

Year: 2022-2023

COURSE DIRECTOR REPORT

Role of SHGs in providing Urban Service Delivery : with a focus on
Sanitation Services

(22nd & 23rd December, 2022)

Course Director
MANOJ PANDE

Supported by:
National Institute of Urban Affairs (NIUA)

Organized by
Urban Development Cell (CGG)
Dr. R. S. T. Uttarakhand Academy of Administration,
Nainital, – 263 001



Sanitation service chain (source: IRC)

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Role of SHGs in providing Urban Service Delivery : with a focus on Sanitation Services

Date: 22nd & 23rd December, 2022

TRAINING PROGRAMME REPORT

TITLE

Role of SHGs in providing Urban Service Delivery : with a focus on Sanitation Services

PUBLISHER

Urban Development Cell (CGG) Dr. R.S. Tolia UAoA, Nainital

RESEARCH PROJECT

Sanitation Capacity Building Platform

GRAPHIC DESIGN

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ACKNOWLEDGEMENT

We are thankful to NIUA for sponsoring the programme.
Urban Management Center, Ahmedabad and Department of ULBs.

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**TRAINING PROGRAMME ON:
ROLE OF SHGS IN PROVIDING URBAN SERVICE
DELIVERY: WITH A FOCUS ON SANITATION SERVICES**



22nd to 23rd December, 2022

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Abbreviations

AMRUT	Atal Mission for Rejuvenation and Urban Transformation
BIS	Bureau of Indian Standards
CEPT	Center for Environmental Planning & Technology
CSP	City Sanitation Plan
CW	Constructed Wetlands
DPR	Detailed Project Report
DTS	Decentralised Treatment System
ESF	Ecosan Services Foundation
FS	Faecal Sludge
FSSM	Faecal Sludge and Serptage Management
FSTP	Faecal Sludge Treatment Plant
GOI	Government of India
GOM	Government of Maharashtra
IHHL	Individual Household Latrine
IIHS	Indian Institute of Human Settlement
NIUA	National Institute of Urban Affairs
O&M	Operation & Maintenance
OWSSB	Odisha Water Supply & Sewerage Board
PBMC	Port Blair Municipal Croporation
PBC	Pollution Control Board
PMC	Pune Municipal Corporation
RAS	Rapid Assessment Survey
SCBP	Sanitation Capacity Building Program
STP	Septage Treatment Plant
SHG	Self-help Group
SOP	Standard Operating Procedure
STP	Sewage Treatment Plant
SWM	Solid Waste Management
ULB	Urban Local Body

AGENDA

Following is the day wise agenda of the training. A detailed session wise agenda is available in the annexure.

Table 1: Agenda of the Training of Trainers

Day-1 (22.12.2022)		
Time	Topic	Resource Person
9:30 to 10:00 Hrs	Registration of Participants	Course Team
10:00 to 10:15 Hrs	Welcome Address	Director General, Dr. R.S.T. UAoA
10:15 to 10:30 Hrs	Keynote Address	NIUA
10:30 to 10:45 Hrs	Introduction and Pre-assessment of the participants	Sh. Xerxes Rao Urban Management Center
10:45 to 11:30 Hrs	An Overview of SBM (URBAN) 2.0	Sh. Arvind Singh Urban Management Center
11:30 to 11:45 Hrs	Tea Break	
11:45 to 13:00 Hrs	Orientation on DAY-NULM and SBM Convergence program <ul style="list-style-type: none"> Need for DAY-NULM and SBM convergence Components of DAY-NULM &SBM convergence Framework of convergence activities City Assessment Tool 	Sh. Xerxes Rao Urban Management Center
13:00 to 14:00 Hrs	Lunch Break	
14:00 to 15:00 Hrs	Engaging SHGs/ALFs and CLFs into various Sanitation-based livelihoods: <ul style="list-style-type: none"> Orientation on various Sanitation based livelihoods (eg: sanitation mart, O&M of CT/PT,etc.) Modalities for engagement of SHGs (examples from Odisha and Maharashtra, Telangana) Business plan preparation tool 	Sh. Xerxes Rao Urban Management Center
15:00 to 16:00 Hrs	Group activity with focus on: <ul style="list-style-type: none"> Engagement of SHGs in sanitation based livelihoods Enterprise specific training and capacity building needs for SHGs How to make existing procurement rules SHG friendly 	All Participants (5 groups of 6 persons each)
16:00 to 16:15 Hrs	Tea	
16:00 to 16:45 Hrs	Discussion and presentation by each group (5 mins presentation per group followed by 5 minutes discussion)	All participants (5 groups of 6 persons each) Moderated by UMC team
16:45 to 17:00 Hrs	Feedback and wrap up for day 1 Exercise for Day-1 (what are the 2 two projects that you can implement in your ULBs under the convergence program)	UMC&NIUA
Day-2 (23.12.2022)		
10:00 to 10:45 Hrs	Recap of day-1	All participants

	Discussion on the Exercise	
10:45 to 11:45 Hrs	Swachh Bharat Mission: A Jan Andolan: Equity and Inclusion at the heart of Swachhta	Sh. Arvind Singh Urban Management Center
11:45 to 12:00	Tea Break	
12:00 to 12:45 Hrs	Formation of SHGs of persons engaged in vulnerable occupations (Sanitary Workers, Waste Pickers, Transgenders, persons with disabilities, etc.)	Sh. Xerxes Rao Urban Management Center
12:45 to 13:30 Hrs	Role of Community Participation in SWM: Concept and Strategies	Sh. Arvind Singh Urban Management Center
13:30 to 14:00 Hrs	Lunch	
14:00 to 15:30 Hrs	IEC Strategies in Solid Waste Management	Sh. Arvind Singh Urban Management Center
15:30 to 15:45 Hrs	Tea	
15:45 to 16:30 Hrs	Role of convergence in promoting Solid Waste Management (case studies from Odisha)	Sh. Arvind Singh Urban Management Center
16:30 to 16:45 Hrs	Post Assessment of the participants Summing up	UMC Team
16:45 to 17:00 Hrs	Feedback & Vote of Thanks	NIUA & Dr. R.S.T. UAoA

SESSIONS

Proceedings

A training workshop on "Role of SHGs in providing urban service Delivery: With a focus on sanitation services (Day-NULM and SBM convergence), was organised in Uttarakhad Academy of administration for the officials of ULBs between 22nd and 23rd December, 2022. The programme was sponsored by National Institute of Urban affairs and supported by Urban Management Centre, Ahmedabad. The main objective of the workshop was to enhance the capacities of the participants in utilizing the services of the Self Help Groups in Urban Services Delivery with a focus on sanitation services. The workshop aimed to discuss the national and state level policies on SBM and NULM convergence, provide an overview of Swacch Bharat Mission Urban-2.0 and also best practices in the field of sanitation.



