crisis and natural calamities in rural areas where as various city based industries, garment factories and the odd household chores of the city dwellers have necessitated the presence of rural people in cities. Besides having lack of basic services like supply of water, sanitation facilities, health or basic education facilities the slum dwellers live in deplorable environmental conditions.

Ratna Begum, an inhabitant of the case study area Beltola in Korail Slum who had been living in this area since 1996, reveals her experience with the slum and the WATSAN projects activity.

She has two daughters and her husband and her mother in law living in the slum. Her elder daughter who is 7 goes to school and she wants to admit her younger one who is 4 years old to school next year. She says that drinking water is scarce in supply for the entire community. Ground water level is low and it is costly for the dwellers to afford to set a tube well themselves. They therefore usually purchased water at the rate of 1 taka to as high as 5 to 6 taka per pot from different connections. They at least needed 5 to 6 pots of water per day for their cooking and washing. Children often bathe in the lake. Lake is also used for washing utensils. Dwellers know the fact that unboiled water is health hazardous but cannot afford fuels for boiling them. It had been a normal practice to use hanging latrines for the adults for defecation and children defecated directly in the open yards.

Most of the Korail slum had been submerged in floodwater in the 2004 flood. Ratna Begum was a worse victim of the flood. Korail had completely been submerged for one and half a month. Due to this flood most of the latrines, water connection lines, tube wells and water points were completely or partly damaged. Therefore people had to defecate out in the open and water collecting became a tedious task as they had to be fetched from remote places. People were often compelled to drink contaminated water. The whole ground was contaminated with garbage after the flood was over. Slum dwellers were faced with water borne and water washed diseases particularly diarrhea, pneumonia, dysentery, skin diseases and fever. Children usually suffered most from these diseases. According to Ratna's opinion, the predominance of all these problems has come down now. Water collection was still a problem even though flood was over. People have to stand in long queue and often start bickering with each other. Some NGOs provided tablets which Ratna did not take as water smelled bad if they used it. It would be better had there been more water points. Most people used hanging latrine but this picture changed significantly as they were provided with sanitation complex through WATSAN project. There were 19 people from 6 families using the complex. Her neighbor's 2 year old son however defecates in the open and they through the stool in a paper in the lake as he is too small to sit on the pan.

For Ratna this is the first time that she has received training on 'Hygiene Behavior'. She has learnt about sanitation, personal hygiene and the advantage of

having a hygienic environment, taking safe and hygienic food, hand washing and to keep our household yard clean through WATSAN's courtyard session. She said that she cleans their water pot every day and who ever brings the water home makes sure that it stays covered all the way back and also at home. Ratna said that she cleans her toilet every 3 to 4 days, try to keep her yards clean and disposes garbage regularly to the community based garbage collection system. She also said that she and the rest wears slippers for going to the latrine and also clips their nails regularly. Ratna believes that these types of sessions help them free from deadly diseases. The surrounding of her house was moderately clean but the interior of her house was kept significantly clean.

13.B Fatema Begum's experience about Korail Slum in general:

Slum Dwellers - Fatema Begum

Age-21

Occupation-Garments worker

(Source: www.phmovement.org/voices/begum.htm)

The slums should be made habitable in one hand and decentralized growth centres should developed on the other to maintain a balance between rural and urban population. Overall law and order situation should be improved, basic necessities of the slums should be provided, awareness among slum dwellers should be created on health, hygiene, citizens right and obligations' - these were the main points that Fatema Begum, a group member of Korail slum, Proshika Gulshan Area Development Centre was trying to hint upon.

Fatema Begum strongly mentioned that slum dwellers are also human beings and they should be treated equally as other people. They are also contributing significantly for the cities and for the country. The poor people of the slums do all the odd jobs in the cities. They work as day labourers for different constructions and day to day needs of the cities. Some people tell about evicting all the slums and sending all the slum dwellers to the village. They blame the slum dwellers for crimes but they do not tell about them who are bringing drugs in the country from outside, who are using these drugs, who are the terrorists under the shelter of big political & business leaders compelling some slum people for doing this. They also don't think that majority of the slum dwellers are not bad. They also do not think that if there are no people like slum dwellers in the cities who will keep the cities clean? Who will work as labourers for the industries, garment factories and construction worker. Without these people the cities would be dirty and would be unsuitable places for people's living. In view of this, as it is not possible to evacuate all the poor people from the cities, living standard of the slum dwellers should be improved, and at the same time migration of more people from the villages should be prevented by creating adequate employment opportunities in the rural area. Fatema strongly suggested that there should be no slum eviction without proper rehabilitation of the slum dwellers.

Slum people are living in an unhygienic condition. There is no proper housing, sanitation, gas & electric supply, internal communication and garbage disposal facilities. As a result, slum dwellers have to lead an inhuman life in the slums. Recently some improvement is taking place due to the activities of NGOs for slums.

Fatema gave an account of her own slum Korail, where 140 tube-wells have been sunk, adequate sanitation facility is arranged and health education is being provided. This has turned the Korail Bastee a habitable slum with provisions of many of the basic necessities of city life. This situation can be replicated in other slums of the city if there is strong will among the policy makers, the Bastee dwellers and the representative to the City Corporation.

