Changing Hearts & Minds to Leave No ONE Behind

SANITATION ACTION SUMMIT 2016: REFLECTIONS

Leaving no ONE behind in Swachh Bharat

Co-hosted by the Water Supply and Sanitation Collaborative Council (WSSCC), the Government of Maharashtra, the Government of India, Swachh Bharat Mission and Global Citizen India
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EXECUTIVE SUMMARY

To support and accelerate the objectives of the Swachh Bharat Mission India, the Water Supply and Sanitation Collaborative Council (WSSCC) along with Global Citizen India, the Government of India, and the Government of Maharashtra, created a platform for listening and learning during the Sanitation Action Summit held in Mumbai on 18 November 2016.

The summit brought together citizens from across India who are often silent and/or invisible in the SBM conversations and programming—sanitation workers, adolescent girls and boys, transgender persons, elderly persons, and persons with disabilities. In India, 44 per cent of the 1.27 billion people still defecate in the open; the absence of safe and hygienic sanitation largely affects the country’s most marginalised citizens.

This report summarizes the process and outcomes of the Action Summit. It describes how it came about, and who came to listen, share and learn (page 4). It points to the Summit’s impact, noting that the 300 participants were highly satisfied with the event, gained greater understanding of the issues, and committed to future action (page 5). The report offers summary highlights of the plenary and panel sessions, where notable Indian and international speakers argued the case to Leave No One Behind in the Sustainable Development Goals era (pages 6-7).

Most importantly, the report summarizes the challenges faced and opportunities present for achieving equitable, safe sanitation and hygiene for all in India (pages 8-21). Inspiration was a key theme of the day. Page 22 presents excerpts of feedback from sanitation workers (“memorable experience”), adolescent girls and boys (“first opportunity to discuss these issues”), transgender persons (“our voices can help create acceptance, unity and togetherness”), and visually impaired girls (“an overwhelming experience”). The summit’s sessions followed a “Speakers Corners” model with breakout sessions bringing out the different represented voices to share their issues, experiences and ideas for progress. To bring together separate conversations by different constituencies, different stakeholders who never meet, to come together to share their individual aspirations and goals for a clean India, to understand that they actually shared aspirations, the same goals, the same vision and the same dreams and then to work together to really bridge that gap, bridge this divide for joint action to achieve this shared vision of a clean India.

The representatives of marginalised groups spoke with each other. They also spoke with facilitators, government officials, private sector representatives and the media—this was a first for most of them! All of them had key “takeaways” and recommendations for moving forward to a clean India for everyone. These are on pages 23-27.

An event like the Sanitation Action Summit involves many individual actors and coordinating partners. These and other key highlights are presented on page 28-29.

The Sanitation Action Summit was a milestone in the Leave No One Behind process, by bringing together policymakers, representatives from marginalized communities, and global citizens to share experiences and identify solutions that help enable a truly open defecation free India by 2019. WSSCC and its partners will continue to seek to build voice and agency through a dialogue on sanitation and hygiene so that the disempowered and stigmatized know their rights and their roles and can work together constructively with policymakers and practitioners to achieve Swachh Bharat.
GENESIS: THE LEAVE NO ONE BEHIND JOURNEY AND SWACHH BHARAT

Since 1990, the Water Supply and Sanitation Collaborative Council (WSSCC) has worked closely through its individual members, the National Coordinator and partners to support improved access to sanitation and hygiene in India. The Leave No One Behind initiative was developed in 2015 in order to listen and learn from the invisible and unheard across South Asia and was led by WSSCC in partnership with the Freshwater Action Network South Asia (FANSA). In 2015, fifty-five structured consultations with elderly and disabled persons, women and adolescents, sanitation workers, and transgender persons were held in Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka. The recommendations from these consultations were presented by representatives of each of these groups participating for the very first time on Ministerial panels at SACOSAN VI in Dhaka in January 2016. WSSCC and FANSA also developed a regional report and eight country-specific reports. Thereafter, Ministers and policymakers expressed a keen interest in platforms such as these for sharing and joint action. The Sanitation Action Summit held in Mumbai, India on November 18, 2016 as part of the Swachh Bharat Mission (SBM) is a step forward in the Leave No One Behind process in India.