The training workshop was conducted in different sessions and various exercises and interactive sessions were conducted with the participants by the faculty of Urban Management Centre, Ahmedabad, Namely Shri Xerxes Rao and Shri Arvind Singh. The following a brief outline of the sessions and their outcomes:



DAY-1st (22.12.2023)

The Inauguration session was chaired by the Director General, Academy Sh. B. P. Pandey who in his welcome address, stressed on the role of communities especially the SHGs in providing the Urban Service Delivery. he informed the participants that as the country has already reached the ODF status the next logical step is to safely treat the collected human excreta and treat it before disposing it into the water bodies



In the session on Role of SHGs in providing urban services, the participants discussed national and state level policies for SBM and NULM convergence. They were also introduced to the capacity building portals and discussions on U-LEARN (www.u-learn.in). The session also focused on various exercises and interactive discussions with the participants.



The objective of the session on overview of Swacch Bharat Mission was to help participants understand the guidelines of SBM(U) 2.0, the new components introduced in the mission and the funding pattern of the National, State and Local Governments. Participants were also given an overview of the components of Swacch Survekshan 2023 and the GFC star rating.



The Group activity focused on the Engagement of SHGs in sanitation based livelihoods, designing of Enterprise specific training and capacity building needs for SHGs . It also discussed as how to make existing procurement rules SHG friendly. The participants were asked to give a group presentation of about 5 mins after the activity.

DAY-2nd (23.12.2022)

The day 2 started with a recap session wherein the knowledge gained from the previous session was revised. The participants were then exposed to DAY-NULM and SBM convergence guidelines and its framework. They were also introduced to the initiatives undertaken for DAY-NULM and SBM convergence which included skill strengthening for sanitation workers and the urban poor and support for livelihood opportunities in sanitation and solid waste management. The participants were also given an overview of capacity building for SHGs and ULBs functionaries and financial support to SHGs for sanitation related activities. Finally, the City Assessment Tool was discussed.



The session on Role of Community Participation in Solid Waste Management aimed to help participants understand the value chain of solid waste management, issues and challenges, and the need for being more knowledgeable about the local context. The participants were also oriented on the need for better organization to identify problems, prioritize, and act. They were also introduced to the importance of being more cohesive and participative and inclusive in their approach to citizen engagement. The session also focused on collectivization and capacity building of community members.



In the session on Formation of SHGs of Persons Engaged in Vulnerable Occupations the participants were given an overview of the steps to form SHGs of vulnerable occupation, handholding support to SHG, and the role of RO, CO, CMMU & SMMU in this process.

The session on IEC Strategies in Solid Waste Management focused on ICC and BCC, strategy for designing IEC, and platforms for IEC/BCC.

The session on Role of SHGs in SWM Value Chain (Case study of Odisha) focused on the role of Self-Help Groups (SHGs) in Solid Waste Management (SWM) Value Chain in Odisha. The session discussed the different aspects of SWM and how SHGs have been engaged in the SWM value chain in Odisha. The session also discussed the roles, responsibilities, and entitlements of Swachh Sathi Supervisors and Swachh Sathis, Wealth Centres, ULB's responsibilities, and the training modules developed for SHGs. The session highlighted the significant role played by SHGs in the SWM value chain in Odisha. The government's initiative to engage SHGs in SWM has created employment opportunities for women and generated wealth from waste. The session emphasized the importance of continued support from the government in providing training and capacity building support to SHGs to improve their efficiency in SWM.



In the valedictory the participants shared their views regarding the programme and the key takeaways. The Director General Academy distributed the certificate and the mementos to the participants and wished the participants well in their journey to make Uttarakhand an ODF++ state.



FEEDBACK

Participants Profile

Gender

Gender	Male	Female
Number	15	04
Percentage (%)	79.00%	21.00%

Age

Age	20-30	31-40	41-50	51-60
Number	01	10	05	03
Percentage (%)	5.00%	53.00%	26.%	16.%

Job Related Information

Job Related Experience	Below 5	5-10	10-20	20-30	30 & above
Number	02	13	02	01	01
Percentage (%)	10.5%	69.%	10.5%	5.%	5.%

Organisation

Department	ULBs
Number	19
Percentage (%)	100%

Post/Level

Post	Executive Officer	Sanitary Inspector	City Mission Manager	Community Organizer	Data Entry Operator
Number	05	03	03	07	1
Percentage (%)	26.%	16.%	16.%	37.00%	5.%

Districts

District	Nainital	Bagerhwar	Champawat	Almora	Udham Singh Nagar	Pithoragarh
Number	04	03	01	02	07	02
Percentage (%)	21.00%	16.%	5.%	10.5%	37.00%	10.5%

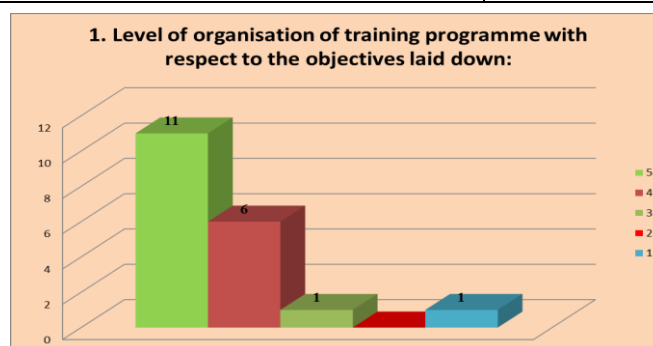
Feedback

At the end of the training programme the participants were requested to provide their feedback both verbally as well in pre- designed forms. While providing their opinion regarding the programme during the valedictory session most of the participants were satisfied with the course content, the structure of the programme, the facilities provide at the academy and the sessions taken by the resource persons.

