

# Sanitation & Health Rights India

ANNUAL REPORT 2022 >



Sanitation for everyone, everywhere.



# From the leadership team

Welcome to the Sanitation & Health Rights India (SHRI) annual report. We are delighted to present you with our updates from the past year. Last year, our time was spent largely on understanding how to make shared sanitation succeed at scale. This has weighty consequences—hanging in the balance is the health and welfare of millions in underserved communities.

The obvious benefits of getting it right: access to sanitation for impoverished communities prevents open defecation and the spread of disease. This is why we have dedicated our time and energy towards building a system that facilitates the delivery of high quality sanitation services that people want to use every single day. We, the SHRI leadership team, thank you for your

continued support and dialog in this critical undertaking as we continue working towards making sanitation a right, not just a privilege.



**Anoop Jain**  
Founding Director



**Helen Pitchik**  
Director of Monitoring & Evaluation



**Prabin Kumar**  
India Director

# Communities deserve

## high-quality shared sanitation services



### 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.

### Reflecting on the Progress

That's why between 2014 and 2022, SHRI raised funds and partnered with the government to build and operate eleven shared sanitation facilities in the states of Bihar and Jharkhand. These sites now serve over 5,000 daily toilet uses, and have created over 50 fair-wage full-time jobs for local community members.

**Sanitation**  
**access & quality**  
**go hand-in-hand**



### **To date, the quality of shared sanitation facilities has been overlooked**

Simultaneous with SHRI program development, India's government launched Swachh Bharat Abhiyan (SBA)—the Clean India Mission. The primary aim of SBA was to help poor households gain access to private toilets through the provision of a financial subsidy. The government helped millions of households build private toilets with this program.

Given that private toilets remain infeasible for so many households, even with the provision of a financial subsidy, the government also built 600,000 new shared sanitation facilities as a part of SBA.

However, the government provided no guidance on how these facilities were to be maintained. This is a critical weak point in the government's sanitation system.

# System strengthening through data

Providing high-quality sanitation services requires strong systems. These systems should be used to regularly monitor and evaluate (M&E) facility performance.

To this end, SHRI has designed an M&E system that captures data pertaining to facility use, quality, and cost. These data are uploaded to an online dashboard that provides real-time insights into the attributes of a given facility.

For example, the dashboard displays quality indicators, such as plumbing and electrical issues, staff attendance, and operating and maintenance (O&M) costs. The dashboard also has time-stamped photos from each facility displaying facility cleanliness and includes data on daily facility use.

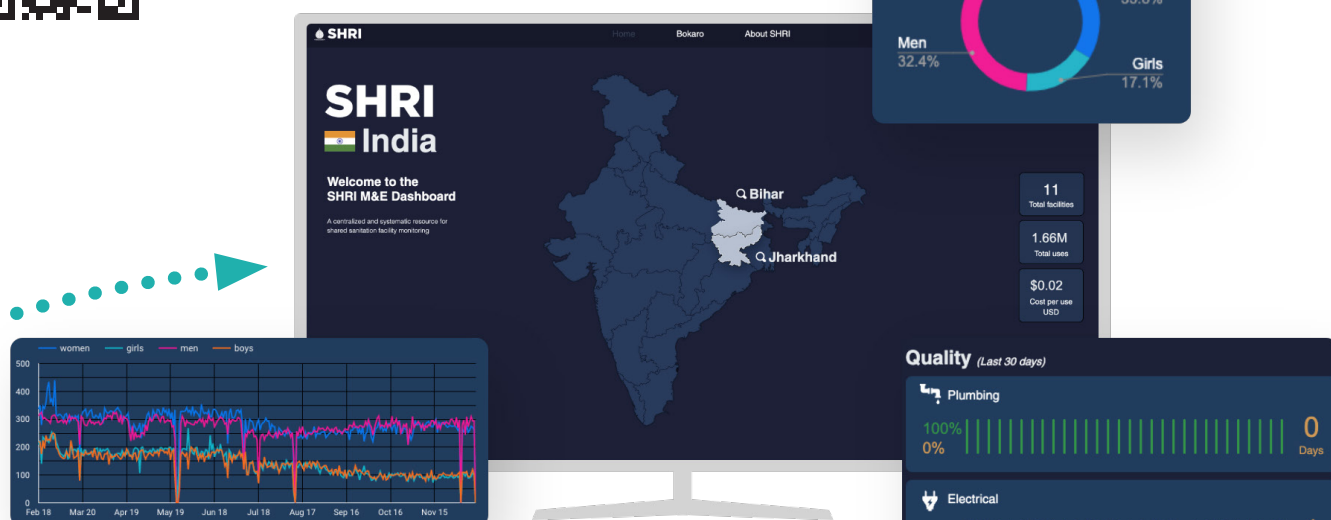
Additionally, this dashboard highlights where a facility is located, when it is open, and how many stalls it has.