LISTENING TO THOSE WE RARELY HEAR

The Sanitation Action Summit was designed to support and accelerate SBM objectives by bringing together government practitioners and policymakers, researchers, business entrepreneurs, development partners and global citizens with the elderly, adolescent boys and girls, transgender persons, persons with disabilities and sanitation workers to share experiences and solutions in response to some important questions: Is everyone able to use safe and decent facilities all of the time? What happens when they leave their household? When they have had an accident or have a disabled family member? Are blind or deaf persons able to participate in community triggering, hygiene promotion activities or verification processes? Older people cannot squat or carry water for handwashing—how will we address their needs? Women and girls menstruate. How can we make sure that their monthly sanitation and hygiene needs are met with dignity and pride? Transgender persons are stigmatized and not allowed to use sanitation facilities—how can we change this so that everyone, everywhere can benefit from a Swachh Bharat? How can SBM processes, designs, maintenance and verification ensure that we Leave No One Behind?

The Sanitation Action Summit brought together different voices with shared aspirations and one objective: a Clean India for everyone, everywhere all of the time as per the vision and mission of the Swachh Bharat Mission. The objective of the meeting was to move from problems and exclusion to solutions so that every Indian can enjoy access to safe, accessible, acceptable and affordable sanitation facilities as a basic human right.

1 http://wsscc.org/resources-feed/leave-no-one-behind-reports/?sf_s=Leave+no+one+behind
WHO CAME TO LISTEN, SHARE AND LEARN?

A diverse group of 300 participants including 100 from the government, 25 from the private sector, 20 development partners, several global citizens and 120 persons who are rarely seen or heard in sanitation meetings.

IMPACT

72 participants were interviewed after the Summit for their feedback. This is what they said:

SATISFACTION

97% of the respondents reported a very high satisfaction level, ranging from delighted to very satisfied or satisfied with the Action Summit.

INCREASED UNDERSTANDING

94% of respondents, reported that the Action Summit helped them understand better the needs of marginalized individuals and groups on issues related to sanitation and hygiene.

ACTIONS COMMITTED

54% of respondents stated they will apply learnings on mainstreaming issues related to marginalized people into their work. In addition, 38% stated they will try to sensitize others about the issues that marginalized people face.
“The Summit was unique. It was about listening to different groups that are never given a chance to speak and are rarely invited to such key events. It was not a tokenistic exercise, but fully dedicated to Leave No One Behind. Inclusion was not tucked away into a side event. The marginalized groups were centre stage. It was a new and fantastic concept, well executed. The six corners, people from different sectors and across levels and work areas, the colours, it was well thought through and refreshing.”

- Bharathy Tahiliani, Consultant, UNICEF Maharashtra
THE SANITATION ACTION SUMMIT: LISTENING TO THE VOICES OF THE UNHEARD AND UNSEEN

WELCOME ADDRESS AND THE OPENING ROUND TABLE: SUMMARY HIGHLIGHTS

Panelists: Mr. Hugh Evans (CEO, Global Poverty Project), Mr. D. P. Joshi (Special Commissioner, SBM), Ms. Patricia O’Hayer (Global Head Communications & Government Affairs at Reckitt Benkiser), Ms. Rupali Balu Naik (young student from Thane District, Maharashtra) and Ms. Archana Patkar (Programme Manager, WSSCC).

TOUCHING AND MOVING HEARTS: KEY INSIGHTS FROM SIX CORNERS

The Summit area was organized into six speakers corners for adolescent boys, adolescent girls, elderly, persons, persons with disabilities, sanitation workers and transgender persons to speak and share their experiences and ideas for progress to achieve a Swachh Bharat and to listen to government, private sector, NGO voices in order to forge joint action for achieving SBM.

KEY HIGHLIGHTS FROM THE PANELISTS

• There is a need to focus on Leaving No One Behind in the Sustainable Development Goals era.

• This event must not remain a one-off, but rather be the beginning of an advocacy journey.

