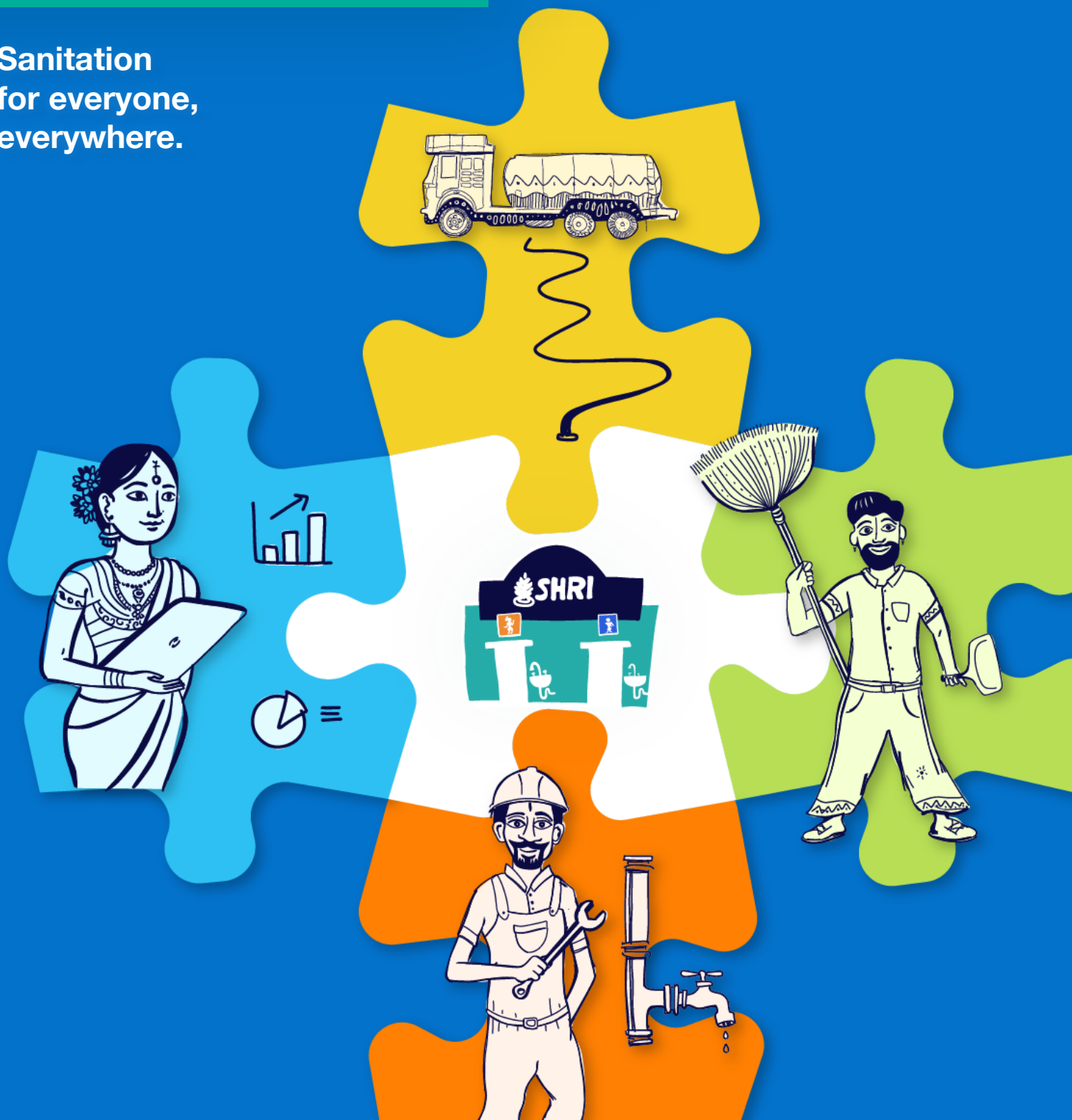


Sanitation & Health Rights in India

ANNUAL REPORT 2023 >

Sanitation
for everyone,
everywhere.