The feedback forms submitted by the participants were also compiled and analysed, the findings of which are as under.

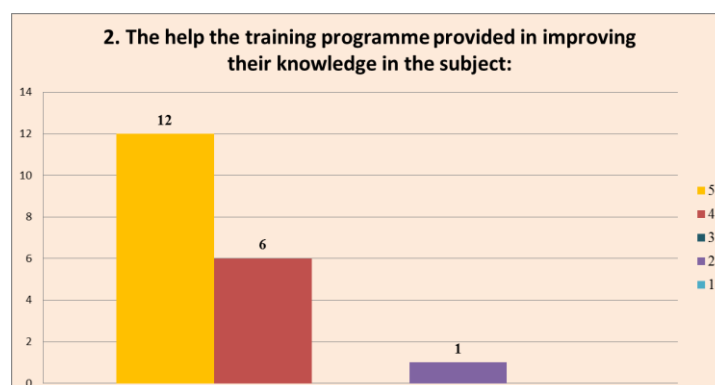
Training Management

1. Level of organisation of training programme with respect to the objectives laid down:		
Rating	Exceeded Expectations (5)	11
	Met All Expectations (4)	6
	Met Some Expectations (3)	1
	Needs Improvement (2)	..
	Did not meet expectations at all (1)	1



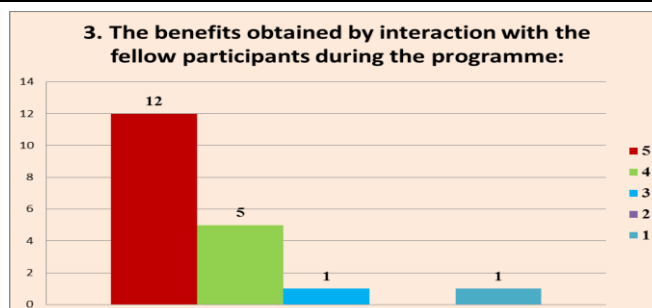
More than 58.00% (11 out of 19) of the participants found the programme to have Exceeded Expectations while 32.00% (06 out of 19) found it to have met All Expectations while 05.00% (01 out of 19) found it to have Met Some Expectations & 05.00% (01 out of 19) found it to have Did not meet expectations at all.

2. The help the training programme provided in improving their knowledge in the subject:		
Rating	Exceeded Expectations (5)	12
	Met All Expectations (4)	6
	Met Some Expectations (3)	..
	Needs Improvement (2)	1
	Did not meet expectations at all (1)	..



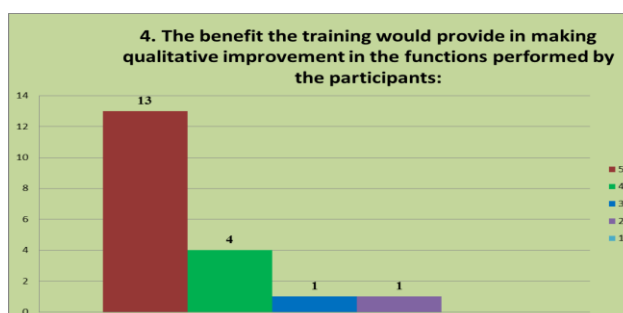
More than 63.00% (12 out of 19) of the participants found the programme to have Exceeded Expectations while 32.00% (06 out of 19) found it to have met All Expectations & 05.00% (01 out of 19) found it to have Needs Improvement.

3. The benefits obtained by interaction with the fellow participants during the programme:		
Rating	Exceeded Expectations (5)	12
	Met All Expectations (4)	5
	Met Some Expectations (3)	1
	Needs Improvement (2)	..
	Did not meet expectations at all (1)	1



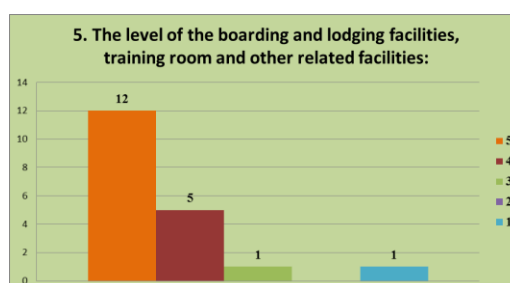
More than 63.00% (12 out of 19) of the participants found the programme to have Exceeded Expectations while 27.00% (05 out of 19) found it to have met All Expectations while 05.00% (01 out of 19) found it to have Met Some Expectations & 05.00% (01 out of 19) found it to have Did not meet expectations at all.

4. The benefit the training would provide in making qualitative improvement in the functions performed by the participants:		
Rating	Exceeded Expectations (5)	13
	Met All Expectations (4)	4
	Met Some Expectations (3)	1
	Needs Improvement (2)	1
	Did not meet expectations at all (1)	..



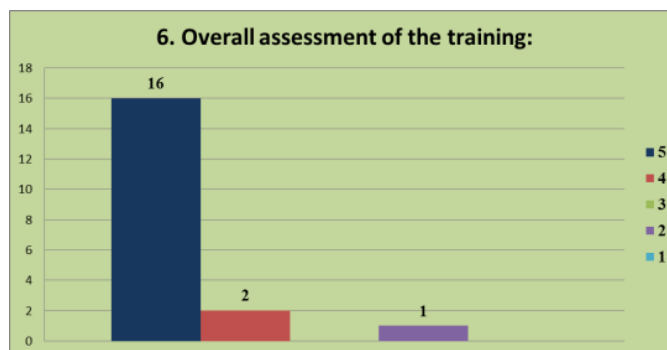
More than 68.00% (13 out of 19) of the participants found the programme to have Exceeded Expectations while 22.00% (04 out of 19) found it to have met All Expectations while 05.00% (01 out of 19) found it to have Met Some Expectations & 05.00% (01 out of 19) found it to have Needs Improvement.