• It is only by listening to those of different ages, gender, socioeconomic status and privilege that government officials and development partners can truly understand inclusive development.

• The issue of sanitation needs to be addressed with sensitivity, to ensure that respect for difference in age, gender, and physical mobility is built into sanitation and hygiene solutions.

• Equality, human rights and non-discrimination are central to ensuring access to safe water supply, adequate sanitation and good hygiene for all people everywhere.

• Women and girls need privacy and dignity especially when they are menstruating; the elderly or persons with disability need adapted services.

• The challenge is not just to build infrastructure like toilets but to fight stigma and prejudice that discriminate against women, girls, transgender persons, sanitation workers and many more.

• The private sector must play an important role in fighting the sanitation and hygiene crisis.

• Clean India is about dignity and pride for all Indians, including unseen, invisible, unheard individuals and groups. The aim of the Sanitation Action Summit is to listen to each other.
At a glance from the six groups at the summit

1. Are my challenges your challenges?

Lack of recognition and respect for the role we play in keeping the environment clean.
- SANITATION WORKERS

Too few community toilets in urban chawls resulting in long lines and waiting periods. This is especially difficult for the elderly who have weak bladders and suffer from incontinence.
- ELDERLY PERSONS

Handwashing is not practiced regularly.
- ADOLESCENT BOYS

Poor condition of school toilets and washrooms – no water or soap for washing soiled clothes, or space for changing.
- ADOLESCENT GIRLS

Little understanding of who a transgender is and what our needs are. We are human too with sanitation needs.
- TRANSGENDER PERSONS

In rural India, visually impaired girls have to defecate in the open as there is not enough space for toilets in the house. This often poses a risk as there are stray animals and insects that the blind would not be able to see.
- PERSONS WITH DISABILITIES

Lack of adequate facilities to maintain safe hygiene and sanitation with dignity. We walk long distances at night to relieve ourselves in the bushes.
- ELDERLY PERSONS

2. How can we overcome these jointly?

Implement government WASH guidelines, according to which every 25 girls should have access to one functional toilet in school.
- ADOLESCENT GIRLS

Use social networking sites for spreading awareness among youth.
- ADOLESCENT BOYS

There should be separate toilets for senior citizens in urban slums so we do not have to wait in long lines to use the toilet.
- ELDERLY PERSONS

Integrate the demands of persons with disabilities in disaster management programmes.
- WSSCC STEERING COMMITTEE MEMBER

Involve the transgender community in SBM as a resource that can contribute to raising awareness on sanitation and hygiene and create a demand for household toilets.
- TRANSGENDER PERSONS

Ensure inclusive toilet design and include dustbins in every toilet.
- PERSONS WITH DISABILITIES

Acknowledge and respect us for our valuable work that keeps the environment clean.
- SANITATION WORKERS
At a glance from the six groups at the summit

Are my challenges your challenges?

- Lack of recognition and respect for the role we play in keeping the environment clean. **SANITATION WORKERS**

- Little understanding of who a transgender is and what our needs are. We are human too with sanitation needs. **TRANSGENDER PERSONS**

- Too few community toilets in urban chawls resulting in long lines and waiting periods. This is especially difficult for the elderly who have weak bladders and suffer from incontinence. **ELDERLY PERSONS**

- There should be separate toilets for senior citizens in urban slums so we do not have to wait in long lines to use the toilet. **ELDERLY PERSONS**

- Involve the transgender community in SBM as a resource that can contribute to raising awareness on sanitation and hygiene and create a demand for household toilets. **TRANSGENDER PERSONS**

- Poor condition of school toilets and washrooms – no water or soap for washing soiled clothes, or space for changing. **ADOLESCENT GIRLS**

- In rural India, visually impaired girls have to defecate in the open as there is not enough space for toilets in the house. This often poses a risk as there are stray animals and insects that the blind would not be able to see. **PERSONS WITH DISABILITIES**

- Integrate the demands of persons with disabilities in disaster management programmes. **WSSCC STEERING COMMITTEE MEMBER**

- Ensure inclusive toilet design and include dustbins in every toilet. **PERSONS WITH DISABILITIES**