From the leadership team

Welcome to the Sanitation & Health Rights in India (SHRI) annual report. We are delighted to share our updates from the past year with you. In 2023, our team put together the puzzle pieces that will allow us to provide professionalized sanitation services at community toilet facilities throughout India. We formalized our operational procedures, strengthened our data collection systems, and hired and promoted key staff members all of which are key to providing essential sanitation services.

Taking these steps reaffirms our commitment to the idea that India's poorest and most marginalized deserve the highest quality public health services, in this case, sanitation. Our goal now is to scale these services to other communities where people continue enduring sub-standard and inadequate sanitation conditions. As a leadership team, we are thankful to each of you for helping us get to this point, and for supporting us as we advance our mission.



Anoop Jain
Founding Director



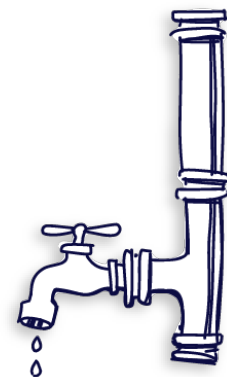
John Ikeda
Board Chair

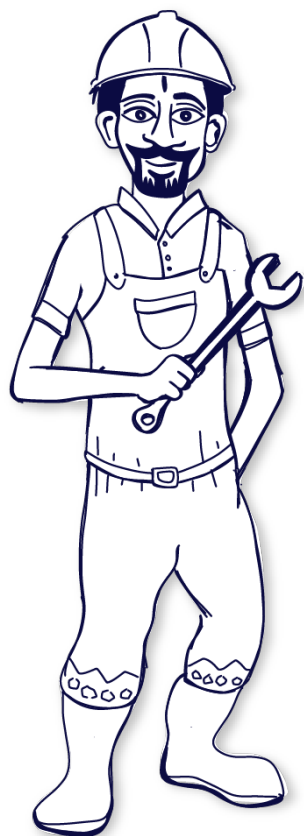


Consistent high-quality service delivery over time

SHRI Improves Sanitation Access

SHRI's mission is to serve India's poorest and most marginalized communities by providing access to high-quality shared sanitation facilities. India's poverty-stricken households are unable to build private toilets because they cannot bear the upfront cost of construction, and they often lack sufficient dwelling space to house one.





Communities deserve
high-quality shared
sanitation services.



On July 10th, 2024, SHRI's first facility, Nemua in Bihar's district of Supaul, will turn ten years old. Since opening, this facility has been used over 2.4 million times. For ten years now, children, women, and men in this community have found this facility reliably open and high-quality and have come to depend on this facility for their sanitation needs. That this facility has been able to provide consistently high-quality sanitation services for ten years underscores SHRI's commitment to professionalizing sanitation

service delivery. Building public health infrastructure is often easy. However, ensuring this infrastructure is able to provide high quality services over time is much harder.

In 2022, we began implementing a digital system for tracking quality, use, and cost indicators at the facility level on a daily basis. These data are presented on SHRI's online dashboard (www.data.sanrights.org) that is open to the public. SHRI's big goal in 2023 was to demonstrate the viability

of this system at a larger scale. At the end of 2022, only 5 facilities were displayed on SHRI's dashboard. By the end of 2023, there are now 14 facilities on SHRI's dashboard. This is a testament to the fact that over the past year, we have systematized our efforts to train and equip staff to track and monitor quality, use, and cost metrics.

Working with the government

Acknowledging the myriad barriers to private household toilet ownership, India's government has built over 600,000 community sanitation facilities in the past ten years. However, the government has provided very little guidance on how these facilities should be maintained, leading them to become dysfunctional and unused over time.

In 2023, the local government in Jharkhand started asking us to take over these government-built shared sanitation facilities. We took over three such facilities in 2023 in two different communities, Kasmar and Jaridih. Each of these facilities is now fully functional and being used hundreds of times per day.

Now, SHRI is planning to work with government and other stakeholders to further this strategy of taking over

government-built facilities that need operating and maintenance systems to keep them online so that the sanitation needs of India's poorest are met.