5. The level of the boarding and lodging facilities, training room and other related facilities:		
Rating	Exceeded Expectations (5)	12
	Met All Expectations (4)	5
	Met Some Expectations (3)	1
	Needs Improvement (2)	..
	Did not meet expectations at all (1)	1



More than 63.00% (12 out of 19) of the participants found the programme to have Exceeded Expectations while 27.00% (05 out of 19) found it to have met All Expectations while 05.00% (01 out of 19) found it to have Met Some Expectations & 05.00% (01 out of 19) found it to have Did not meet expectations at all.

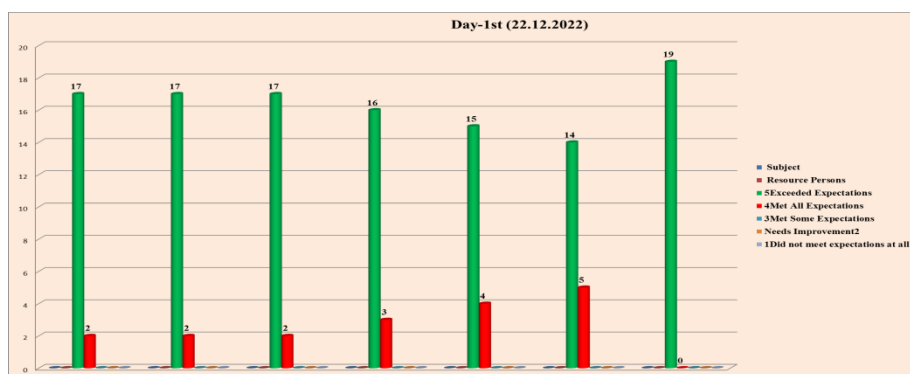
6. Overall assessment of the training:		
Rating	Exceeded Expectations (5)	16
	Met All Expectations (4)	2
	Met Some Expectations (3)	..
	Needs Improvement (2)	1
	Did not meet expectations at all (1)	..



More than 84.00% (16 out of 19) of the participants found the programme to have Exceeded Expectations while 11.00% (02 out of 19) found it to have met All Expectations & 05.00% (01 out of 19) found it to have Needs Improvement.

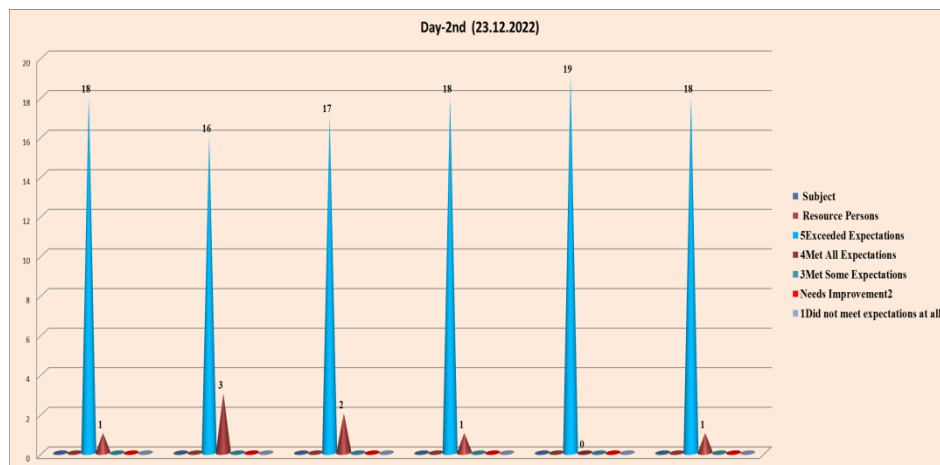
Sessions taken by the resource persons

Day-1st (22.12.2022)						
Subject	Resource Persons	5 Exceeded Expectations	4 Met All Expectations	3 Met Some Expectations	Needs Improvement 2	1 Did not meet expectations at all
Introduction and Pre-assessment of the participants	Sh. Xerxes Rao	17	2
An Overview of SBM (URBAN) 2.0	Sh. Arvind Singh	17	2
Orientation on DAY-NULM and SBM Convergence program • Need for DAY-NULM and SBM convergence • Components of DAY-NULM & SBM convergence • Framework of convergence activities • City Assessment Tool	Sh. Xerxes Rao	17	2
Engaging SHGs/ALFs and CLFs into various Sanitation-based livelihoods: • Orientation on various Sanitation based livelihoods (eg: sanitation mart, O&M of CT/PT, etc.) • Modalities for engagement of SHGs (examples from Odisha and Maharashtra, Telangana) • Business plan preparation tool	Sh. Xerxes Rao	16	3
Group activity with focus on: • Engagement of SHGs in sanitation based livelihoods • Enterprise specific training and capacity building needs for SHGs How to make existing procurement rules SHG friendly	Participants	15	4
Discussion and presentation by each group (5 mins presentation per group followed by 5 minutes discussion)	Participants	14	5
Feedback and wrap up for day 1 Exercise for Day-1 (what are the 2 two projects that you can implement in your ULBs under the convergence program)	UMC&NIUA	19



