

Report on the pre-SACOSAN

# CLTS Sharing and Learning Workshop

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Andrés Hueso González  
ahuesog(at)gmail.com

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# 1. INTRODUCTION

On the 20th October 2013, the CLTS Knowledge Hub hosted a one-day CLTS Sharing and Learning workshop in Kathmandu, Nepal, in advance of the V South Asian Conference on Sanitation (SACOSAN).

We were 45 participants, coming from different countries, with Nepal leading, India second and the other countries (Vietnam, USA, Pakistan, UK, Spain, Switzerland and Bangladesh) represented by 1 or 2 participants. Disciplines were also diverse, with a lot of people working primarily on sanitation, and others having broader responsibilities (WASH, public health, education, programme management). Most of the participants considered themselves CLTS practitioners –one third having done triggering at some point of time–, while the rest knew about or worked on CLTS, but not as practitioners.

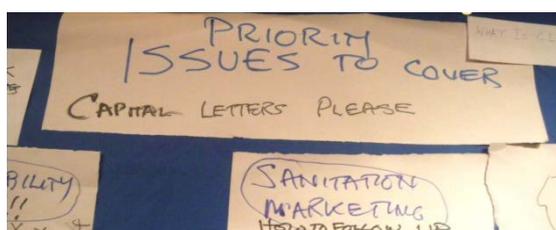
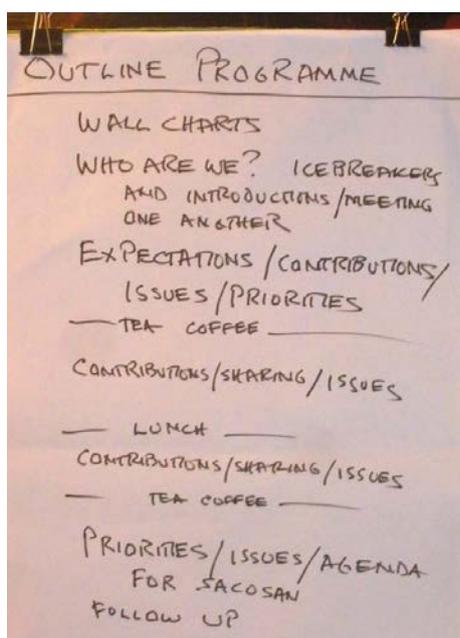
In the initial part, we shared the situation, achievements and lessons of CLTS from the experience of our organisations. We had a high number of insights from the different regions across Nepal.

By grouping notes from each participant's expectations in a sticking wall the participants, we identified the topics that interested most and determined the rest of the agenda.

Thus, the second part of the workshop consisted of short presentations on burning issues and recent innovations and research, including sustainability, quality, post-ODF involvement, sanitation marketing, sanitation summits and the Total Sanitation Campaign in India.

Finally, we covered further identified topics through group discussions. Sustainability (how to remain ODF once the status is achieved) generated so much interest that we had to make two groups. Another group discussed monitoring, evaluation and verification, and the last one reflected about the incorporation of sanitation marketing.

This report is based on my notes and insights from the workshop, which will be incomplete, as I was not able to record all the many valuable contributions made. I first summarise the updates from the different organisations and regions, and then highlight the main points of the presentations and group discussions.



## 2. UPDATES FROM THE ORGANISATIONS AND REGIONS

A number of people gave brief summaries of the situation in their region or organisation, the CLTS activities and achievements, the policy framework and the latest innovations. This section aims at synthesising these contributions.

### *Nepal*

As the several presentations from Nepal –summarised subsequently– shared the same policy framework, it makes sense to sketch it briefly in advance.

In 2009, sanitation became a stand-alone programme in Nepal and two years later, the Sanitation and Hygiene Master Plan was approved, aiming to achieve universal coverage by 2017. For that purpose, it intends to unify multiple stakeholders through formation and mobilization of WASH Coordination Committees at all the administrative levels. Moreover, sanitation promotion becomes fully demand-led (zero centrally-funded subsidies) and is understood as a social movement, driven by local government bodies. Open defecation free is the bottom line of the policy, which aims at achieving further hygienic behaviours. ODF verification process is done by the district level WASH coordination committees, which sends a team to the VDC or Village Development Committee (local administrative level, comprising several villages) that requests to be verified ODF.