- Handwashing is not practiced regularly. **ADOLESCENT BOYS**

- Lack of adequate facilities to maintain safe hygiene and sanitation with dignity. We walk long distances at night to relieve ourselves in the bushes. **ELDERLY PERSONS**

- Use social networking sites for spreading awareness among youth. **ADOLESCENT BOYS**

- Implement government WASH guidelines, according to which every 25 girls should have access to one functional toilet in school. **ADOLESCENT GIRLS**

- Acknowledge and respect us for our valuable work that keeps the environment clean. **SANITATION WORKERS**
Latha Wavle, sanitation worker from Mumbai ©WIZCRAFT
SANITATION WORKERS
RAG PICKERS AND MANUAL SCAVENGERS

ARE MY CHALLENGES YOUR CHALLENGES?

- Lack of recognition and respect for the role we play in keeping the environment clean.
- Caste based discrimination since we belong to the Dalit community and are seen as untouchables, our work is considered dirty.
- Harassment from the police and other citizens, because we rummage through piles of garbage and are accused of scattering it and creating a mess.
- Lack of recognition by the government.
- Poor condition of toilets: broken doors, missing locks, no electricity and at night, the constant threat of sexual harassment due to the presence of anti-social elements, scarcity of water for cleaning and maintenance of toilets.
- Risk of injuries while sorting garbage due to the presence of needles, broken bits of glass, and other harmful substances, such as acid, and the absence of any safety equipment.
- Lack of clean sanitary materials at the work place forcing female pickers to use dirty cloth if they start menstruating at work.
- We are excluded from society as our work is viewed as impure and dirty. We are not even allowed to touch a vessel used by a different caste as it is considered inauspicious. Because of these rigid caste norms, we are unable to find other job opportunities.
- Our children face discrimination at school because their parents work as manual scavengers.
- We do not know our rights and are unaware of government welfare schemes.

HOW CAN WE OVERCOME THESE JOINTLY?

- Please acknowledge and respect our valuable work that keeps our shared environment clean.
- We need scholarships for our children's education, pensions in old age and health insurance.
- Provide government recognized identity cards for ragpickers that legitimize our work.
- Do segregate all waste at source into dry and wet waste to make our work easier.
- Conduct awareness programmes on our fundamental rights and government welfare schemes.

Our Hopes and Fears: Drawn by sanitation workers at the Summit
Sonia Naik, 13-year old girl from Assam ©WIZCRAFT
ARE MY CHALLENGES YOUR CHALLENGES?

- Social taboos restrict menstruating adolescent girls in both rural and urban areas.
- We do not like to go to school during menstruation due to poor sanitation facilities in school.
- The condition of school toilets and washrooms is bad without water or soap for washing soiled clothes, or space for changing.
- There are no sanitary materials in school for an emergency.

HOW CAN WE OVERCOME THESE JOINTLY?

- Train SHGs to produce and market cost effective sanitary materials.
- Educate all adolescents on puberty and menstruation in schools with parental consent.
- Implement government WASH guidelines, according to which every 25 girls should have access to one separate functional toilet in school.
- Implement peer education – where older girls mentor younger ones about menstruation.
- Educate all boys on menstruation so they can support girls.
- “We need to know more about how to dispose our used pads and cloths safely.”

“When I was 12, I got my first period, I was not aware of what’s happening to me. So, I shared it with my mother. She told me now this will happen every month and she gave me a cloth to use. She asked me to stay in a separate room for five days, provided me a bed and I was only allowed to eat fruits and biscuits. I was not allowed to even have a bath for 5 days. When my periods got over, my parents invited all our relatives and neighbours to celebrate the onset of my menstruation. I felt ashamed and wondered why it’s important to tell everyone. Later, I joined the Girls Club, where, we have weekly meetings and share our problems, issues or concerns, and use theatre as a medium to make people aware.”

- Sonia Naik, 13-year-old girl from Assam
Adolescent boys
©WIZCRAFT
ARE MY CHALLENGES YOUR CHALLENGES?