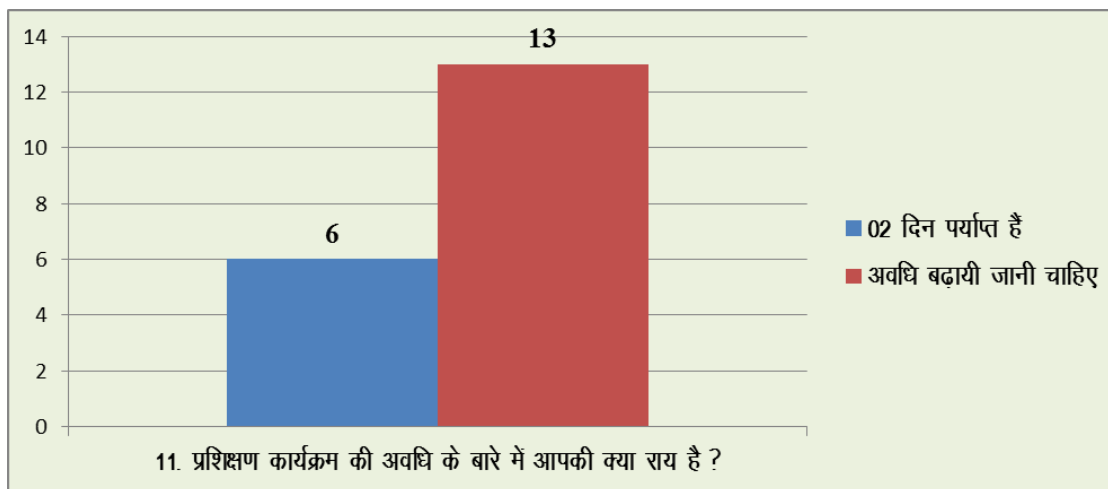
The Exceeded Expectations scores for the 07 sessions were around 86.00 % (115 out of 133×100). The Met All Expectations scores for the 07 sessions were around 14.00 % (18 out of 133 ×100).

Day-2nd (23.12.2022)						
Subject	Resource Persons	5Exceeded Expectations	4Met All Expectations	3Met Some Expectations	Needs Improvement2	1Did not meet expectations at all
Swachh Bharat Mission: A Jan Andolan: Equity and Inclusion at the heart of Swachhta	Sh. Arvind Singh	18	1
Formation of SHGs of persons engaged in vulnerable occupations (Sanitary Workers, Waste Pickers, Transgenders, persons with disabilities, etc.)	Sh. Xerxes Rao	16	3
Role of Community Participation in SWM: Concept and Strategies	Sh. Arvind Singh	17	2
IEC Strategies in Solid Waste Management	Sh. Arvind Singh	18	1
Role of convergence in promoting Solid Waste Management (case studies from Odisha)	Sh. Arvind Singh	19
Post Assessment of the participants	UMC Team	18	1



The Exceeded Expectations scores for the 06 sessions were around 93.00 % (106 out of 114×100). The Met All Expectations scores for the 06 sessions were around 07.00% (8 out of 114 ×100).

11. What is your opinion about the duration of the training programme?	
02 days are enough	6
Should be extended	13



32.% (6 out of 19) believed that the duration of the training programme should be increased while only 68.% (13 out of 19) believed that the duration is satisfactory.

Testimonials by the participants

The table below presents some of the valuable comments that have been shared from the participants in their feedback forms.

S.N.	Name of the Participants	the Organization	Testimonial
1.	Ms. Kehakasha	Nagar Nigam, Kashipur	<ul style="list-style-type: none"> इस प्रशिक्षण कार्यक्रम से बड़ी मदद मिलेगी और SHG और भारत सरकार योजना का लाभ समूह की महिलाओं को स्वरोगार और उनकी आजीविका के लिये लाभदायक और बेहतर किये जायेंगे।
2.	Mr. Balwant Singh	Nagar Nigam, Rudrapur	<ul style="list-style-type: none"> पर्यावरण संरक्षण
3.	Mrs. Urmila Bisht	Nagar Palika Parishad, Bageshwar	<ul style="list-style-type: none"> निकाय स्तर के अध्यक्ष/सभासद/अधिकासी अधिकारी /सी.एम.एम. को एक साथ बुलाकर प्रशिक्षण देना ताकि यह प्रशिक्षण कार्यक्रम धरातल पर कार्य कर सके एवं Day NULM व SBM को निकाय स्तर पर कार्यरत CMM टीम को दिये जाने की जानकारी। इसी तरह समय-समय पर प्रशिक्षण कराये जाये। SHG के माध्यम से, IEC के माध्यम स्वच्छ सर्वेक्षण/ SBM की पूर्ण जानकारी उत्तराखण्ड के प्रत्येक निकायों के मेयरों/अध्यक्षों/ पार्षदों/सभासदों व SBM, NULM में कार्यरत स्टाफ को प्रशिक्षण दिया जायें। SHG को SWM में सहभागिता कराकर। स्कूल बच्चों के साथ प्रोग्राम करके। वार्डवासियों के साथ IEC करके।
4.	Mr. Manish Kumar Chaudhary	Nagar Panchayat, Dwarahat	<ul style="list-style-type: none"> SHGs or ULB Boards की भागीदारी। IEC
5.	Mrs. Mamta Arya	Nagar Nigam, Rudrapur	<ul style="list-style-type: none"> स्वयं सहायता समूहों को SBM के अन्तर्गत रोल मॉडल बनाना। जो दिव्यांग SHG बनाये जायेंगे उनके लिये किस प्रकार प्रशिक्षण या कार्य उपयोगी हो सकता है। ये जानकारी अति आवश्यक है। इस प्रकार के प्रशिक्षण में जनप्रतिनिधियों को भी प्रतिभाग कराना आवयक है। तमिलनाडु, तेलंगाणा एवं उड़ीसा का जो उदाहरण रखा गया व प्रशिक्षण का मुख्य केन्द्र है।
6.	Mr. Mohd Jafar	Nagar Nigam, Rudrapur	<ul style="list-style-type: none"> अपने निकाय के बोर्ड के साथ विस्तार से जानकारी प्रदान कर एवं SHG, NGO, Senior citizen के साथ भी यह जानकारी साझा की जायेगी।
7.	Mr. Jitendra Singh Rana	Nagar Palika Parishad, Nainital	<ul style="list-style-type: none"> समस्त विषय उपयोगी रहे। महिला स्वयं सहायता समूह की महिलाओं हेतु कुछ विषय प्लास्टिक से उपयोगी वस्तुएं बनाएं जाये पर जोड़े जा सकते है। विभिन्न केस स्टडी को ज्यादा दर्शाया जाना व ज्यादा से ज्यादा Group Exercise करवाया जाना। DAY-NULM योजनान्तर्गत गठित महिला समूहों को SBM-2.0 से जोड़कर उनके आजीविका संवर्धन व विकास एवं आर्थिक रूप से उन्हें सशक्त बनाने का प्रयास किया जायेगा।
8.	Mr. Shahid Ali	Nagar Palika Parishad, Jaspur	<ul style="list-style-type: none"> सभी विषय उपयोगी थे ग्राउन्ड स्तर पर कार्य करने में सहायता करेंगे। सिटी सेनिटेशन प्लान, प्लास्टिक वैस्ट आदि। कार्यकारी अधिकारी के साथ-साथ जनप्रतिनिधियों (अध्यक्ष) आदि तथा सफाई नायकों को भी प्रशिक्षण दिया जाना चाहिये ताकि SBM/SWM प्रभावशाली तरीके से क्रियान्वित हो सके। प्रशिक्षण के दौरान बताये गये तरीके तथा उपलब्ध सामग्री की सहायता से कार्य संपादित करेंगे।
9.	Mr. Lalit Mohan	Nagar Palika Parishad, Champawat	<ul style="list-style-type: none"> SHG की आर्थिक स्थिति मजबूत किया जाय। SBM-2.0 से SHG को संमिलित किया जाए।
10.	Mr. Udayveer Singh	Nagar Nigam, Rudrapur	<ul style="list-style-type: none"> SHG/NULM/SBM का समन्वय। उड़ीसा का कार्य। संपूर्ण प्रदेश में एक समान प्रशिक्षण दिया जाय और तदनुसार कार्यवाही की मानीटरिंग भी किया जाना उचित होगा। जनप्रतिनिधियों के माध्यम से।