There was a consensus among the presenters that the sanitation master plan had created an enabling environment for the promotion of collective behaviour change through CLTS. Many pointed to the crucial shift from sanitation as a private and technical issue driven by subsidies to a perspective of sanitation as a public issue related to social norms and behavioural change. The creation of the coordination committees cited earlier was also highlighted for creating a platform for learning and for coordinating and joining efforts into the long term. The elaboration of strategic sanitation and hygiene plans at the different levels, as the master plan requires, was also valued by several participants, as it clarifies the targets, roles and resources of the programme. Finally, the appropriation of the sanitation ‘issue’ by the government was also mentioned as a key factor that will ensure sustainability. The local bodies called Village Development Committee (VDCs) are playing a leading role in the process, assuming the responsibility of sanitation. They can also support the least able families in their area, but always with their own resources and based on identification at the local level.

As a whole, it is said that over 25% of the 3915 VDCs in Nepal, 10 out of 75 districts, 12 out of 99 municipalities and 3000 school catchment areas are open defecation free.

### *Plan Nepal*

Plan Nepal introduced CLTS in the country in 2004. By that time the sanitation policy was subsidized, and Plan tried the no-subsidy approach in some areas. Recently, the government opted for eliminating subsidies, so Plan and all the other organisations in the sector had to adopt the no-

subsidy approach. Poorest households do get support if VDCs decide so, but there is no central budget for subsidies centrally.

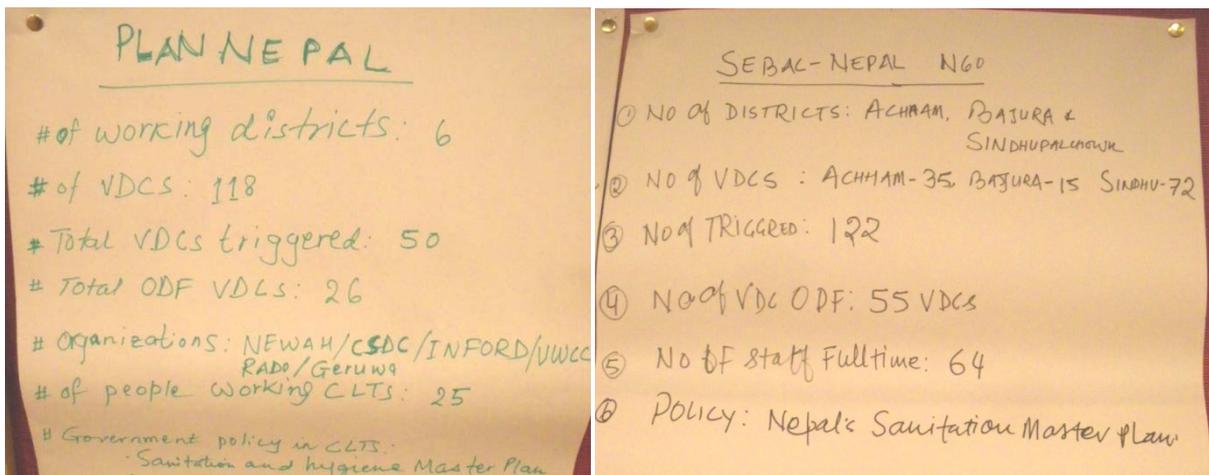
Plan nowadays works in 6 districts all over the country, covering 118 VDCs. In 50 VDCs they triggered CLTS (60000 HHs), out of which 26 VDCs became ODF.

Organisation involved in the implementation include: NEWAH, CSDC, INFORD, VWCC, RADO and Geruwa. But in their programmes it is the VDCs who take the lead; local NGOs do the mobilisation at the community level. They have around 25 people fully dedicated to CLTS. Their support extends beyond ODF and into the post-ODF phase.

### *District Makwanpur, Nepal*

District Makwanpur is the 9<sup>th</sup> ODF district in Nepal. Through CLTS triggering, 43 villages and one municipality became ODF.