- No or poor quality toilets in schools and colleges.
- The school toilets are poorly maintained, unhygienic and foul smelling.
- There is inadequate water in toilets.
- Very few boys wash their hands regularly.

HOW CAN WE OVERCOME THESE JOINTLY?

- Provide separate toilets for girls and boys in schools.
- Mobilize youth to work with local governments as well as schools/colleges on SBM.
- Use social networking to spread awareness among the youth.
- Integrate SBM into the school curriculum to create awareness.
- Use mass communication to raise awareness—nukkad nataks, rally, radio, etc.
- Focus on children – both in schools and out-of-school as ambassadors of SBM.
- Educate boys on menstrual hygiene management so they can support and prevent teasing of girls in schools and colleges.

“My friend’s grandfather lives in the village and used to defecate in the open because he did not have a toilet in his house. My friend explained to him the dangers of open defecation and persuaded him to build a toilet. Today he has changed his habit and uses the toilet in his home.”

- Vikrant, 18-years old, Pune
Leaving no one behind in Swachh Bharat

TRANSGENDER PERSONS

ARE MY CHALLENGES YOUR CHALLENGES?

- We are not accepted because of our sexual identity by our family, society and service providers.
- We are denied basic services as well as livelihood opportunities even if we are educated.
- Almost no one understands who a transgender person is and what his/her needs are.
- Due to the lack of toilets in their homes, we have to either use community toilets or opt for open defecation. Some use the toilet in train coaches parked at nearby railway stations.
- Public toilets are meant for men or women. Transgender people face a dilemma whether to use the toilet for men or for women. In the men's toilet, we are molested or sexually violated, whereas in women's toilets we are ridiculed and abused.

HOW CAN WE OVERCOME THESE JOINTLY?

- Sensitize the public, service providers and policy makers and build their understanding of transgender issues.
- Involve the transgender community in SBM as a resource that can contribute to raising awareness on sanitation and hygiene and create a demand for household toilets.
- Include transgender issues in IEC materials so as to sensitize everyone on our challenges.

“Our key aspiration is to be accepted by society, to be integrated into mainstream society and have access to clean sanitation facilities.”

“We are literate and can contribute to the Swachh Bharat Mission by making people aware of the importance of sanitation and hygiene. We have the skills; we just need the opportunities.”

- Sonalee Chaukekar, Accountant at Kinnar Maa Trust
5. ELDERLY PERSONS

ARE MY CHALLENGES YOUR CHALLENGES?

- We do not have adequate facilities to maintain safe hygiene and sanitation with dignity.
- Facilities are inconvenient; we often walk long distances at night to relieve ourselves in the bushes.
- We are not respected as human beings with experience who can be change agents.
- There are too few community toilets in urban chawls resulting in long lines and waiting periods. This is especially difficult for us. We have weak bladders and suffer from incontinence.
- Even though we pay fees we are not represented on management committees in slums.
- Poor sanitation conditions in slums: broken sewer lines, open drains and overflowing garbage vats with no lids, many flies and foul smell.
- No water facilities and lack of overhead storage tanks. We have to store and carry our own water to the toilet.
- Inappropriate toilet designs: The toilets are all Indian style. It is not easy for the elderly with knee problems. It is difficult to sit down and even more difficult to get up after sitting. The commode is at a high level. There are steps leading to it but no support to help us climb.

HOW CAN WE OVERCOME THESE JOINTLY?

- We can play a catalytic role in our communities;
- We can serve as Ambassadors for the Swachh Bharat Mission.
- There should be separate toilets for senior citizens in urban slums so that we do not have to wait in long lines to use the toilet.
- Toilets should be designed keeping the specific needs of the elderly in mind.
- We must be included in SBM processes, such as triggering, as well as in slum management committees and other decision making forums.