Moving forward, we will also work with the government to provide fecal sludge management (FSM) services. Doing so is an essential step to ensuring that waste is hygienically treated and disposed of. In doing so, not only will we be providing people with a safe and hygienic toilet, but we will also help ensure that the waste from these facilities is properly managed, a necessary step in strengthening local sanitation systems.



Working with Tech4Dev



Our partnership with Tech4Dev has positioned SHRI to scale in 2024 and further. Tech4Dev is an organization that works with not-for-profits like SHRI, to streamline and automate their data systems. We worked with their expert team to automate our data streams. Previously our data was manually uploaded to the dashboard, now the dashboard is updated automatically which reduces error, improves reliability, and allows our staff to focus on other aspects of facility management.

In 2023 we also installed automatic people counting machines in our facilities. This enables error-free and precise data on use. These data are automatically uploaded to our dashboard, through the software system we built in partnership with Tech4Dev.



Learn more

ProjectTech4Dev.org





Mission 50 – Our next step in strengthening systems

Providing high quality sanitation service delivery to millions of people over time, partnering with the government, and automating our data systems have helped position SHRI for much larger scale. More specifically, the government in Jharkhand, one of the states where SHRI operates, has approved the handover of 50 government-built facilities. This means that SHRI will take over the operations of these 50 facilities, hiring staff from the local communities to manage and maintain them, and deploy our O&M and M&E systems to track and maintain facility quality over time. SHRI will undertake this work over the next 18–24 months.

This year, our team worked to scope out these facilities to better understand what initial renovations are needed, and better understand what communities they would serve. We are now securing the funding from local partners for the renovation of these facilities before we deploy our combined management and operations systems.

50



Professionalizing management

We made several key hires and promotions in 2023 in order to meet the growing demand for our services.

Nitin Kumar has been hired as the Vice President of Operations and Strategy. He helps lead all operations in India and helps manage key government relationships. He has recently graduated with a Master's in Public Administration in International Development (MPA/ID) from Harvard Kennedy School. Prior to this, he has 8 years of experience working with the governments in Bihar and Jharkhand, the states where SHRI operates.

Rajendra Kumar has been hired as a monitoring and evaluation manager in Jharkhand. He helps train facility staff on our data systems and platforms and works with them as well as SHRI's management staff in Jharkhand. He has a decade of experience in M&E and data collection for sanitation systems and services.

SHRI also promoted Anita Kumari and Lajwanti Devi, staff at Basgoda and Basgoda North facilities respectively, to M&E Supervisors. Apart from managing their facilities, they now compile weekly quality reports that are shared with SHRI's management staff. This is aligned with our values of continuous workforce development and equity & inclusiveness.



Nitin Kumar
Vice President of Operations
and Strategy



Rajendra Kumar
Monitoring and
Evaluation Manager



**Read
their
stories**
page 12–13



**Lajwanti
Devi**

**Anita
Kumari**



Practical impact

FACTS & FIGURES | YEAR IN REVIEW 2023

Reviewing the data

SHRI is cost-effectively managing and monitoring sanitation facilities, which is translating into millions of toilet uses. Here is an overview of our 2023 operations.

OPERATING & MAINTENANCE COST

3¢

SHRI spends as little as 3 cents per use in order to operate and maintain a facility.

SHRI provides access free of cost.

Community members do not pay to use facilities, removing any financial barriers to use.