Many institutions and organisations were involved in the process: District Development Office, Plan Nepal, WSSDO, municipalities, VDCs, local NGOs, CBOs, Nepal Red cross, FDWAJUN... Plan and its partners had 4 people working full time on CLTS, while the Water Supply and Sanitation Divisional Office had 3.



### *SEBAC - Nepal*

SEBAC is working in 3 districts of Nepal, namely Achham, Bajura and Sindhupalchowk. They have triggered 122 VDCs (35 in Achham 35, 15 in Bajura and 72 in Sindhupalchowk), out of which 55 are ODF. The number of full time staff working on sanitation is 64, including core staff and those working time bound for triggering, follow up, etc.

They found it is important to give support but let the VDCs and district officers lead... and also let them get the credit of the successes.

### *District Sindhupalchowk, Nepal*

75 out of 79 VDCs in Sindhupalchowk district in Nepal were triggered and 15 became ODF. This is the result of the collaboration between several organisations, including SEBAC, CDECF, CODEF, MANK, Janahit, CEDEC, SUAHARA and TUKI, adding up to 87 people working on the campaign.

### *World Vision - Nepal*

World Vision is working on WASH in 8 districts and 60 VDCs in Nepal. 40 VDCs were triggered and 20 are already ODF. Partners in the campaign are WSSDO, VDCs and coordination committees. They have 8 staff members working on sanitation and their NGO partners have a similar number.

They have had challenges trying to apply CLTS, primarily because the poorest have very limited resources. In such cases, in discussion with the VDC, support has been provided to the poorest households, in the form of cement rings (in plain area), as temporary toilets seemed not to be sustainable.

### *SNV - Nepal*

SNV works in 7 districts, having triggered around 30 VDCs, out of which 24 became ODF. One of these districts, Kalikot, is completely ODF. They collaborate with UNICEF, NRCS and DWSSC. They have 12 people –5 in SNV and 7 in their partners–working on sanitation in general: supply, demand (CLTS and other approaches), governance, enabling environment, behaviour change communication...



### *Water Environment and Life (WEL) - Nepal*

WEL is working in the eastern region of Nepal, namely in Sunsari and Morang districts, where 42 VDCs were triggered. 12 VDCs in Sunsari and 7 in Morang are ODF. Organisations involved include WEL, Plan, World Vision, Newah and CSDC. The number of people working on CLTS is 60.

## *WaterAid Nepal*

WaterAid Nepal has triggered 174 rural communities (below VDC level) and 99 urban communities throughout the country, out of which 110 rural communities and 53 urban communities are ODF. There are 5 organisations working as service delivery partners: NEWAH, Lumanti, ENPHO, UEMS and CIUD.

## *Community Development Forum (CODEF) - Nepal*

CODEF is working on WASH in 4 districts and 72 VDCs in Nepal, out of which 30 VDCs were declared ODF. Ten people are working full time on CLTS. They highlighted three issues of the CLTS campaign: the school as the centre of the sanitation promotion (SLTS), the ODF targets set out by the wash coordination committees at the different administrative levels and the shift from counting latrines to certifying ODF.

## *Global Sanitation Fund (GSF) – Jharkhand, India*

In India, the states where GSF is working are Bihar, Jharkhand and Assam, having very diverse social structure, community groups and hydrological regime. This happens within the framework of a national campaign called the Nirmal Bharat Abhiyan, which is considered to be very ambitious. The level of funding of that campaign is very high, so the real challenge is to make it work to generate sustainable behaviour change, instead of focusing solely on infrastructure.

In Jharkhand, over the last 18 months, GSF sub-grantees have triggered 1600 Gram Panchayats, out of which 400 have declared themselves ODF. However the challenge seems to be sustainability. A review by the consultancy Knowledge Links found that 90% of the households had invested on sanitation, but only 60% of the latrines were functional and in use.

Partnerships were found to be critical: there is a need to keep everyone on board, especially engaging with state and district governments and linking with civil society organizations, which can give legitimacy to CLTS approaches. As a whole, the programme has created an enabling environment for making sanitation demand focused.