These data can be viewed by any stakeholder, including users, and helps ensure facilities meet SHRI's standard of quality and are being used consistently. This M&E system is currently implemented at five out of SHRI's six facilities in Jharkhand.





See live data  
**Data.SanRights.org**



**Data monitoring  
informs maintenance  
resulting in high-  
quality sanitation  
services**

## Strengthening internal and external systems

Monitoring and evaluation has allowed us to strengthen our internal systems to ensure rapid responsiveness to issues. This prevents facility outages, helping us ensure that people have consistent access to well-maintained sanitation.

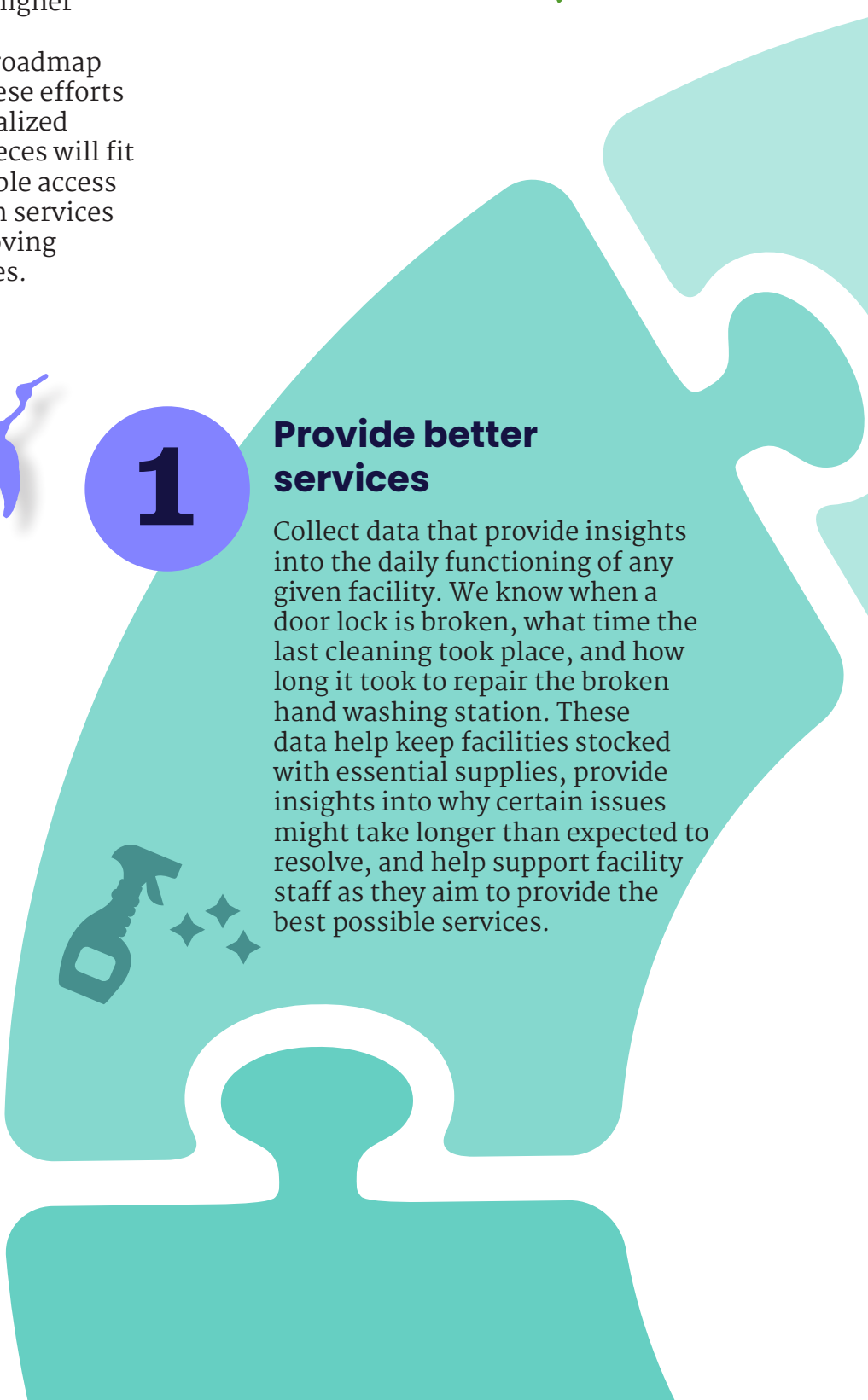
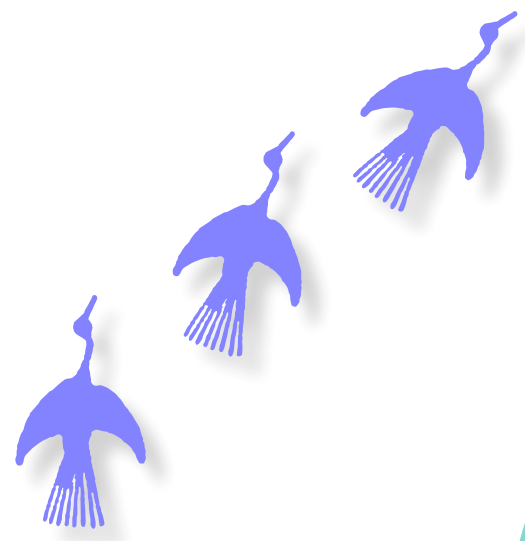
This M&E model can also be applied to existing shared sanitation infrastructure. For example, it can be deployed at the 600,000 government-built facilities throughout India that currently have no provisions for maintenance or monitoring. In bringing this system to government-built facilities, we can help ensure that the people who rely on this infrastructure for their sanitation needs receive consistently high-quality services.