58

Facility staff

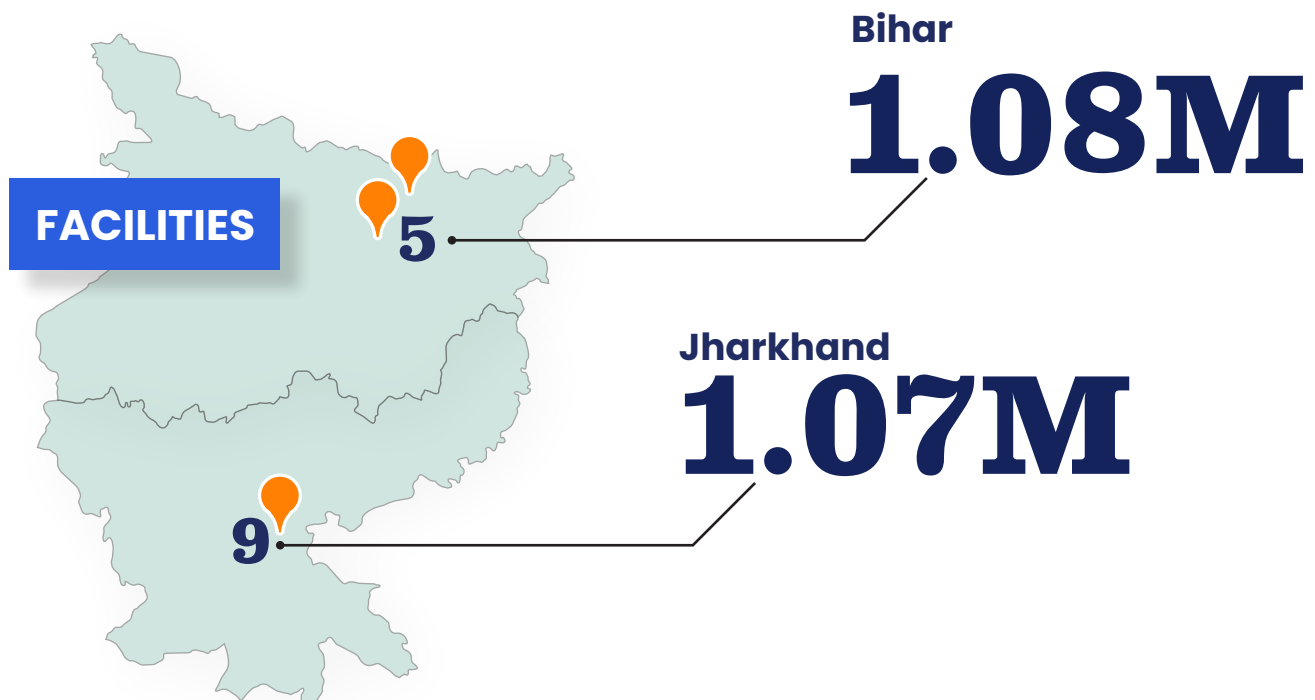
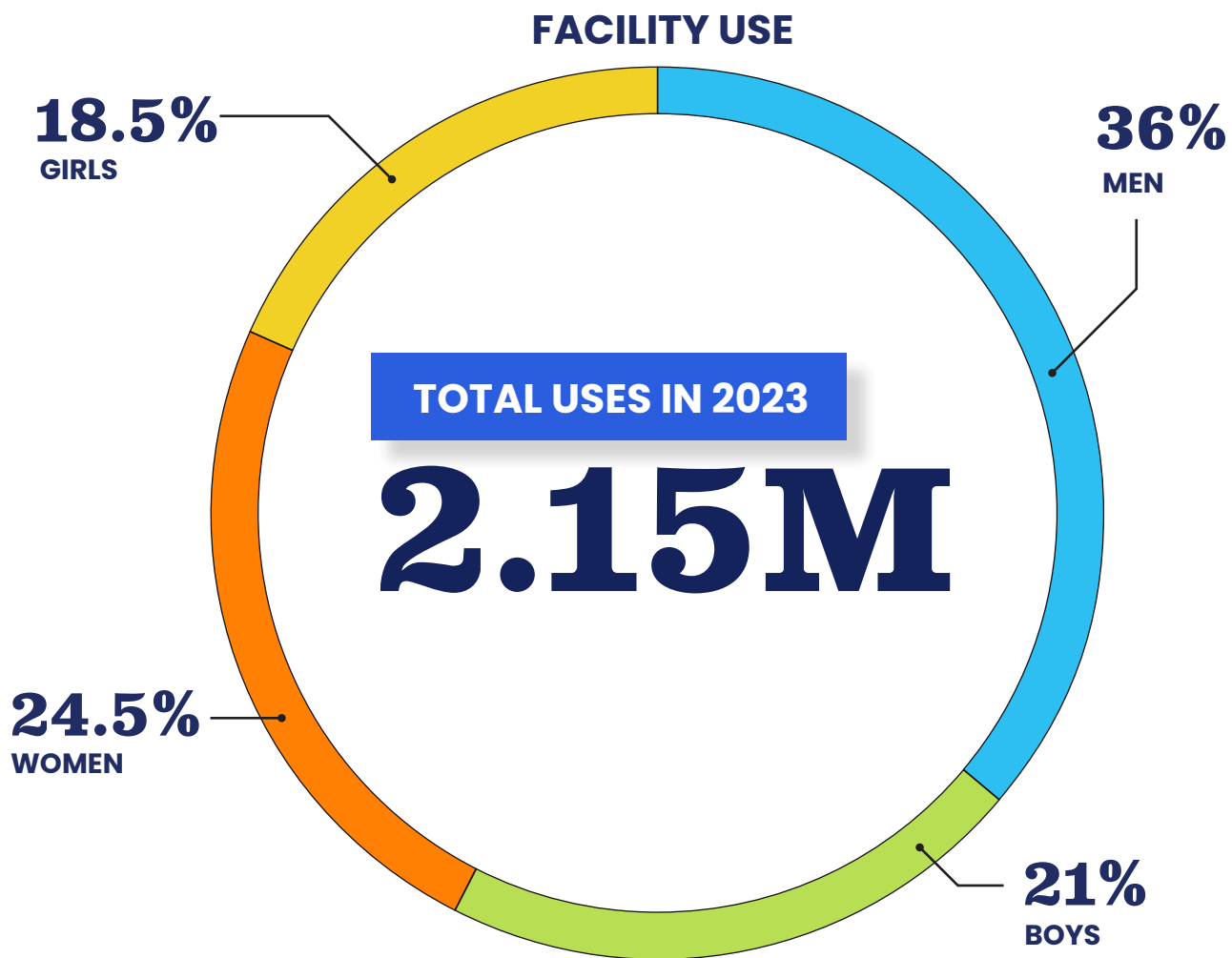
A professional team composed of facility managers, cleaners, plumbers and security guards work across 14 SHRI facilities providing high-quality, safe, and sustainable sanitation access to the community.