## *WSSCC - Pakistan*

CLTS started in Pakistan in 2006 and has been evolving ever since, including a re-branding of the approach as PATS (Pakistan Approach Total Sanitation), but maintaining the CLTS principles. It got the buy-in of government and civil society and has steered the entire sector towards this approach, based on CLTS for toilet use and handwashing as an entry point, addressing sewerage and draining system in a later stage. ODF is integrated in the government reporting system now. Moreover, the

2010 floods in many districts were an opportunity to test the CLTS approach in emergency situations. It was seen that CLTS can be used, but the time needed to achieve ODF is longer.

### 3. PRESENTATIONS ON KEY TOPICS

The second part of the workshop consisted of short presentations on burning issues, innovations and recent research.

#### *Sanitation Marketing in Nepal - CODEF*

Unlike other countries, sanitation marketing has rarely been used in any programme in Nepal. UNICEF and IDE made a study about it in 2010/2011 and more recently the Global Sanitation Fund commissioned one to CODEF, too. It was a situation analysis in the 5 Nepali districts (3 hilly and 2 dry) included in their sanitation strategy development, consisting of an intensive study, looking at demand and supply: Product, Price, Place, Promotion, Profit, Policy, Partners.

Regarding demand, it was found the driving forces for sanitation demand were the triggering tools, the absence of subsidy, the multi-stakeholder involvement and the ODF campaign in general. Demotivating factors included: materials not fully available everywhere, problems for transportation of materials to hills, limited financing mechanisms and female headed households (many men work abroad) having difficulties for choosing and for building.

About the Product, issues found were the limited type of materials and products available, the lack of adequate capacity of masons and the low number of local entrepreneurs. Regarding the Price, a problem identified was the belief of the people that building a latrine is very expensive. Concerning Place, it was highlighted that masons were sometimes difficult to find and that not everything needed for toilet construction is found in a single shop and so people have to move to different places to get them. Regarding Promotion, the presence and effectiveness of sanitation in mass media was low. A further obstacle is that entrepreneurs doubt that real Profit can be made in the sanitation business. At the Policy level, Nepal's Master Plan creates an enabling environment, but has no specific provision for sanitation marketing. Moreover, Partners in the private sector are generally missing.

An interesting debate started after CODEF's presentation. Some raised the point that the study had an a priori assumption of the need of sanitation marketing for complementing demand generation. The counter argument was that experience –eg in Malawi– and different studies –eg in Cambodia, Nepal– show that when there is successful demand generation at scale, supply becomes a bottleneck impeding households moving up the sanitation ladder. Others questioned whether sanitation marketing was at all effective in providing adequate technological alternatives at affordable prizes to the poorest. A final contribution stated that it depends on what we mean and how we frame sanitation marketing; the 'how' and 'when' are crucial in order to avoid derailing the demand-led character of CLTS. Moreover, it would be interesting to consider less market-based alternatives to address supply. For instance, there is a very interesting and innovative [experience in Malawi about participatory design of latrines](#) that resist problems of collapsing pits.

## *Sustainability study by Plan in 4 African countries*

Robert Chambers shared some preliminary findings of a sustainability study by Plan in 4 African countries, about which he had heard recently (and which has not been published yet).

In that study, more than 4900 households were re-verified in villages that had been declared ODF two years or more before, and a sample of around 1200 households were targeted for more intensive interviews. The research methodology included tools like a participatory toilet timeline.

It was found that there is some slippage, with 13% of households no longer having a functioning latrine. Additionally, a further 8% of households had maintained a functioning latrine but there were signs of OD present around the house or compound. When proxies for improved hygiene behaviour (such as handwashing facilities and lids over toilets), are also considered, the slippage levels are significantly greater. The triggering and the resulting emotions (shame, disgust, etc.) were identified as the main driver for taking action to build a latrine in the first place. However, for maintaining a functioning latrine, a significant driver appears to be health. Interestingly, whilst affordability is a significant concern for households, it appears that whether a household invests in repairing or rebuilding a latrine is more about priorities than wealth. The obstacles for moving up the sanitation ladder were more linked to the lack of support, both general and technical, internal and external. Where community members supported each other with latrine construction, repair and advice, reversion rates were lower.