Appendix No.14
Tables Showing Performances of UBSDP Activities:

Table A: Status of Primary Education Provided by UBSDP

Variable	Variable Label	Dhaka
Whether Children go to UDC School	1 = yes	38.4
	0 = no	61.6
	N	73
If Not, Why	1 = No School Going Children	54
	2 = No Schooling System	0
	3 = Study in Other School	46
	4 = Others	0
	N	50
School Period per Week	0 = DN/NR/No Educational Activities	11.3
	1 = 4 Days per Week	2.6
	2 = 5 Days per Week	67.5
	3 = 6 Days per Week	18.8
	N	80
Whether Timings Suitable for the Student	1 = yes	87.0
	0 = no	13.0
	N	76
Whether Educational Items are Provided (A) Books	1 = yes	82.9
	0 = no	2.6
	Do Not Know	14.5
	N	76
(B) Pencil	1 = yes	64.5
	0 = no	17.1
	Do Not Know	18.4
	N	76
(C) Khata	1 = yes	64.5
	0 = no	17.1
	Do Not Know	18.4
	N	76
Whether Linkage Made to other Centres/ Agencies	1 = yes	18.8
	0 = no	23.8
	Do Not Know	57.5
	N	79
If Yes, to whom	1 = Govt./Pvt. School	56.6
	2 = NGO School	0.0
	3 = Other School	43.7
	8 = Do Not Know	0.0
	N	16

Source: (Evaluation of The Urban Basic Services Delivery Project, 1999).

Table B: Distribution of Water Supply and Sanitation Related Variables by UBSDP

Variable	Variable Label	Dhaka
Whether Get Advice about Sanitation and Safe Water	1 = Yes	72.5
	0 = No	27.5
	N	80
If Yes, (A) Provision of Safe Water	1 = Running Water	93.8
	2 = Tube-Well	6.3
	3 = RW+TW	0.0
	N	32
If Yes, (B) Advice on Use of Safe Water	1 = Boil Water	29.6
	2 = Alum/ Tablet Use	1.9
	3 = Boil Water + Alum WPT	68.5
	N	54
If Yes, (C) Help in Latrine Use	1 = Construction	78.6
	2 = Eco. help	14.3
	3 = Help for Repair	7.1
	4 = 1+2	0.0
	5 = 1+3	0.0
	6 = 1+2+3	0.0
	7 = 2+3	0.0
	N	14
If Yes, (D) Advice in Latrine Use	1 = Suggestion for Sanitary Lat. Use	10.2
	2 = Suggestion for Cleanliness	0.0
	3 = Help for Repair	0.0
	4 = 1+2	2.0
	5 = 1+3	18.4
	6 = 1+2+3	65.3
	7 = 2+3	4.1
	N	49
Arranging for Bathing Space	1 = Yes	18.8
	0 = No	81.2
	N	80
Suggestion for Dustbin Use	1 = Yes	46.3
	0 = No	53.7
	N	80

Source: (Evaluation of The Urban Basic Se4rvices Delivery Project, 1999).

Table C: PHC Related Variables by UBSDP

Variable	Variable Label	Dhaka
Visit for PHC	1 = Yes	65.0
	0 = No	35.0
	N	80
If Not, Why	1 = Do not know about PHC Service	10.7
	2 = Service status is not good	0.0
	3 = Far away	3.6
	5 = Time is not suitable	3.6
	6 = No PHC Service needed	32.1
	7 = Taken from other place	50.0
	8 = Others	0.0
	N	28
The Service is Available at the Door (Out reach service)	1 = Yes	80.0
	0 = No	20.0
	N	80
Arranged Linkages to other Organizations	1 = Yes	43.8
	0 = No	56.2
	N	80
If Yes, (A) Advice in Latrine Use	1 = NGOs	36.7
	2 = Govt. Hospitals	26.7
	3 = Pvt. Hospitals	0.0
	4 = MCWC	0.0
	5 = Health Service Centre	3.3
	6 = Club	0.0
	9 = MCWC + Health Service Centre	6.7
	10 = Govt. + Health Service Centre	10.0
	11 = Govt. + MCWC + HSC	10.0
	12 = Govt. + Pvt.	3.3
	13 = NGOs + Club	3.3
	N	30
(B) Type of Services	1 = EPI	3.4
	2 = ANC/PNC/SD	6.9
	3 = Edu. Service	1.3
	4 = General Disease	55.0
	6 = ARI	20.7
	9 = EPI + ARI	3.4
	11 = ANC + ARI	3.4
	N	29

Source: (Evaluation of The Urban Basic Services Delivery Project, 1999).

Table D : Beneficiary Evaluation of UBSDP Service Status

Variable	Variable Label	Dhaka	
		Past	Present
Primary Health Care	1	30.0	21.3
	2	2.5	3.8
	3	26.3	18.8
	4	33.8	46.3
	5	7.5	10.0
	Mean	1.86	3.20
	Std. Dev.	1.37	1.32
Immunization & TT	1	33.8	63.8
	2	0.0	3.8
	3	23.8	7.5
	4	33.8	23.8
	5	8.8	1.3
	Mean	2.84	1.95
	Std. Dev.	1.43	1.34
Vitamin & Capsule	1	32.5	41.3
	2	1.3	1.3
	3	25.0	12.5
	4	35.0	37.5
	5	6.3	7.5
	Mean	2.81	2.69
	Std. Dev.	1.38	1.51
ORS Distribution	1	26.3	55.0
	2	21.3	1.3
	3	37.5	16.3
	4	13.8	20.0
	5	1.3	7.5
	Mean	3.21	2.23
	Std. Dev.	1.61	1.47
Informal Primary Education	1	51.3	15.0
	2	1.3	0.0
	3	10.0	11.3
	4	33.8	45.0
	5	3.8	28.8
	Mean	2.38	3.73
	Std. Dev.	1.48	1.3
	N	80	80
Health Education	1	50.0	10.0
	2	13.8	0.0
	3	31.3	22.5
	4	3.8	36.3
	5	1.3	31.3
	Mean	2.43	3.79
	Std. Dev.	1.51	1.19
Post Natal Care	1	48.8	47.5
	2	0.0	1.3
	3	25.0	12.5
	4	18.8	28.6
	5	7.5	10.0
	Mean	2.36	2.53
	Std. Dev.	1.43	1.55
	1	58.8	33.8