			<ul style="list-style-type: none"> ● नगर पालिका में अन्य योजना कार्यों का भी प्रशिक्षण दिया जायें।
11.	Mr. Puran Singh Bora	Nagar Palika Parishd, Dharchula	<ul style="list-style-type: none"> ● जनप्रतिनिधियों को SBM व अन्य कार्यक्रम में प्रशिक्षण दिया जाय। अधिक से अधिक अधिकारियों को प्रशिक्षण हेतु बुलाया जाये।
12.	Mr. Raj Kumar Bharti	Nagar Panchayat, Kelakhara	<ul style="list-style-type: none"> ● Implementation of SHG in SWM plan. कार्यक्रम में नगर निकायों में स्वयं सहायता ग्रुप तथा स्वच्छता सर्वेक्षण विषय उपयोगी रहे। ● सभी सत्र ज्ञानवर्धक रहे। ● सिंगल यूज प्लास्टिक को भविष्य में जानकारी देना उपयोगी होगा। ● प्रशिक्षण कार्यक्रम से जानकारी को अपने शहर में वार्ड मेम्बर व पर्यावरण मित्र तथा स्कूल में जाकर जानकारी देगे। व प्लास्टिक के दुष्परिणाम के बारे में जानकारी दी जायेंगी।

Learnings and Way Forward

The role of SHGs is increasingly being recognised as critical for improving the social and economic status of women living in the Urban areas. The services of SHGs can be leveraged in providing Urban Services especially the sanitation services. In order to improve the outcomes MoHUA has released guidelines for convergence of DAY-NULM and SBM wherein the SHGs play a very important role. In order to expose the participants to these guidelines, role of the communities, IEC strategies and best practices around India the training programme was organised wherein officers from different ULBs participated. The programme was conducted in face to face format and the faculties from Urban Management Centre, Ahmedabad provided support towards designing and delivery.

Agenda and Schedule

As the programme was conducted in face to face mode, the interaction between the resource persons and the participants was very high. As the programme was the first in this category, a lot of time was spent in order to design the structure of the programme as well as its content. It is felt that there is a very small role of the SHGs in Urban Service delivery and they mostly contribute to the livelihood generation by small economic activities like creating handicrafts, pickle, jams and sauces etc. The concept of the inclusion of SHGs in services provided by the ULBs was considered to be a novel concept by most of the participants. The structure and content of the training programme was created by very experienced faculty of the UMC, who have supported MoHUA in creating the guidelines.

Content

The content comprises of interactive sessions using PPTs, case studies and group exercise for better understanding of the concept. The purpose of the sessions was to sensitize the participants on the role of SHGs, expose them to the various best practices around India, and inform them of the guidelines and documents on SHGs. As the participants were from Hindi speaking state, the language of communication by the experts was kept mixed with both Hindi and English spoken in the class. The feedback form was also made in Hindi for better understanding. It is felt that the overall module can be translated into Hindi. Exercises/Group Discussion.

Group Discussions were a very important part of the training and focused on engagement of SHGs in sanitation based livelihood, making the procurement rules easy for the SHGs and their capacity building. It allowed the participants to have a deeper understanding of the subject. The participants were also provided an opportunity to provide their presentations where there was a discussion in the presentation by each group.




Resources

The Guidelines, case studies and other relevant information was shared with the participants with help of whatsapp group.

ANNEXURE

Annexure 1:

List of Resource Persons

S.N.	Name of Resource Person	Organization	Role	Profile Photo
1.	Mr. Manoj Pande	DRST, UAoA Nainital	Course Coordination & Moderator	
2.	Sh. Xerxes Rao	Urban Management Center	Lead Trainer	
3.	Sh. Arvind Singh	Ecosan Services Foundation	Lead Trainer	

Annexure 2:

List of Participants

The following table presents the details of the officials, staff with whom we have discussed about the design of Faecal Sludge and Septage Management (FSSM).