## *Sustainability study in Indonesia, Nepal and Bangladesh - Plan*

Since 2002, Plan is implementing CLTS in over 500 villages in Bangladesh. In 2008, the experience was replicated through the government system in other 500 villages. Last year, there was an evaluation of programme, leading to the following conclusions:

- 1) A major change is that open defecation is not culturally accepted anymore.
- 2) Local governments are playing the leading role in implementing CLTS. And they did not ask for money, but for capacity building.
- 3) Natural Leaders played a crucial role, especially women, as they can easily enter other households and motivate other women.
- 4) The administration has changed the mind regarding giving money or building latrines directly.
- 5) The key factor for sustainability is the involvement of the local government and of the private sector, along with the mobilisation of the community. It would be positive to link sanitation marketing and CLTS in order to achieve sustainability regarding technology.

## *Post-ODF involvement of the health worker - USAID*

Diarrhoea severely affects nutrition as it disrupts the absorptive capacity of the gut. However, less attention has been paid to environmental enteropathy, which is increasingly recognised as equally important. Long term pathogens present in the gut can get into the blood and even make morphological changes in the gut, resulting in long term negative impacts on nutrition. Therefore, in

their programmes in Nepal, USAID and partners try to take both aspects into account and to bridge the gap between health and sanitation.

These are some of the actions taken:

- At the community level, there are integrated nutrition programmes with women before, during and after childbirth, bringing together sanitation, nutrition and family planning.
- At the district level, there is collaboration with health workers so that they start including sanitation in their diagnosis and prescriptions. For instance, when they come across nutrition or stomach problems, they should ask the patient whether they defecate in the open and, in that case, prescribe them to stop doing so.
- Through SEBAC, health workers were made to go to ODF community circles and set post-ODF targets altogether.
- General efforts to foster health and sanitation multi-sectoral and inter-sectoral collaboration. One way being tried now is the inclusion of sanitation in a programme called 'health beyond health'.

### *Accham district sanitation summit*

In Achham district, Nepal, a sanitation summit with 200 participants was organised, including, chiefs of line agencies, civil society, donors and two representatives from each of the 75 VDC. It was planned as an opportunity to learn and as a means to speed up the sanitation movement. It was also used to provide technical options to participants. Short after that, many VDCs took the lead of the sanitation campaign and achieved ODF status. Institutions like donors and line departments provided support in the form of supervision and verification (no household subsidies).

The learning from this experience is that successful campaigns need government and political leaders taking the lead. Also, that fragmentation is not good; rather try to put all forces together, it makes you stronger! A good example on how to do that was set by the chairman of the VDCs, who invited all political parties present in the district to the summit, bridging any potential political division or tension.



## *Research on the Total Sanitation Campaign in India*

Between 1999 and 2012, India had a big sanitation programme called the Total Sanitation Campaign (TSC). It was community-led, people-centred, demand-driven and incentive-based programme, according to its guidelines. But it failed to translate into practice and was implemented as a government-led, infrastructure-centred, subsidy-based and supply-led programme.

Outcomes were remarkably poor. Between 2001 and 2011, the TSC reported a sanitation increase of 46 points; from 22% to 68%. However, the 2011 Census showed that the monitoring system was flawed and [more related to expenditure](#) than to real coverage, which was only 31%. The decade witnessed progress slowing down and the total number of rural households without latrines increasing by 8.3 million. The reasons behind the theory-practice gap include low political priority; flawed monitoring; distorting accountability and career incentives; technocratic and paternalistic inertia; and corruption.

In the new Indian sanitation policy, the Nirmal Bharat Abhiyan, despite promising changes such as a stronger demand creation focus, key issues hampering implementation remain ignored. It is thus doomed to fail, burdened by known past hurdles.

This presentation was based on Hueso & Bell's paper "An untold story of policy failure: the Total Sanitation Campaign in India", Water Policy, issue 15(6).

## *Quality in CLTS*

Kamal Kar shared some ideas on quality in CLTS and the importance of making sure CLTS does not become a bubble and a buzzword.