Nutrition Education	2	0.0	0.0
	3	16.3	16.3
	4	22.5	18.8
	5	2.5	31.3
	Mean	2.10	3.14
	Std. Dev.	1.37	1.67
Women's Right	1	81.3	52.5
	2	0.0	3.8
	3	8.8	26.3
	4	10.0	15.0
	5	0.0	2.5
	Mean	1.48	2.11
	Std. Dev.	1.02	1.27
	N	80	80
Child's Right	1	96.3	75.0
	2	0.0	3.8
	3	3.8	17.5
	4	0.0	3.8
	5	0.0	0.0
	Mean	1.08	1.50
	Std. Dev.	0.38	0.91
Water Supply	1	7.5	37.5
	2	1.3	1.3
	3	38.8	12.5
	4	45.0	42.5
	5	7.5	6.3
	Mean	3.44	2.79
	Std. Dev.	0.94	1.47
Sanitation	1	13.8	40.0
	2	1.3	0.0
	3	51.3	16.3
	4	32.5	42.5
	5	1.3	1.3
	Mean	3.06	2.65
	Std. Dev.	0.97	1.41
Child Care	0	100	100
Skilled Development Training	1	83.8	35.0
	2	0.0	2.5
	3	5.0	18.8
	4	10.0	35.0
	5	1.3	8.8
	Mean	1.45	2.80
	Std. Dev.	1.05	1.45
	N	80	80

Six point scale: 1=Very poor or absent, 2=Poor, 3=Moderate, 4=Good, 5=Very Good, 6=Excellent (Opinion on the services being excellent were not found in the field survey)

Source: (Evaluation of The Urban Basic Services Delivery Project, 1999).

Appendix No.15

Table: Activities Achievement from June 2005 to March 2006

Software Component and Hardware Component

Sl. No.	Name of Activities	Total Target	Achievement
A.	Software Component		
1.	Inception Workshop	1	1
2.	Staff Training	1	1
3.	Selection of Community	1	1
4.	Baseline Survey	1	1
5.	Projection Meeting	40	40
6.	Group Foundation for Hygiene Education Session	1298	1298
7.	Courtyard Session for Hygiene Education	9726	9726
8.	Committee Formation for Hardware Operation (O&M) & Maintenance and Meeting	37	37
9.	Training on Hardware Operation & Maintenance	37	37
10.	Monthly Committee Meeting for HW O&M	74	74
B.	Hardware Component		
1.0	Sanitation Support		
1.1	2-Chamber Community Latrine Components: <ul style="list-style-type: none"> • 2 Toilet • 2 Bath • 1 Water Collection Point • 1 Child Seat Water Supply in every point of Toilet & Bath	4	4
1.2	Installation of Slab Latrine	2300	2300
1.3	Repair of Slab Latrine	402	402
1.4	Crush Program	53	53
2.0	Water Supply Support		
2.1	Small-Scale Water Supply Components: <ul style="list-style-type: none"> • Water sources as WASA/DSTW • 2 Water delivery point • Provision for 7 HH Distribution Line 	4	4
2.2	Installation of Deep Set Hand Pump	26	26
2.3	Repair of Deep set Hand Pump	40	40
2.4	Sanitation Complex Components: <ul style="list-style-type: none"> • 5 Toilet • 5 Bath • 5 Redistribution water Collection Point • 	3	3

(Source: Project Completion Report on WATSAN .)

Appendix No.16

Table: Activities Achievement from June 2005 to March 2006
Major HW Structure

Sl. No.	Name of the Structure	Area	Detail Location	Opening Date
01	Two-Chamber Community Latrine	Kamrangirchar	Muslimbagh, adjacent to main electric tower, BIWTA ghat	31/01/06
02	Two-Chamber Community Latrine	Khilgaon	Nabinbag, behind Kata Bazar of Shipahibag	30/01/06
03	Two-Chamber Community Latrine	Hazaribag	Bhuiyanbari Bastee, near Sikder W Medical College	24/01/06
04	Sanitation Complex	Lalbag	Shahid Nagar, near by UPHCP & 3 rd bridge Kamrangirchar	31/01/06
05	Sanitation Complex	Mohammadpur	Near Baribadh truck stand & adjacent to Brick field	24/01/06
06	Small Scale Water Pipe	Kamrangirchar	Nizambag, near Chairman house	31/01/06
07	Small Scale Water Pipe	Kamrangirchar	Jomila Khatun Reg. Primary School, Ashrafabad	31/01/06
08	Small Scale Water Pipe	Mohammadpur	Bosila Road, West side	24/01/06
09	Two-Chamber Community Latrine	Gulshan	Korail slum, in front of Humayum house	20/03/06
10	Sanitation Complex	Gulshan	Corner of Play Ground, Korail slum	20/03/06
11	Small Scale Water Pipe	Gulshan	Madrasha Road, Korail slum	20/03/06