S.N.	Organization Name	Nominations	Email ID
1.	ULBs	Mr. Praveen Kumar Saxena	npchilianaula@gmail.com
2.	ULBs	Mr. Puran Singh Bora	E mail: puranbora2019@gmail.com
3.	ULBs	Mr. Shahid Ali	E mail: nppjashpur@gmail.com
4.	ULBs	Mr. Naveen Kumar
5.	ULBs	Mr. Raj Kumar Bharti	E mail: rkbhartisss1444@gmail.com
6.	ULBs	Mr. Udayveer Singh	E mail: singhudayveer642@gmail.com
7.	ULBs	Mr. Sovindar Kumar
8.	ULBs	Mr. Amol Singh Aswal
9.	ULBs	Mrs. Urmila Bisht	E mail: cmmubageshwar@gmail.com
10.	ULBs	Mr. Jitendra Singh Rana	E mail: cmmnainital@gmail.com
11.	ULBs	Mr. Mohd Jafar	E mail: mohdjafar178@gmail.com
12.	ULBs	Mrs. Mamta Arya	E mail: mamtaarya1728@gmail.com
13.	ULBs	Ms. Kehakasha	E mail: kehkashasidd@gmail.com
14.	ULBs	Mr. Balwant Singh	E mail: balwantsingh.usnagar@gmail.com
15.	ULBs	Mrs. Ganga Adhikari
16.	ULBs	Mr. Bhashit Pathak	E mail: bpathak.pathak3@gmail.com
17.	ULBs	Mr. Lalit Mohan	E mail: lalitmohan7557@gmail.com
18.	ULBs	Mr. Harish Bisht	E mail: npppithoragarh@gmail.com
19.	ULBs	Mr. Manish Kumar Chaudhary	E mail: chaudharymanish871@gmail.com

Annexure 3:

Detailed Session Wise Agenda

Date	Session	Topic/ Content	Resource Person	Duration (Min)
22nd December, 2022	1.	Introduction and Pre-assessment of the participants	Sh. Xerxes Rao	45 minit
	2.	An Overview of SBM (URBAN) 2.0	Sh. Arvind Singh	45 minit
	3.	Orientation on DAY-NULM and SBM Convergence program <ul style="list-style-type: none"> • Need for DAY-NULM and SBM convergence • Components of DAY-NULM &SBM convergence • Framework of convergence activities • City Assessment Tool 	Sh. Xerxes Rao	1 Hrs 25 minit.
	4.	Engaging SHGs/ALFs and CLFs into various Sanitation-based livelihoods: <ul style="list-style-type: none"> • Orientation on various Sanitation based livelihoods (eg: sanitation mart, O&M of CT/PT,etc.) • Modalities for engagement of SHGs (examples from Odisha and Maharashtra, Telangana) • Business plan preparation tool 	Sh. Xerxes Rao	1 Hrs
	5.	Group activity with focus on: <ul style="list-style-type: none"> • Engagement of SHGs in sanitation based livelihoods • Enterprise specific training and capacity building needs for SHGs How to make existing procurement rules SHG friendly	Participants	1 Hrs
	6.	Discussion and presentation by each group (5 mins presentation per group followed by 5 minutes discussion)	Participants	45 minit
	7.	Feedback and wrap up for day 1 Exercise for Day-1 (what are the 2 two projects that you can implement in your ULBs under the convergence program)	UMC&NIUA	15 minit

23rd December, 2022	8.	Swachh Bharat Mission: A Jan Andolan: Equity and Inclusion at the heart of Swachhta	Sh. Arvind Singh	1 Hrs
	9.	Formation of SHGs of persons engaged in vulnerable occupations (Sanitary Workers, Waste Pickers, Transgenders, persons with disabilities, etc.)	Sh. Xerxes Rao	45 minit
	10.	Role of Community Participation in SWM: Concept and Strategies	Sh. Arvind Singh	45 minit
	11.	IEC Strategies in Solid Waste Management	Sh. Arvind Singh	1 Hrs 20 minit.
	12.	Role of convergence in promoting Solid Waste Management (case studies from Odisha)	Sh. Arvind Singh	45 minit
	13.	Post Assessment of the participants Summing up	UMC Team	15 minit

Annexure 4: Feedback Format

प्रशिक्षण मूल्यांकन-प्रपत्र

नोट : कृपया प्रश्न क्र० 01 से 07, 12 के सन्दर्भ में (✓) अंकित कर एवम् शेष बिन्दुओं पर लिखित में अपने सुझाव दें।
आपके सुझाव हमारे भविष्य के प्रशिक्षण कार्यक्रमों को और अधिक लाभप्रद बनाने हेतु सहायक सिद्ध होंगे।

संस्थान का नाम : डॉ. आर. एस. टोलिया उत्तराखण्ड प्रशासन अकादमी, नैनीताल
(शहरी विकास प्रकोष्ठ, सी.जी.जी.)

प्रशिक्षण का शीर्षक : *Role of SHGs in providing Urban Service Delivery: with a focus on Sanitation Services*

प्रशिक्षण अवधि : 22 से 23 दिसम्बर, 2022 (दो दिवसीय)

प्रतिभागी का नाम व पद:

GRADING SCALE: ग्रेडिंग स्केल:

5	Exceeded Expectations उम्मीद से बढ़कर
4	Met All Expectations सभी अपेक्षाएँ पूरी हुई
3	Met Some Expectations कुछ अपेक्षाएँ पूरी हुई
2	Needs Improvement सुधार की जरूरत
1	Did not meet expectations at all कोई अपेक्षाएं पूर्ण नहीं हुई

किसी 01 ग्रेडिंग स्केल पर (v) करें

1. कार्यक्रमों के उद्देश्यों के अनुरूप प्रशिक्षण कार्यक्रम का आयोजन किस स्तर का था?	5	4	3	2	1
2. यह प्रशिक्षण कार्यक्रम आपके स्वयं के ज्ञानार्जन में कितना सहायक होगा ?	5	4	3	2	1
3. प्रशिक्षण के दौरान सहयोगी प्रतिभागियों आपसी वार्ता आपके लिए कितनी लाभदायक रही?	5	4	3	2	1
4. यह प्रशिक्षण कार्यक्रम आपके द्वारा संपादित किये जाने वाले कार्यों में गुणात्मक सुधार की दृष्टि से कितना लाभदायक होगा ?	5	4	3	2	1
5. कार्यक्रम के दौरान प्रशिक्षण कक्ष, आवास, भोजन, परिवहन एवं अन्य सम्बन्धित व्यवस्थाओं का स्तर कैसा था?	5	4	3	2	1
6. सम्पूर्ण प्रशिक्षण के बारे में आपका आंकलन:	5	4	3	2	1