FACILITY UPTIME

99.5%

Our tracked facilities were rarely nonfunctional in 2023.

Cost-effectiveness and high facility uptime will encourage government investments in our system.



As a staff of Basgoda North facility and also a resident of this village, I have seen the transformation of the community since July 2022 when this facility was constructed. Before it, the area around the facility was used by everyone to defecate, but now there is a toilet and water filtration plant facility of SHRI and also a playground for children. I consider myself very lucky to be part of this journey to make my community clean and healthy. This has been very helpful for women and girls, who were earlier forced to wait till dark and had fear of going out. Now anyone and everyone can use this facility from 4am to 10pm without any such fear and that too for free, as compared to other similar facilities charging Rs. 5-10 for each use.

Before joining SHRI, I was a community mobilizer of Jeevika Self Help Group women in the village and thus had some experience of working with dozens of women. In SHRI over the last 1.5 years, I have learnt many new things like managing the facility in a manner that it is always clean and hygienic and data entry of facility's use and quality on a daily basis using the newly installed automatic people counting machines, which we used to do on manual registers earlier. As SHRI believes in making everyone know the status of facilities even if one is far away from our village, this also makes me motivated to do my work even more diligently.

In the recent months, I have been promoted to prepare the weekly operations report by working with all SHRI staff of Jharkhand and share it in the Friday operations call with the entire SHRI team. It is because of these several learnings in such a quick span of time, that I am now planning to learn computer and english. I believe it would further enhance me to freely share the operations of facilities with anyone without any language barriers in the weekly call or in any other future work.