Appendix No.17

Serial No.	General Ideas About UDC:				Primary Health Care (PHC):			Primary Education:				Child Care:				
	Aware About UDC's Existence in the locality:	Going to the UDC:	Quality of UDC's Services :	Services Provided by the UDC:	Going to the PHC for Obtaining Services:	The Reason, If Not :	Services Provided from door to door:	Child Going to the UDC for Obtaining Primary Education:	The Reason, If Not :	Timing:	Days/Week:	Child Going to the UDC for Obtaining Childcares Services:	The Reason, If Not :	Requirement of Fees :	The Amount of Fees Required for the Services :	Games facilities or toys in the Centre:
F	1	0	1	24	0	7	1	0	1	NA	NA	0	1	1	0	0
M	1	0	NA	NA	0	7	1	0	4	NA	0	0	9	NA	NA	NA
F	1	1	1	12.5	0	NA	1	0	1	1	6	0	9	1	15	0
F	1	0	1	12.5	0	7	1	1	NA	1	6	1	9	1	15	0
M	1	1	1	12.5	0	NA	1	1	NA	1	5	1	3	NA	NA	1
F	1	0	1	12.5	0	7	0	1	NA	1	6	0	1	NA	NA	NA
M	1	0	NA	NA	0	7	1	0	4	NA	0	0	9	NA	NA	NA
F	1	1	1	4	0	6	1	0	1	1	6	0	1	1	15	1
M	1	0	NA	NA	0	7	1	0	4	NA	0	0	9	NA	NA	NA
F	1	0	1	12.4,5	0	5	1	0	1	NA	NA	0	1	1	15	0
F	1	0	1	12.3	0	4.6	0	0	1	NA	NA	0	2	NA	NA	1
M	1	1	1	12.5	0	NA	1	1	NA	1	5	1	3	NA	NA	1
F	1	1	1	12.4,	0	7	0	0	1	NA	NA	0	9	1	15	0
F	1	1	1	2.4	0	6	1	1	NA	1	6	1	NA	NA	NA	0
F	1	0	NA	2.4	0	7	1	0	3	NA	NA	0	NA	1	15	NA
M	1	1	1	12.4,	0	7	1	0	1	NA	NA	0	9	1	-	0
M	1	1	1	12.4,	0	7	1	0	1	NA	NA	0	9	1	15	0
F	1	0	1	12.4,	0	7	0	0	4	1	NA	0	1	NA	NA	0
F	1	1	1	12.4	0	NA	1	1	NA	1	6	0	NA	NA	NA	NA
M	1	1	1	12.4,	0	7	1	0	1	NA	NA	0	9	1	-	0
M	1	1	1	12.5	0	NA	1	1	NA	1	5	1	3	NA	NA	1
M	1	1	1	12.5	0	NA	1	0	3	NA	NA	1	9	NA	NA	NA
F	0	0	1	12.5	0	NA	1	1	NA	1	5	1	3	NA	NA	1
M	1	1	1	12.5	0	NA	1	1	NA	1	NA	0	9	1	-	0
M	1	1	1	12.4,	0	7	1	0	1	NA	NA	0	9	1	-	0
F	1	1	1	12.5	0	NA	1	1	NA	1	5	1	3	NA	NA	1
M	1	1	1	12.5	0	NA	1	1	NA	1	5	1	3	NA	NA	1
M	1	1	1	12.4,	0	7	1	0	1	NA	NA	0	9	1	15	0
M	1	1	1	12.4,	0	7	1	0	1	NA	NA	0	9	1	15	0
F	1	0	NA	NA	0	7	1	0	4	NA	0	0	9	NA	NA	NA
M	1	1	1	12.4,	0	7	0	0	1	NA	NA	0	1	1	15	0

Appendix No.18

Table: Part Results of Responses, of Questionnaire Survey for UBSDP Project on Their Services
(Yes=2, No=1, ?=0/Not clear)

Skills Development and Credit Scheme:	Social Welfare and Legal Services:				Use of Safe Water:			Evaluation:				
	Whether the Economic Standard has improved due to	Introduces Employment opportunities to other Places:	Received Skills Training from	Any Arrangement of Providing women with Legal Services	Received Legal Services from the UDC:	Places Complaints in the Meetings of UDC:	UDC Introduces to other services if it can not Provide Them Itself:	Bathing facility Arranged by UDC:	Advices Respondents to Dispose off Wastes in Bins:	Advices Respondents on the Use of Clean Water and Sanitation:	Respondent Feels that there is need to continue the Services of the UDC in the Future:	Willing to Give Finance for the UDC to Run on its Own in Future :
F	NA	0	0	1	0	2	2	0	0	0	1	0
M	0	0	0	0	0	0	0	0	0	0	1	0
F	0	0	0	1	3	?	2	0	0	0	0	0
F	0	0	0	0	0	0	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	3	0	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	2	2	0	0	0	0	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	0	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	0	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	NA	0	0	1	0	2	2	0	0	0	1	0
F	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	?	?	0	0	0	?	?
M	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	0	2	2	0	0	0	?	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	1	0	0	0	0	?	?	0	0	0	?	0
M	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
M	0	0	0	0	0	2	2	0	0	0	1	0
F	0	0	0	0	?	2	2	0	0	0	0	0
M	0	0	0	0	0	2	2	0	0	0	0	0
	0	0	0	0	0	2	2	0	0	0	1	0