# The impact of system strengthening

Systems strengthening leads to higher quality services in communities, demonstration of impact, and a roadmap for future work. We will focus these efforts throughout India's most marginalized communities. Doing so, these pieces will fit together and result in the equitable access to high-quality shared sanitation services that people deserve, while improving population-level health outcomes.

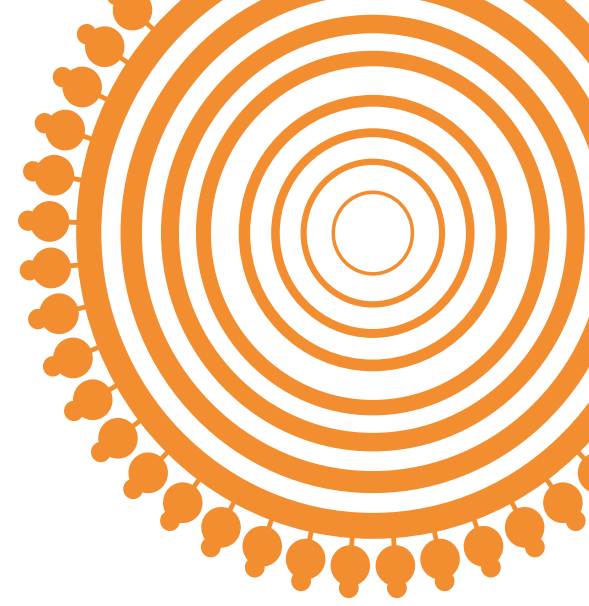


**1**

## Provide better services



Collect data that provide insights into the daily functioning of any given facility. We know when a door lock is broken, what time the last cleaning took place, and how long it took to repair the broken hand washing station. These data help keep facilities stocked with essential supplies, provide insights into why certain issues might take longer than expected to resolve, and help support facility staff as they aim to provide the best possible services.

**2**

## Demonstrate impact

The M&E system has been designed to track use at each facility. More specifically, women and men above the age of 18 are provided with ID cards that they use when they visit the facility. Users under 18 and visitors to the area who don't have ID cards are tracked separately. This helps us understand who is using the facilities and how often they use it. This system will also help us measure reductions in community-level rates of open defecation and improvements in both mental and physical health outcomes.

**3**

## Inform facility construction

Our use tracking system is providing us with insights regarding who in a given community can access our facilities. This understanding is important because it sheds light on the extent to which SHRI facilities are accessible. Thus, we can use our data system to help inform where new facilities should be built so that we can ensure that all women, children, and men have convenient access to sanitation services.



# Equitable sanitation access for everyone, everywhere



# Practical Impact

FACTS & FIGURES | YEAR IN REVIEW 2022

## 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 2022 operations.

### OPERATING & MAINTENANCE COST

# \$1.20

According to our usage and cost data, we spend \$1.20 to operate and maintain a facility per user per month.