Illustration of the hopes and fears of elderly persons
Heena Jhala, a 23-year old student from Devas, Madhya Pradesh ©WIZCRAFT
PERSONS WITH DISABILITIES
VISUALLY AND HEARING IMPAIRED

ARE MY CHALLENGES YOUR CHALLENGES? (visually impaired)

- Visually challenged girls are often pressurized by their families to have a hysterectomy and remove their uterus once they attain puberty so as to avoid menstruation and pregnancy.
- In rural India, visually impaired girls have to defecate in the open as there is not enough space for toilets in the house. This often poses a risk as there are stray animals and insects that we cannot see.
- “We often step on and trip over accumulated garbage on the road as we cannot see it”.
- Open drains are dangerous for everyone but especially for us as we can easily slip into them.
- There is an assumption that the visually impaired cannot keep the toilet clean. We are often blamed if the school or hostel toilet gets dirty, even if we are not at fault.
- We are badly affected by toilets and bathrooms with broken doors and latches.

HOW CAN WE OVERCOME THESE JOINTLY? (hearing impaired)

- Public toilets should have sufficient visual indicators and signboards as deaf people cannot ask directions to locate toilets.
- Sanitary napkins and soap should be freely available in all public toilets.
- All toilets should have lights in and outside the door when occupied so that the deaf can see and do not have to rely on knocking or verbal communication.
- Standardize toilet design and ensure dustbins in every toilet.
- Integrate all disabilities in disaster management programmes.
1. **SANITATION WORKERS**

For many of us, this was a memorable experience because it was the first time we had an opportunity to discuss our issues in a forum like this.

I come from a small village where daughters-in-law are not allowed to go out and talk to strangers. At the summit, I was so scared to speak out in the beginning. But then I saw my peers speaking and I was encouraged to do the same. I raised my hand, took the mike and spoke in front of so many important people. And then I was invited to join all the important people on the stage to light the lamp. How can I explain how I felt... I have no words to describe my emotions.

2/3. **ADOLESCENT BOYS & GIRLS**

The Action Summit was memorable because it was the first opportunity to discuss these issues in a large forum.

Interactions with the transgender community left a deep impression. People are normally scared of transgender people, but this was an opportunity to interact, get to know them and realize that they are like anyone else.

4. **TRANSGENDER**

We have also learned about the need to speak out and mainstream our concerns into the community and society at large.

Our voices can help create acceptance, unity and togetherness and inclusivity of marginalized groups without stigma, discrimination and harassment. We expect to see a more transparent Swachh Bharat approach integrating these multidimensional elements.

5. **ELDERLY**

We learned that senior citizens can play a catalytic role in the community, and be Ambassadors for the Swachh Bharat Mission. Everyone needs to realize that they have a responsibility to keep the environment clean and not to spread garbage so that it is easier to collect. From now on we will communicate with family and friends and mobilize them to keep the environment clean.

It also brought our menstrual hygiene challenges to the forefront and encouraged everyone to discuss the matter openly and resolve the issues related to it.

6. **VISUALLY IMPAIRED GIRLS**

It was an overwhelming experience with a lot of learning. Meeting other people from a variety of backgrounds and interacting with them was an exceptional and memorable opportunity.

The Action Summit helped us to understand that the Swachh Bharat Mission can go beyond cleaning households and surroundings. The Action Summit aimed to break taboos and stigmas that result in some people being denied sanitation.
Inspirational moments

I come from a small village where daughters-in-law are not allowed to go out and talk to strangers. At the summit, I was so scared to speak out in the beginning. But then I saw my peers speaking and I was encouraged to do the same. I raised my hand, took the mike and spoke in front of so many important people. And then I was invited to join all the important people on the stage to light the lamp. How can I explain how I felt… I have no words to describe my emotions.

The Action Summit helped us to understand that the Swachh Bharat Mission can go beyond cleaning households and surroundings. The Action Summit aimed to break taboos and stigmas that result in some people being denied sanitation. We have also learned about the need to speak out and mainstream our concerns into the community and society at large.

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INTERACTIONS WITH THE TRANSGENDER COMMUNITY LEFT A DEEP IMPRESSION. PEOPLE ARE Normally scared of transgender people, but this was an opportunity to interact, get to know them and realize that they are like anyone else. Our voices can help create acceptance, unity and togetherness and inclusivity of marginalized groups without stigma, discrimination and harassment. We expect to see a more transparent Swachh Bharat approach integrating these multidimensional elements.