Appendix No.19

Table: Opinions of Students of UDC under UBSDP Project

	Name of Respondent: Mohon Age: 12 Class: 3	Name of Respondent: Zaeda Age: 10 Class: 1	Name of Respondent: Afzal Hossain Age: 6 Class: 2	Name of Respondent: Age: 9 and Half Class: KG	Name of Respondent: Hosne Ara Age: 12 Class: 3	Name of Respondent: Tanya Age: 8 Class: 2	Name of Respondent: Shumi Age: 6 Class: 1	Name of Respondent: Anupam Age: 11 Class: 2
Years in Slum:	20	18	15 and Half	18	10	2	8	12
Years in School:	3	1	2	1	3	1	.5	2
Liking the School:	1	1	Did Not Answer	1	1	Did Not Answer	1	1
Regularity of School:	1	1	1	1	1	1	1	1
Total No. of Students:	M=18 F=12, T=30	20	M=19 F=12, T=31	M=15 F=5, T=20	M=18 F=14, T=32	M=10 F=15, T=25	M=18 F=10, T=28	T=31
Teaching Hours:	3h	Starts:8:00 AM 2.5h	2h	2h	3h	2h	2h	3h
Teacher's Quality: Good=2 Medium=1, Not Good=0	2	2	0	2	2	2	2	2
Study Materials: Given to Children:	1	1	1	1	1	1	1	1
Items Taught:								
Awareness About Diarrhea Prevention:	1	1	1	1	1	1	1	1
Awareness About Drinking Clean water:	1	1	1	1	1	1	1	1
Awareness About	1	1	1	1	1	1	1	1

Using Latrines:								
Awareness About Hand Wash after Toilet:	1	1	1	1	1	1	1	1
Awareness About Cold Prevention:	0(Did Not Know)	0	0	0	0	0	0	0
Sports Items Present or Not:	1	0	0	0	1	0	0	0
The Things That would Make the Centre More Attractive to Children:	Higher Classes	Sports Facilities	Did Not Answer	Sports Facilities	Cultural Programs	Sports Facilities	Sports Facilities	Sports Facilities
Punishment Given for Being Absent:	1	0	1	1	1	1	1	1
The Reason for Going to School:Teacher=1 Parents=2 Both=3	1	2	3	3	2	2	1	1

Appendix No.20

TABLE: Conception of Elderly/Leader Type People on UBSDP Project, Bauniabadh

ITEMS	Name of Respondent: Md. Hanif Profession: Tailoring Age: 52 years Years of Staying in Slum: 15 Years (Yes: 2 No: 1)	Name of Respondent: Md. Shukkur Bepari Profession: Labour Age: 54 years Years of Staying in Slum: 16 Years (Yes: 2 No: 1, Did Not Answer: 0)	Name of Respondent: Md. Manik Miah Profession: Hand Embroidary Age: 42 years Years of Staying in Slum: 16 Years (Yes: 2 No: 1)
Knows about the entity and Activities of UDC:	2	2	2
Supports involvement of women in UDC:	2	1	2
Supports legal services provided to women:	2	0	2
Appreciates services delivered by the UDC: A. Primary Education B. Credit to poor C. IG opportunities or small business D. Primary health services E. Awareness about food hygiene and sanitation F. Child care G. Legal services provided for women H. Skill's development	2	2	2*1
Complaints present regarding UDC services:	1	2*2	1
Believes that the project has contributed to the development Of the area:	2	2	2
Popular services provided by UDC: A. Primary Education	A. Primary Education B. Credit to poor	A. Primary Education	c. Small business with the help of credit*3

B. Credit to poor C. IG opportunities or small business D. Primary health services E. Awareness about food hygiene and sanitation F. Child care G. Legal services provided for women H. Skill's development			
Supports expansion of UDC services in future:	2	2*4	2

*1: Recommended provision for higher education

*2: Complained that UDC should not take money for providing educational services

*3: Appreciated the fact that women can even earn at home

*4: Suggested that this should be done especially in areas of primary education and health services

*5: This may be done by providing more loans and also by improving facilities in schools for children

Appendix No.21
Table: UBSDP প্রকল্পের আওতাধীন বস্তি এলাকার বয়োজ্যেষ্ঠ নেতৃস্থানীয় ব্যক্তিদের মতামতঃ