### SHRI provides access free of cost.

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

# 50¢

### Goes to fair wage employment

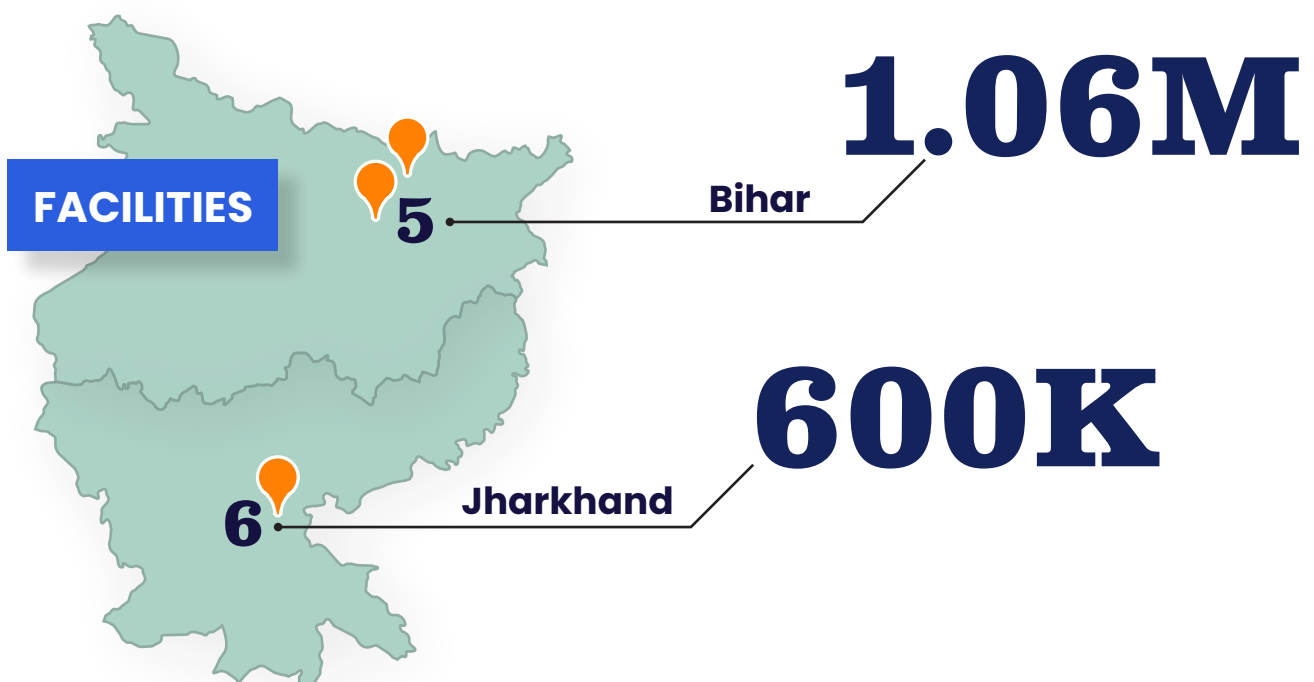
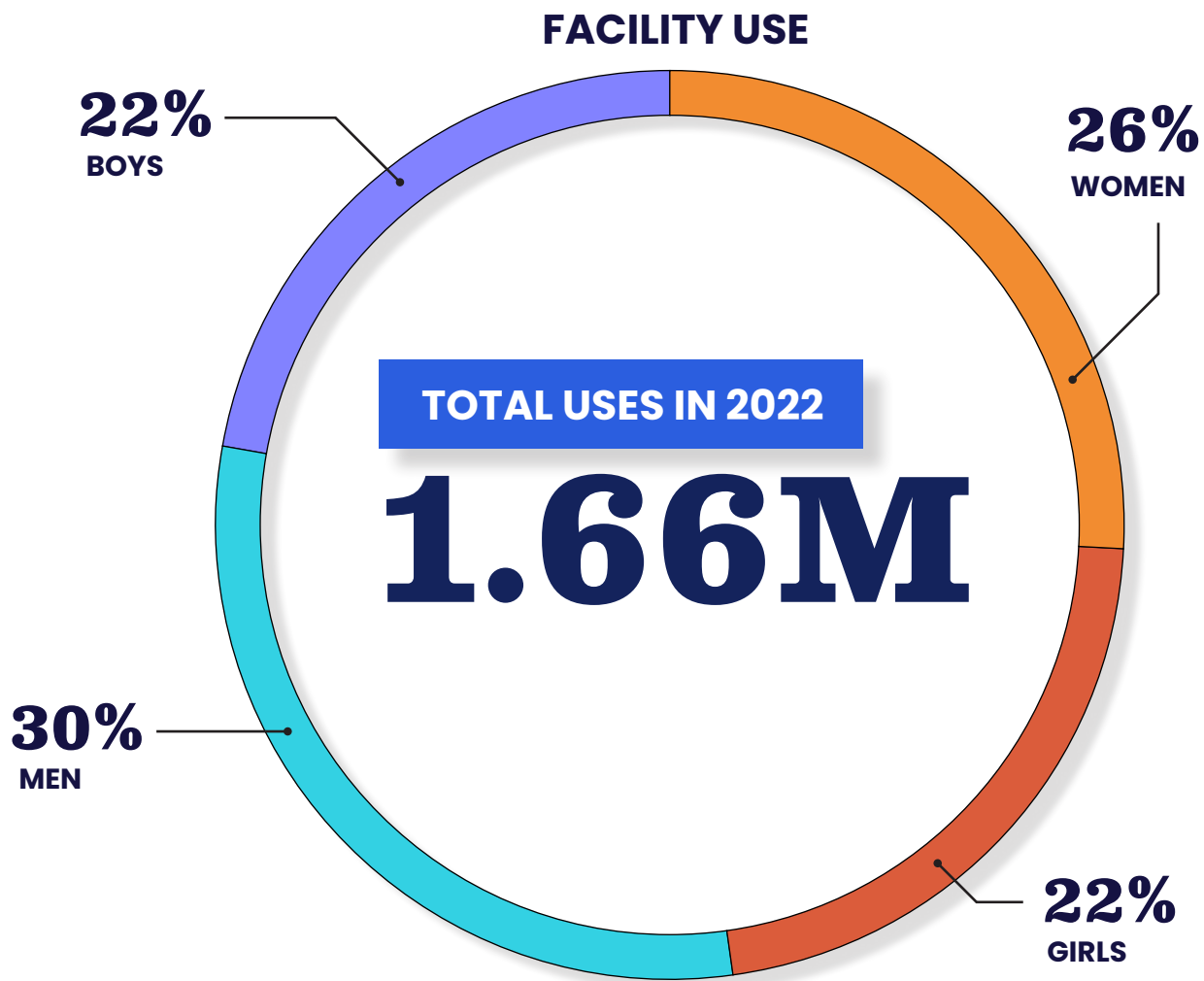
In addition to providing the community with access to high-quality shared sanitation, SHRI creates jobs for community members. Of the \$1.20, 50¢ goes directly to fair-wage employment to community members.