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We learned that senior citizens can play a catalytic role in the community, and be Ambassadors for the Swachh Bharat Mission. Everyone needs to realize that they have a responsibility to keep the environment clean and not to spread garbage so that it is easier to collect. From now on we will communicate with family and friends and mobilize them to keep the environment clean. It also brought our menstrual hygiene challenges to the forefront and encouraged everyone to discuss the matter openly and resolve the issues related to it.
Amina J. Mohammed, Minister of Environment of Nigeria and Chair of WSSCC
©WIZCRAFT
FACILITATORS

OUR KEY TAKEAWAYS FROM THE SUMMIT

- Inclusion is not just about sharing knowledge, but also about creating opportunities for girls to speak and be heard.
- Solutions towards inclusive sanitation progress are not easy, a straight jacket approach will not work, we need to really invest time and resources to come up with agency and location specific solutions.
- There is a need to have forums as the Action Summit to address fundamental issues from communities to accelerate the Swachh Bharat Mission.
- Hearing from marginalized communities at the Summit deepened our conviction that none other than the direct voices can create such huge influence on the minds of the decision makers/practitioners.
- We learnt about many other organizations’ areas of focus and different groups such as women, adolescent girls, blind and deaf persons, transgender community for the first time.
- The Action Summit reaffirmed the power of girls as change makers.
- We will be able to overcome the social stigma around MHM that distances girls from their families and friends at a very early age and deters their overall growth to a great extent through conversations such as these.

HOW WE WILL MOVE FORWARD

- We will integrate LNOB into future work plans at the district level.
- We will use the knowledge gained on MHM to create awareness on such practices and the harm they inflict to our societies and nation building.
- We would like to organize similar forums within our community to foster worthy discussions around the goals of the Swachh Bharat Mission to include everybody in a partnership to attain Swachh Bharat.
- “I see SBM” as an opportunity to engage with young people and help them have a voice in the SBM. With some external support they can discuss on platforms at a regional and sub regional levels... this can also build their capacity as future leaders in the sanitation space.”

GOVERNMENT

OUR KEY TAKEAWAYS FROM THE SUMMIT

- We really appreciate this initial sharing and are keen on partnerships.
- We need to understand better the needs of transgender persons.
- The administration should try to include the needs of under-privileged people at the inception of programme planning, through consultations, and by bringing stakeholders together to identify the hygiene needs of marginalized populations, including transgender, elderly people, and orphans.
- There should be a separate module for Information, Education and Communication (IEC) activities to address the needs of under-privileged populations.
- The Swachh Bharat Mission should involve everyone in collective behaviour change
- “On a personal level – I am going back with an open mind and will discuss with all stakeholders.”
- We need to expand and work more heavily in villages.

HOW WE WILL MOVE FORWARD

- We will try to change the current implementation strategy of SBM and use these ideas to design programmes, starting with discussions at the inception stage with village people then to district and state level, in particularly to meet the needs of excluded people.
- We will focus on meeting the needs of the elderly population and people in rural areas.
- There is need to address the problem of disposing of the solid waste in villages as it is a major part of SBM, including low cost technologies to dispose solid waste materials.
Leaving no one behind in Swachh Bharat

PRIVATE SECTOR

OUR KEY TAKEAWAYS FROM THE SUMMIT

- The issues go beyond constructing toilets. We must address the cultural and behavioural issues that keep people marginalised.
- Policy into action is possible and such platforms provide the right opportunity through a participatory approach.
- Toilet design and construction must address the needs of everyone – including elderly and disabled.

HOW WE WILL MOVE FORWARD

- We will continue to focus on an investment-based approach to sanitation and hygiene, expand our business, identify partners and opportunities to collaborate, and promote waste management at a grass roots level.
- We are keen on engaging in advocacy, policy dialogue through national and state joint action models, policy influencing, and interacting with government to scale up.
- We will include MHM into our programmes, collaborate on policy dialogue, advocacy and implementation.
- We will focus more on total inclusion through awareness and behavioural change.
- We would like to work with the elderly population.