7. निम्नांकित प्रमुख सत्रों का उपयुक्त कॉलम में(✓) अंकित कर मूल्यांकन करें :

विषय	वार्ताकार	How you rate the Speaker/Facilitators on a scale of 1 to 5 (5 being the best)				
		5	4	3	2	1
प्रथम दिवस— दिनांक: 22.12.2022						
Introduction and Pre-assessment of the participants	Sh. Xerxes Rao					
An Overview of SBM (URBAN) 2.0	Sh. Arvind Singh					
Orientation on DAY-NULM and SBM Convergence program <ul style="list-style-type: none">Need for DAY-NULM and SBM convergenceComponents of DAY-NULM &SBM convergenceFramework of convergence activitiesCity Assessment Tool	Sh. Xerxes Rao					
Engaging SHGs/ALFs and CLFs into various Sanitation-based livelihoods: <ul style="list-style-type: none">Orientation on various Sanitation based livelihoods (eg: sanitation mart, O&M of CT/PT,etc.)Modalities for engagement of SHGs (examples from Odisha and Maharashtra, Telangana)Business plan preparation tool	Sh. Xerxes Rao					
Group activity with focus on: <ul style="list-style-type: none">Engagement of SHGs in sanitation based livelihoodsEnterprise specific training and capacity building needs for SHGs How to make existing procurement rules SHG friendly	Participants					
Discussion and presentation by each group (5 mins presentation per group followed by 5 minutes discussion	Participants					
Feedback and wrap up for day 1 Exercise for Day-1 (what are the 2 two projects that you can implement in your ULBs under the convergence program)	UMC&NIUA					
द्वितीय दिवस— दिनांक: 23.12.2022		How you rate the Speaker/Facilitators on a scale of 1 to 5 (5 being the best)				
		5	4	3	2	1
Swachh Bharat Mission: A Jan Andolan: Equity and Inclusion at the heart of Swachhta	Sh. Arvind Singh					
Formation of SHGs of persons engaged in vulnerable occupations (Sanitary Workers, Waste Pickers, Transgenders, persons with disabilities, etc.)	Sh. Xerxes Rao					
Role of Community Participation in SWM: Concept and Strategies	Sh. Arvind Singh					

IEC Strategies in Solid Waste Management	Sh. Arvind Singh					
Role of convergence in promoting Solid Waste Management (case studies from Odisha)	Sh. Arvind Singh					
Post Assessment of the participants Summing up	UMC Team					

8. आपकी राय में कार्यक्रम के सबसे उपयोगी विषय कौन-कौन से थे? (क्रमवार लिखें)

9. क्या कोई सत्र कम महत्व का लगा ? कृपया कारण सहित इंगित करें।

10. आपकी राय में इस प्रशिक्षण कार्यक्रम में सम्मिलित सत्रों के अलावा किन अतिरिक्त विषयों पर भविष्य में जानकारी दिया जाना उपयोगी होगा ?

11. भविष्य में इस विषय पर आयोजित किये जाने वाले प्रशिक्षण को और अधिक प्रभावशाली व ज्ञानवर्धक बनाने हेतु आपके सुझाव ?

12. प्रशिक्षण कार्यक्रम की अवधि के बारे में आपकी क्या राय है ?

(02 दिन पर्याप्त हैं

अवधि बढ़ायी जानी चाहिए

13. आप इस प्रशिक्षण कार्यक्रम से जानकारी को किस प्रकार से अपने शहर में उपयोग करेंगे?

हस्ताक्षर :

दिनांक : 23 दिसम्बर, 2022

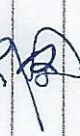

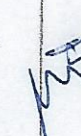
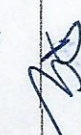
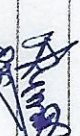


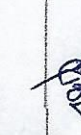

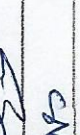
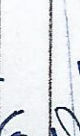



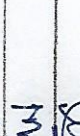
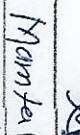
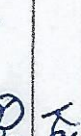
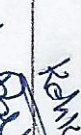





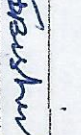
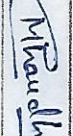


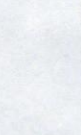

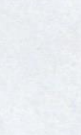






Annexure 5: Attendance Sheet

Urban Development Cell (CGG)

Dr. R. S. Tolia Uttarakhnad Academy of Administration Nainital

Date: 22nd & 23rd December, 2022

(Attendance Sheet)

S.N.	Name	Designation	22.12.2022 (Thursday)	23.12.2022 (Friday)
1.	Mr. Praveen Kumar Saxena	Executive Officer		
2.	Mr. Puran Singh Bora	Executive Officer		
3.	Mr. Shahid Ali	Executive Officer		
4.	Mr. Naveen Kumar	Executive Officer		
5.	Mr. Raj Kumar Bharti	Executive Officer		
6.	Mr. Udayveer Singh	Sanitary Inspector		
7.	Mr. Sovindar Kumar	Sanitary Inspector		
8.	Mr. Anmol Singh Aswal	Sanitary Inspector		
9.	Mrs. Urmila Bisht	City Mission Manager		
10.	Mr. Jitendra Singh Rana	City Mission Manager		
11.	Mr. Mohd Jafar	City Mission Manager		
12.	Mrs. Mamta Arya	Community Organizer		
13.	Ms. Kehakasha	Community Organizer		
14.	Mr. Balwant Singh	Community Organizer		
15.	Ms. Ganga Adhikari	Community Organizer		
16.	Mr. Bhashit Pathak	Community Organizer		
17.	Mr. Lalit Mohan	Community Organizer		
18.	Mr. Harish Bisht	Community Organizer		
19.	Mr. Manish Kumar Chaudhary	Data Entry Operator	