### FACILITY UPTIME

# 97%

Our tracked facilities were rarely nonfunctional in 2022.

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





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

“

I have been working at this new facility for the past five months. This is the first time my community has ever received a sanitation service like this.

I love working here because I can contribute to the mission of the work, and because I know it will be good for my career. I've learned how to collect data, which is a really important part of my job. I can keep track of all the users and also track the condition of the facility.

The data helps us see when the staff are coming, making it much easier for us to plan our work. This allows us to provide good services. Now, because of this facility, the people of this community do not need to go outside to use the toilet.

**Asha**  
Azad Nagar facility staff

”



## SHRI users deserve high-quality sanitation services

“

I've been living here my entire life. Now, I live with my mother, wife, and kids. There are seven people in my home. We don't have a toilet, and so in the past, we had no option but to go out in the open and use a field. But ever since SHRI built this facility, this is where we come. It is free to use, nobody ever asks us for money.

This facility has made our lives much easier, especially during the rainy and cold seasons, when it is difficult to go outside in the open to use the toilet. We used to be afraid to go out in the open. Afraid of the bugs, the darkness. So ever since this facility was built, my family and the entire community has benefited.

Everyone here is poor—they all work to eat. If someone had to go to the bathroom during the middle of the day, everyone could see them. But now, they can go in private and safety.

**Bablu**  
Dundibagh facility user

”



See projects  
on Instagram:  
**@SuryanandDang**

Special thanks to all the collaborators who created this report, especially exceptional photographs by studio Suryan and Dang. To find more about their current projects follow them on Instagram.

# SHRI

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Learn more about SHRI  
**SanRights.org**