When it all started in 1999, there was strong opposition to CLTS, but today 57 countries have had some kind of CLTS experience. Actually, it has somehow become a fad; everybody wants to use it and in many countries there had been efforts to scale it up. However, scaling up leads to compromises that can affect the quality of the approach. The cause of this is that government and big institutions enter the scaling up process and they may have a 'hidden' agenda. For one thing, they have targets and need to spend the money within a specific timeframe, which can affect the process negatively. Therefore, it is important to manage the timings and avoid going to scale before the CLTS process in the country is ready for it. This means that maturity and capacity is enough to manage and spend 'big' money. For instance, enough good master trainers must be available for setting up a massive training (and follow up) system. For another thing, governments and big institutions sometimes may want to introduce CLTS without changing the core of their programmes, 'carrying baggage' they do not want to get rid of. For instance, they may want to use CLTS triggering tools and keep subsidising household latrines (eg subsidy), thus undermining the approach. Before accepting funding support, organisations should have a look at the funding mechanism, hidden baggage and at the conditions set.

Another good practice for ensuring quality is to establish some kind of classification of the facilitators, according to how good they are or to what they are more experienced in. This allows using them sensibly (as trainers, as main facilitators, for follow up...).

Moreover, when scaling up, government at all levels in a country should be involved. It is necessary to create champions at the administration, discuss with them face to face and get them to lead the process. Encouraging competition between districts and regions can also be a very powerful way of motivating the government officers.

Finally, always ask yourself: Are we really empowering community? What kind of participation is promoted?

## 4. GROUP DISCUSSIONS

The last part of the workshop was devoted to group discussions about the issues the participants were keener on addressing. Two groups addressed sustainability (how to remain ODF once the status is achieved), another group discussed monitoring, evaluation and verification, while the last one debated about incorporating sanitation marketing. Afterwards, all shared the ways forward they agreed upon.

### *Sustainability group A*

The key message highlighted by this sustainability group is that institutional sustainability is the cornerstone of the behaviour change process. Governments and donors should recognise that ODF is not the end and encourage and keep funding post ODF activities. These should aim on one hand at sustaining the new behaviour, for instance with continuous monitoring, reinforcing hygiene messages through media and sectoral workers –targeting specifically more reluctant groups, like the elderly– and awarding communities that have good hygiene practices (beyond ODF). On the other hand, they should ensure the maintenance and cleansing of toilets in public buildings (school, health centre, etc.) and address sanitation related issues such as shortage of water supply through inter-sector collaboration. Moreover there should be a good coordination between the different NGOs, donors and the government.



### *Sustainability group B*

The other sustainability group highlighted the fact that the process has to be demand driven and community led if sustainability is to be achieved. Advocacy and lobby at all levels are needed in order to ensure the different NGOs follow that policy. Both mobilisation (preparing community for sanitation) and monitoring (continuous effort) are crucial. Regarding, awareness and sensitisation, the focus should be on the social and cultural barriers, and the groups that are reluctant to go to latrine, such as the elderly, should be re-triggered. An effective motivational tool had been used in some areas in Nepal, where sanitation cards were issued to households having and using latrines. This card gave benefits to the households, for example being privileged for receiving support from VDC, school, community forestry, cooperatives, etc.

### *Sanitation marketing group*

Three main ideas were proposed by the sanitation marketing group. First, the overall aim would be to ensure the availability of different technological options that suit the aspirations of communities and thus enable them moving up the sanitation ladder. Secondly, regarding the suppliers, it is important to identify those who are less profit oriented, to create mechanisms that assure the payback of investments and to provide them with micro-financing opportunities. Finally, the involvement of the government in sanitation marketing is needed in order to create an enabling environment.



### *Monitoring, evaluation and verification group*

The monitoring, evaluation and verification group made a call to recognise the importance of these issues, plan them strategically and fund them sufficiently. Monitoring and evaluation (M&E) should be framed systemically and understood as an ongoing learning process based on the community and that can shed light on what's working where and why. In order to achieve this, it is necessary to include qualitative research in the package. Regarding ODF verification, its importance for sustainability was highlighted. Therefore, the verification process should be standardised and have a common set of indicators at least at the country level. Especially when there are strict targets or strong incentives, there is a risk of lax verification and over-reporting. It is important to bear these dynamics in mind and set up a verification procedure with the necessary degree of independence.