When I was asked, what should be the vision for SHRI, by a senior management staff of SHRI on 29th July 2023 (first anniversary celebration of the facility), I said that there should be a SHRI facility like mine in each and every village/city of India so that everyone has access to clean water and hygienic sanitation facility like Basgoda North.

Staff stories



SHRI staff are from the communities we serve. They are experts in facility operations and maintenance, and are committed to making a difference.



My name is Anita Kumari and I live in Basgoda East village of Bokaro. I have been working in this facility of SHRI since December 2022. I like the way we all work together like a family in SHRI to make my community clean and healthy through using this toilet and hand washing on a daily basis. I have learnt the importance of data collection and reporting while working in SHRI where we feed daily use and quality data in tablet so that anyone can see the actual status of the facility at any time.

I become a more punctual person by working in SHRI. More importantly, I have learnt basic electrical and plumbing works, which I had no idea of before joining SHRI and thus can solve such issues in the facility from time to time. This also helps in keeping the facility operational for almost the entire duration of 16 hours (from 5am to 9pm) so that no one is forced to go out especially women and girls like me, thus making our village truly open defecation free.

Most recently, I have gained communication and collaboration skills as I was promoted as a supervisor to collect data of all facilities' use and quality like I maintain for my facility. This helps me to prepare the final weekly operations report with Lajwanti didi and then share it with the entire SHRI team every Friday. In the coming future, I want to continue my learning journey with SHRI so that I can make a difference in the lives of the people around my village and also in the entire world.

**Anita
Kumari** ”

User stories



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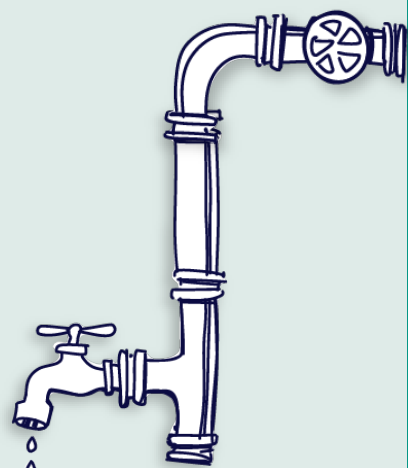
I have been using SHRI's Nemua facility since 2014. Before it was constructed, me and the community of Nemua used to go to the field. I can't even imagine what would happen today if the facility gets closed, especially in cold and rainy seasons, when it is really difficult to go outside in the fields. I still do not have a household toilet and so the only option I have is this SHRI facility. Or, I could use a pay-for-use facility, but that would cost INR 10-20 per use, which I, and many others, cannot afford.

I have realized that using this facility is an important way to ensure cleanliness for the village and for our society. Not only me, but more than 500 people of the village have also changed their behavior similarly, as you can see from the daily use of this facility as well as seeing no one defecating in the field anymore. It has also been possible because it is free to use, is always clean and staff is local as well as cordial.

Mohammad Shamim Allah
Nemua facility (Supaul, Bihar)

”

**SHRI users
deserve
high-quality
sanitation
services**





“

I live in Bela Mushari village of Saharsa district in Bihar, which has around 250-300 households. This community is mostly made up of Mushar families, one of India's lowest caste groups (dalits). Our village name is based on this fact. We never had a household toilet, so we were forced to go out in the open and defecate either in the fields or on the side of the road. But ever since SHRI built this facility almost 6 years ago, this is where we come everyday. We are not charged a fee and the facility is kept clean & hygienic.

This facility has been a boon for all especially the women and girls, as we were forced to earlier go out only in the dark which was difficult, dangerous and felt unsafe. Now using SHRI facility anytime from 4am to 10pm, has ensured that I can use it at any time of the hour, ensuring my safety, privacy and dignity as well as cleanliness of the village.

Lalita Devi

Bela Mushari facility (Saharsa, Bihar)

”

SPECIAL THANKS

To all our talented collaborators who helped create this report, designer Adam Gsellman, and the striking photography of studio: Suryan and Dang.

See more
on Instagram
@SuryanandDang



SHRI

**Sanitation & Health
Rights in India**



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SanRights.org