“For the first time in India, there was a Summit that focused on bringing all stakeholders and marginalised groups together for total inclusiveness and quality of sanitation. It also encouraged the lifecycle approach to provide WASH facilities to everyone.”
- Pratyush Panda from ACC Limited

“Good effort to bring a very large, diverse group of people across multiple regions in India and providing a platform to share their views and move collaboratively on SBM.”
- Bhagvath Chandra, Intellecap

“The marriage of ways of working and interests of Government, NGOs and Private sector is a big challenge. This is a great start towards making it happen to achieve the SBM goals. The action summit brought various stakeholders from marginalised groups, private, public and non-profit sectors together – more of these events are required.”
- Sachin Joshi, Ekam Eco Solutions
• Need for respect and human dignity for the vision impaired.
• Redefine normal, integrate impairments into how we think of sanitation.
• The media plays a critical role. How can it contribute and Leave No One Behind by raising awareness with direct voices?
• We must clean up our minds to see everyone as equal. The better off have to work on their mindset and treat everyone as human beings.
• Redefine IEC. Can we also communicate in sign language?
JOINT ACTION TO ACHIEVE SUSTAINABLE BEHAVIOUR CHANGE WHILE Leaving No One Behind

Led by Mr Vikram Chandra, CEO, NDTV, the closing panel brought together voices from various constituencies represented at the summit to discuss the components needed to achieve sustainable behaviour change in sanitation and hygiene in India. During the discussions, Ms. Heena Jhala, a 23-year old student from Devas in Madhya Pradesh, spoke about sanitation challenges faced by visually impaired people and the need to treat all individuals with dignity and respect. Mr. Shekhar Singh, CEO of Sindhudurg District in Maharashtra, shared some of the successes from the district, mentioning that the elderly have responded well to behaviour change triggering and that it created a positive effect on the community.

Dr. Ashish Srivastava, District Magistrate, Udham Singh Nagar, Uttarakhand, and Ms Kavitha, Project Director, District Rural Development Agency, Salem, Tamil Nadu shared details on government efforts at all levels to engage citizens in the Swacch Bharat Mission, and highlighted the need for better data, outreach and technical expertise. Dr. Chris Williams, Executive Director, WSSCC shared some insights from the development partner perspective, stating: “Total Sanitation means EVERYONE in the community”. A Clean India can only be achieved by engaging each individual, whatever their age, gender, socio-economic status or physical abilities. Ms. Sushila Sable, President, Parisar Bhagini Vikas Sangh, a representative voice of sanitation workers, spoke passionately about the need to include sanitation workers in the discussion, especially given their expertise. Summit participants engaged actively in the panel discussion bringing in their ideas on how best to engage the media, sharing a success story from a disabled ODF village activist, and ending with a call to action from a member of the transgender community: “We must clean up our minds in order to see everyone as equals!”

A fitting finale to the honest, passionate and constructive conversations was provided by the closing remarks of Ms. Poonam Mahajan, Member of Parliament, Mumbai, North Central, and Amina J. Mohammed, Minister of Environment of Nigeria and Chair of WSSCC. Both speakers called out to all participants to end stigma and discrimination in any form: “If any man imposes restrictions on you when you are menstruating, tell them you are alive because of this!” exclaimed Ms. Mahajan, when discussing the shame Indian women and girls experience due to their menstruation. She called for direct personal accountability: “If you push your daughter away during periods, don’t dream of a clean India with that unclean mind.” She extolled the astonishing number of latrines that have been constructed since the launch of the SBM, and noted that there was more work to be done by all to achieve a Clean India.

Minister Mohammed congratulated all the participants on this constructive exchange about challenges and solutions and closed with a message of dignity and equality: “We have to do more than just provide toilets. Stop thinking poorly for the poor; think ambitiously for the poor!” She applauded the work of the Government of India, stating: “Leadership matters. If India can do it, so can the rest of the world!”
MORE SUMMIT STORIES ONLINE

Watch this short video outlining the purpose and outcomes of the Sanitation Action Summit.

bit.ly/SASstorify
Read and explore tweets and photographs from the Summit in Mumbai.

wsscc.org/actionsummit2016