This will in most cases imply the engagement of a 3<sup>rd</sup> party in verification and/or cross checks from different departments or areas.



### *Closing remarks*

Different participants shared their reflections before closing the event:

Many were deeply impressed by the success of Nepal as a result of its sanitation master plan and the concerted efforts of the different organisations working in the sector. The fact that Nepal and Bangladesh, both with a CLTS-friendly sanitation policy, are the two countries that have progressed most in the past years was highlighted as a key message to share in the SACOSAN conference.

Following on that, it was also mentioned that more flexibility for attendance of the SACOSAN conference would be desirable, as many people (especially practitioners) had been left out of it.

Another participant reminded everybody about the importance to focus on collective behaviour change, and internalise it.

Moreover, unrealistic and rigid targets (both at the programme and at the country level) can lead to lax verification and exaggeration of results.

Finally, the opportunity of having workshops as the pre-SACOSAN CLTS Sharing and Learning Workshop was highly appreciated. Appeals were made to replicate this learning opportunities not only internationally, but also within Nepal, for instance.

## ANNEX: List of participants

First name	Surname	Organisation	Country
Robert	Chambers	Institute of Development Studies (IDS)	UK
Dipesh	Chandra Chel	Water Environment and Life Organisation (WEL)	Nepal
K.C	Elawati	Community Development & Environment Conservation Forum (CDECF)	Nepal
Sushil	Gautam	SEBAC-Nepal	Nepal
Ram Bahadur	Ghimire	WaterAid	Nepal
Bimal	Ghimire	World Vision	Nepal
Shalini	Gupta		India
Andrés	Hueso González	Universitat Politècnica de València	Spain
Arup	Kalita	NRMC	India
Kamal	Kar	CLTS Foundation	India
Moha	Karki	CODEF	Nepal
Mark	Keen	IODParc	UK
Linda	Kentro	USAID	Nepal
Tanya	Khan	WSSCC	Pakistan
Birendra	Kumar	AIDENT, New Delhi - Sub-Grantee of GSF	India
Padam	Lamsal	Water Environment and Life Organisation (WEL)	Nepal
Sushrina	Manandhar	WaterAid	Nepal
Anjali	Manandhar	Environmental Sanitation Consultant, 500B Solution Pvt. Ltd	Nepal
Piyali	Manna	CLTS Foundation	India
Kirsty	Milward	Consultant	India
Phurba Sange	Moktan	UN-Habitat	Nepal
Simon	Msukwa	Global Sanitation Fund, WSSCC	Switzerland
Anindya	Paul	CLTS Foundation	India
Nabin	Pradhan	Plan International	Nepal
Gobinda	Prasad Sapkota	Community Development & Environment Conservation Forum (CDECF)	Nepal
Rochelle	Rainey	United States Agency for International Development (USAID)	USA
Anup	Regmi	SNV	Nepal
Srini	RK	Plan India	India
Deepak	Sanan	CLTS Foundation	India
Rajendra	Sharma	SEBAC-Nepal	Nepal
Anand	Shekhar	NR Management Consultants India Pvt Ltd	India
Mingma G.	Sherpa	Environmental Sanitation Consultant, 500B Solution Pvt. Ltd	Nepal
Sarbagya	Shrestha	WaterAid	Nepal
Yubraj	Shrestha	Community Development Forum (CODEF)	Nepal
Sarbagya	Shrestha	WaterAid	Nepal
Monjal	Singh	MLA, Bihar	India
BB	Thapa	SEBAC-Nepal	Nepal
Bharat	Thulung	Plan Nepal	Nepal
Vinay	Tiwari	Executing Agency for Global Sanitation Fund In India	India
Anoop	Tripathi	N R Management Consultants India Pvt. Ltd., EA for GSF in India	India
David	Trouba	WSSCC	Switzerland
Hari	Upadhyay	CODEF	Nepal
Altaf	Ur	Integrated Regional Support Program, Pakistan (IRSP)	Pakistan
Henk	van Norden	UNICEF Regional Office for South Asia	Nepal
Rishi	Wagle	Community Development & Environment Conservation Forum (CDECF)	Nepal
Hilda	Winartasaputra	Plan International, Asia regional office	Vietnam