নাম : জেনা : বয়স : বসবাসের মেয়াদ ও ঠিকানা :	মোঃ হানিফ টেইলারিং পুরে বাইহাউস ছিল ৫২ ১৫ বছর: ৪ নং লাইন ৯ নং বাসা ব্লক-সি	শেখর ব্যাপারী ৫৪ ১৬ বছর: শেখর ব্যাপারীর বাড়ী	মানিক মিত্রা হ্যাড এন্ড্রজারী ৪২ ১৬ বছর: সেকাদারের বাড়ী
প্রশ্ন ১ঃ আপনার এলাকায় সিটি কর্পোরেশন এর একটি UDC সেবা কেন্দ্র রয়েছে, আপনি জানেন কি? এর কার্যক্রম সম্পর্কে কিছু বলুন।	হ্যাঁ, জানি। এই প্রকল্পের আওতাধীন যে UDC কেন্দ্র গুলো রয়েছে সেখানে শিশুদের শিক্ষা ব্যবস্থা রয়েছে, প্রাথমিক স্বাস্থ্য সেবা রয়েছে। মাঝে মাঝে ডাক্তার ও আসেন।	হ্যাঁ। এই প্রকল্পে বাচ্চাদের পড়ানো হয়, মাঝে মাঝে এরা ডাক্তারও আসে, ২৫ টাকা দিয়ে ডাক্তার দেখাতে হয়।	হ্যাঁ। এরা বাচ্চাদের লেখাপড়া করায়। সামান্য কিছু ঋণ সুবিধাও দেয়। বাচ্চাদের কিছু পরিচর্যাও দেয়।
প্রশ্ন ২ঃ পরিবারের মহিলাগণ UDC র সাথে সম্পর্ক, এতে কি আপনার কোন সমস্যা হচ্ছে?	না, এতে কোন সমস্যা দেখি না।	হ্যাঁ, বাড়ীর কাজে সমস্যা হয়।	না, সেভাবে না।
প্রশ্ন ৩ঃ UBSDP PROJECT মহিলাদের আইনগত সেবার সহায়তা করছে। এতে আপনার কোন সমস্যা হচ্ছে কি?	না, যারাপ কি আর?	উওর দিতে বিরত।	না।
প্রশ্ন ৪ঃ UBSDP UDC কেন্দ্রের মাধ্যমে বিভিন্ন সেবা কর্মকান্ড প্রদান করেছে, যেমন (প্রাথমিক) শিক্ষা, স্বাস্থ্য সেবা, স্বাস্থ্য সচেতনতা, (প্রাথমিক) শিশু পরিচর্যা, সমাজ কল্যাণ ও আইনগত সেবা ইত্যাদি। এসব সেবা কতটুকু কার্যকর, আপনার মতামত বলুন।	বাচ্চাদের শিক্ষাতো দরকারই। তারা বাচ্চাদের প্রাথমিক শিক্ষা দেয়, স্বাস্থ্য সম্পর্কে বলে; আবার মানুষের বিপদের সময় ডিপজিটের উপর ঋণ দেয়, এতো ভাল কথা।	শিক্ষা ছাড়া মানুষ উপার্কিন করতে কেমন করে? শিক্ষার দোর ব্যবস্থাটি বেশ কার্যকর। এখান হতে বাচ্চারা স্বাস্থ্য সচেতনও হচ্ছে।	বাচ্চারা নোটানোটি ভালই লেখাপড়া শেখে। প্রাথমিক ছাড়াও আরও উচ্চতর লেখাপড়ার ব্যবস্থা থাকলে ভাল।
প্রশ্ন ৫ঃ UBSDP র এই সব কার্যক্রম সম্পর্কে আপনার অভিযোগ আছে কি?	না, অভিযোগ নাই।	হ্যাঁ আছে। তারা পড়াশোনার টাকা দেয়, শিক্ষা দিতে টাকা নেয়, এটা ভাল নয়।	না। সেভাবে কোন অভিযোগ নাই। ভাল করাইতে চেষ্টা করেছে।
প্রশ্ন ৬ঃ UBSDP র এই সব কার্যক্রম এলাকার উন্নয়ন হয়েছে বলে মনে করেন কি?	হ্যাঁ, কিছু উন্নয়ন তো হয়েছেই।	হ্যাঁ কিছু হয়েছে।	হ্যাঁ তাতে কলা যায় হয়েছেই।
প্রশ্ন ৭ঃ যদি হ্যাঁ মনে করেন তবে কিছু উদাহরণ সেবিবে কখন কি ধরনের উন্নয়ন হয়েছে।	যেমন দরিদ্রদের মধ্যে ঋণ সুদে ঋণ বিতরন, শিক্ষা ব্যবস্থা করা ইত্যাদি, এসব মানুষের অবস্থার উন্নতি করেছে।	উন্নয়নের কথা ধরতে গেলে বাচ্চাদের শিক্ষার উন্নয়ন হয়েছে। তার বেশী উন্নয়নযোগ্য তেমন কিছু নয়।	এখন আমরা আমাদের পরিবারের লোকেরা ঘরে বসেই কাজ করে টাকা পয়সা উপার্কিন করতে পারে।
প্রশ্ন ৮ঃ UBSDP র এই কার্যক্রম কি আরও বাড়ানো উচিত?	হ্যাঁ। বাড়ালে উন্নয়ন বাড়বে। সচেতন হবে মানুষ। স্বাস্থ্য ভাল থাকবে।	হ্যাঁ উচিত।	হ্যাঁ, তাতে উচিতই। লেখাপড়া শিখলে মানুষ আর ইনকাম করার সুযোগ পাবে।
প্রশ্ন ৯ঃ যদি বাড়ানো প্রয়োজন হয় তবে কি ভাবে বাড়ানো যায়? এ ব্যাপারে আপনার অভিমত প্রকাশ করুন।	হ্যাঁ। বাড়ালে উন্নয়ন বাড়বে। সচেতন হবে মানুষ। স্বাস্থ্য ভাল থাকবে।	সবর যেভাবে ভালো হয়, উন্নতি হয়, সে ভাবে বাড়ানো দরকার। যাতে আরও মানুষ শিক্ষা সুবিধা, ঋণ সুবিধা পায়।	যেমন ধরেন, বেশীকরে ঋণ দেয়া, জনদের জীবন যাত্রার মন উন্নয়ন করা, বাচ্চাদের পড়ালেখার জায়গাগুলো আরও ভাল করা, এই সব।

Appendix No.22
Table: UBSDP প্রকল্পের আওতাধীন বস্তি এলাকার সেবা প্রদানকারী অন্যান্য সংস্থার মতামত :

উত্তর	সংস্থার নাম : বাডতা গ্রান প্রোগ্রাম প্রজেক্ট ঠিকানা : বাউনিয়া বাধ ব্লক - সি উত্তরদানকারীর শিক্ষাগত যোগ্যতা : এস, এস, সি, পাস।	(উত্তর সমূহ)
	প্রশ্ন ১ : এই এলাকায় আপনারা কতদিন যাবৎ সেবা কার্যক্রম চালিয়ে যাচ্ছেন?	: তিন বছর যাবৎ চালিয়ে যাচ্ছি।
	প্রশ্ন ২ : আপনারা সংস্থাকি কি কর্মকান্ড চালিয়ে যাচ্ছে এই এলাকায়?	: আমাদের সংস্থা EPR এর সকল কার্যক্রম চালিয়ে যাচ্ছে।
	প্রশ্ন ৩ : আপনারা যে টীপটি গ্রুপ নিয়ে কাজ করছেন তাতে আপনারা লক্ষ্য কতটুকু অর্জিত হয়েছে বর্ণনা করুন।	: আমার মনে হয় যে উদ্দেশ্য নিয়ে কাজ করা হচ্ছে বা হয়েছে তাতে আমরা সাফল্য অর্জন করেছি।
	প্রশ্ন ৪ : এই এলাকায় আর কোন সংস্থা কাজ করছে কি?	: হ্যাঁ করছে, সেবা এবং UDC; UDC হচ্ছে UBSDP প্রকল্পের আওতাধীন একটি সেন্টার।
	প্রশ্ন ৫ : আপনারা সংস্থার কি কি কার্যক্রম সাফল্য অর্জন করেছে?	: মহিলাদের স্বাস্থ্য সমস্যা সম্পর্কিত কার্যক্রম টিকা কার্যক্রম এগুলো।
	প্রশ্ন ৬ : আপনারা যে সভা করেন তাতে লোকজনের কেমন সাজা পান?	: যারা মেসার তারা বেশীর ভাগই আসে।
	প্রশ্ন ৭ : বলুন, UDC র সংগে আপনারা যোগাযোগ আছে কি?	: হ্যাঁ আছে। আমরা যখন কাজ করি তাদের সাথে দেখা সাক্ষাৎ হয়। কথা হয়। কোন সমস্যা হয়না। বরং একজন আরেকজনের কার্যক্রম সম্পর্কে জানতে পারি।
	প্রশ্ন ৮ : আপনারা মতে UDC এই বস্তি এলাকার বিভিন্ন সমস্যা নিরসনে কি ভাবে কাজ করতে পারে?	: স্বাস্থ্য সেবার ক্ষেত্রে বিনামূল্যে এখানে কাজ করলে ভাল হতো। উন্নততর শিক্ষার ব্যবস্থা করাও আরেকটা পদক্ষেপ হতে পারে। বাচ্চাদেরকে স্বাস্থ্য সম্পর্কে আরও সচেতন হতে হবে। এই ব্যাপারেও কিছু করা যেতে পারে।

Appendix No.23

Table: Results of Responses, of Questionnaire Survey for WATSAN Project on its services:

Questions:	1. Has the slum's environment improved after the implementation of WATSAN? (Y=2, quite much=1, little=.5 N=0, unaware=0*)	2. Has the project enabled people to get clean water?	3. Have people been made aware of cleanliness through the efforts of the project?	4. Are slum dwellers benefited from the water points installed by WATSAN?	5. Has waste disposal system improved due to WATSAN's intervention?	6. Are slum dwellers benefited from the latrines installed by WATSAN?	7. Are areas around houses ,footpaths and other such places kept clean due to the interventions of WATSAN?	8. Which services of WATSAN are mostly appreciated by the slum dwellers? i) Safe Water Supply ii) Safe sanitation (Latrines) iii) Improved environmental Sanitation iv) Awareness Training of Hygiene	9. Are the projects interventions appreciated in general?
Serial of Respondent:									
1	2	2	2	2	2	2	1	i,ii,iii	2
2	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
3									
4	0*	0*	0*	0*	0*	0*	0*	0*	0*
5		1	2	.5	1(better than before)	2	1	i	1 (moderately)
6	2	2	2	2	2	2	2	i,ii	2
7				2	1(better than before)	2	1	i	1 (moderately)
8	1(better than before)	2	2	2	1(better than before)	2	1	i	1 (moderately)
9	2	2	2	2	2	2	2	i,ii	2

10	2	2	2	2	2	2	2	i,ii	2
11	1(much better)	2	1	1	1 (moderately)	2	1	0 (Did not answer)	2
12	2	2	2	2	2	2	2	i,ii	2
13	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
14	1	1	2	2	1	2	1	i,ii	2
15	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
16	2	.5	1	2	2	2	1	0 (Did not answer)	2
17	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
18	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
19	1	1	2	1	1(better than before)	1	1	i,ii	1
20	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
21	1	1	2	.5	1(better than before)	2	1	i,ii	1
22	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
23	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
24	1	1	2	1(Some people are benefited)	1(better than before)	2	1	i	1
25	1	1	2	1(Some people are benefited)	1	2	1	i,ii	1
26	2	1	1	2	2	2	1	1	1
27	2	2	2	1	1	2	1	1	1
28	1	1	2	.5	1(better than before)	2	1	i	1 (moderately)
29	2	2	2	2	2	2	2	i,ii	2
30	2	2	2	2	2	2	2	i,ii	2

Appendix No.24

Table: Opinions of Respondents under UBSDP Project on its Services:

Questions:	1. Do the slum dwellers have a great deal of interest about the project UBSDP?	2. Has the slum dwellers participation increased ever since the inception of the project?	3. Are income generating opportunities created through this project for women and youths?	4. What is the quality of UBSDP primary education? (Good=2, moderate=1, bad=0)	5. What is the quality of UBSDP child care?	6. Does UBSDP provide social welfare and legal Services?	7. Have the economic standard of living of the stakeholders improved due to the credit scheme of UBSDP?	8. Which do you think is the best service provided by the UBSDP?	9. Does UBSDP provide skills training?	10. Do the slum dwellers obtain primary health care from the project facilities? (Y=2, quite much=1, little=.5, N=0, unaware=0*)	11. Do the slum dwellers have a better access to safe water and sanitation facilities due to the project's intervention?	
Serial of Respondent :												
1	2	2	0	2	2	0	0	Primary education	0	0	2	F
2	2	2	0	2	2	0	0	Primary education	0	0	2	M
3	2	2	0	2	2	0	0	Primary education	0	0	2	F
4	2	2	2	2	2	0	2	0 (Did not ans.)	0	0	2	M
5	2	2	2	2	2	0	2	Primary education, credit scheme	0	0	2	M
6	2	2	0	2	2	0	0	Primary education	0	.5	2	M
7	2	2	0	2	2	0	0	Primary education	0	.5	2	M
8	2	2	0	2	2	0	0	Primary education	0	.5	2	F
9	2	2	0	2	2	0	0	Primary education	0	.5	2	M
10	2	2	0	2	2	0	0	Primary	0	.5	2	F

11	2	2	0	2	2	0	0	education Primary education, credit scheme	0	0	2	F
12	2	2	0	2	2	0	0	Primary education	0	0	2	M
13	2	2	0	2	2	0	0	Primary education, credit scheme	0	0	2	F
14	2	2	0	2	2	0	0	Primary education	0	0	2	F
15	2	2	0	2	2	0	0	Primary education	0	.5	2	F
16	2	2	0	2	2	0	0	Primary education	0	.5	2	M
17	2	2	0	2	2	0	0	Primary education, credit scheme	0	.5	2	M
18	2	2	0	2	2	0	0	Primary education, credit scheme	0	.5	2	F
19	2	2	0	2	2	0	0	Primary education, credit scheme	0	0	2	F
20	2	2	0	2	2	0	0	Primary education, credit scheme	0	0	2	M
21	2	2	2	2	2	2	2	Primary education, credit scheme	0(Unaware)	2	2	M
22	2	2	2	2	2	2	2	Primary education, credit scheme	0(Unaware)	2	2	M
23	2	2	2	2	2	2	2	Primary education	0	2	2	M
24	2	2	0	2	2	0	0	Primary education	0	.5	2	M
25												F
26	2	2	0	2	2	0	0	Primary education	0	0	2	M
27	2	2	0	2	2	0	0	Primary education	0	0	2	M

28	2	2	0	2	0(Unaware)	0	0	Primary education	.5(only comes sometimes)	0	2	M
29								Primary education				F
30	2	2	0	2	2	0	0	Primary education	0	0	2	M

Appendix No.25 (A)
Pictures of Project Area of Tin Shed Baste of UBSDP Project
Source: Field survey, 2006 and CUS



Pic-36 Comparatively broad road present inside Bauniabadh



Pic-37 Farming in household yards



Pic-38 Open space outside Bauniabadh slum



Pic-39 NGO run income-generating activity (karchupi needle work on sarees)



Pic-40



Pic-41

(Pic-40 -41) Settlement along main road of Bauniabadh tin-shade colony



Pic-42 Children in UDC centre



Pic-43 Existence of other NGO activities



Pic-44 Field near Bauniabadh Bastee



Pic-45 Other association in Bauniabadh



Pic-46 Semi-pucca structures in the slum



Pic-47



Pic-48

Pic-47 & 48 Semi pucca and pucca structures are typical of Bauniabadh Tin-shade Bastee



Pic-49 Well off residents of the slum staying in pucca houses



Pic-50 Pucca structures built leaving narrow and inadequate passage ways



Pic-51 Pucca & semi pucca structures in the slum



Pic-52 Water body in Bauniabadh slum



Pic-53 More construction going within slum



Pic-54 Inside an UDC (Caretaker and guard seen on the right)



Pic-55 Karchupi needle work carried on by children of different age



Pic-56

Pic-56 & 57 Paper flower wreaths and garlands sewn by children in the study area



Pic-58 Children of the slum



Pic-59 Charts used in UDC centers



Pic-60



Pic-61

(Pic-60 & 61) Typical structures of Bauniabadh



Pic-62 UDC centers used for UBSDP project in the past is now used for SBSUAP project



Pic-63 Teaching materials for UDC schools



Pic-64 Conversation with the UDC woman health worker

Appendix No.25 (B)
Pictures of Project Area of Beltola Bastee of WATSAN Project
Source: Field survey, 2006



Pic-65 Community toilet constructed under WATSAN project Korail



Pic-66 Garments worker on her way back home in Korail



Pic-67



Pic-68

Pic-67 & Pic-68 A stationary shop owner and his family



Pic-69 Slimy unhealthy walk ways for dweller's day to day movement



Pic-70 Common cooking place in a household used by five families



Pic-71 Market place in Korail slum



Pic-72 School van to collect school children from Korail to nearby school



Pic-73



Pic-74

Pic-73 & 74 Vegetable farming near lake by dwellers in Korail