









# Prem Nagar, Pune



## Comparing the Implementation of Toilet Construction Processes

In the settlement of Prem Nagar most households did not own an individual toilet and had to use community toilet blocks (CTBs), which were poorly maintained, or defecate in the open. The Indian government through the Swachh Bharat Mission (SBM) as well as Shelter Associates through its 'one home one toilet' program supported by CSR funding, aim to provide household toilets. Usually, SBM model provides the beneficiary households with a monetary subsidy to buy materials and construct the toilet. Shelter Associates in contrast, through a cost sharing model, provides the beneficiary households with the necessary construction material at their doorstep which is fully subsidized while the beneficiary contributes to the cost of constructing the toilet. In the city of Pune, the local urban body - the Pune Municipal Corporation (PMC) as implementing body for SBM adopted Shelter's methodology by hiring contractors to deliver material instead of money. However, there were several issues that arose in the implementation of the project that has been documented in this flyer. Beneficiaries from both programs have described their experiences.

Residents from Prem Nagar	 Mr. Hanumant 44 years old Rickshaw driver	 Ms. Kharat 45 years old Domestic servant (retired)
Program	<b>SBM</b>	<b>Shelter Associates</b>
Toilet status	Finished	Finished
Delivery time of material	More than 2 months	2 days
Material delivery complete	No, received only 1st installment of material and door	Yes
Quality of material	Good, but disliked the wooden door	Good
Experience	<p>After submitting the documents, he had to wait for 1.5 months for the first batch of material (bricks, sand, cement) and another month for the door. Mr. Hanumant has not received the remaining material (tiles, pan, pipe) so far. To finish the toilet construction, he bought the remaining material on his own. He said that the scheme itself is good, but the material delivery needs to be more regular, faster, and instead of a wooden a waterproof fiberglass door should be provided. He thought the government would be faster than a NGO, but it was the other way around. After seeing the work done by Shelter Associates, he wished he had opted for Shelter.</p>	<p>She received the first installment of material two days after she signed the agreement. Once the construction started, the remaining material was delivered. She said that she did not face any problems and really liked the scheme and will recommend it to others. She also reconstructed other parts of her house (kitchen, balcony) and is really proud on her house now.</p>

*Please Turn Over*

Residents from Prem Nagar			
	Mr. Wyavhare 38 years old Laborer in market yard		Mr. & Ms. Guddali 51 & 45 Years old
Program	<b>SBM</b>	<b>Shelter Associates</b>	
Toilet status	Finished	Finished	
Delivery time of material	2 months	2 weeks	
Material delivery complete	Yes	Yes	
Quality of material	Tiles were partly damaged and dis-liked wooden door	Good, but given pipe should be longer	
Experience	Received first installment of material (bricks, sand, cement) one week after submitting documents. Over two weeks later he received the second installment of material (tiles, pan, pipe) and the door another month later. He had to spend extra money to buy new tiles, since the provided ones were partly damaged. Also, he bought another door since he had to wait very long for the promised one.	Received the first installment two weeks after submitting documents on own choice. He works in constructions and was waiting for an acquainted mason who was occupied before. Received the second installment shortly after the construction process started. Said the material was very good out of professional experience, only the given pipe should be longer, so it is possible to build the toilet in the back of the house. Also the mason's charges should have been covered. Nevertheless, the scheme is very good, and they are happy, because they would still be using the CTB otherwise.	
Residents from Prem Nagar			
	Ms. Ghatkamble 45 years old Domestic ser- vant		Mr. Adaman 65 years old Retired
Program	<b>SBM</b>	<b>Shelter Associates</b>	
Toilet status	Unfinished	Finished	
Delivery time of material	3 months	2 days	
Material delivery complete	No	Yes	
Quality of material	Unhappy with cement and wooden door	Good	
Experience	Received the first installment (bricks, sand, cement) 15 days after submitting, and the door after another month. Has never received the second installment so far. That is why, she thinks about buying the missing material on her own. She also disliked the delivered material because the cement would not stick to the bricks properly and the door is not waterproof.	Received the first installment of material (bricks, sand, cement) 2 days after the agreement was done, and the remaining material once the construction process started. He did not face any problems and says that the scheme is good. Only the provided pipe could be longer and more tiles should be provided.	

Residents from Prem Nagar	 <p>Ms. Kamble 23 years old Unemployd</p>	 <p>Ms. Kumbhar 26 years old Unemployd</p>
Program	<b>SBM</b>	<b>Shelter Associates</b>
Toilet status	Unfinished	Finished
Delivery time of material	2 months	1 month
Material delivery complete	Yes	Yes
Quality of material	Unhappy with tiles and door	Good
Experience	Received all three installments of material but in long intervals. The provided door is without a lock and not to be used as a toilet door. That is why, she bought another one and uses the provided one as entrance door instead. The toilet is not connected to the drainage since she does not know where to connect it to. A neighbor was fined for connecting his toilet wrongly, so she is afraid to connect on her own. The PMC has not told her where to connect it to so far.	Received first installment one month after agreement was done on own choice, because the the family was undecided where in the house to build the toilet. The second installment was given shortly after the construction process started. Did not face any problems and is happy with the scheme. Also, reconstructed the kitchen and other parts of the house due to the toilet construction process.

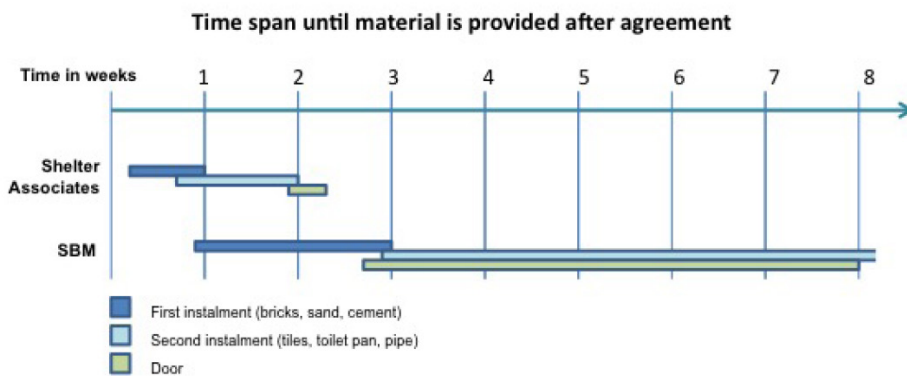
*What needs to be improved:*

**SBM:**

- Order and interval of material delivery need to be faster
- More regular monitoring of construction process & better communication
- Better material quality
- Fiberglass instead of wooden door

**Shelter Associates:**

- Longer pipes



The beneficiaries descriptions show discrepancies in the implementation of the toilet construction scheme in Prem Nagar. The questioned beneficiaries who took part in Shelter’s program did not face any problems due to material shortage or lack of quality. Some remarked that longer pipes would have been better so the toilet could be built in the back of the house, since the drainage is usually located in the street near the entrance. Nevertheless, all consider the program to be good and are happy to have an individual toilet at their disposal now.

In contrast, the beneficiaries who took part in SBM’s program faced different problems due to long material delivery times, the absence of installments, or insufficient materials which lead to extra costs and inconveniences. Some expressed disappointment that they did not build their toilet with Shelter. The reasons for the problems are diverse, but mainly connected to a lack of coordination. Regular monitoring of the construction process is necessary to assure a fast and unproblematic process. Furthermore, people did not know whom to contact concerning their problems. The PMC as big urban local body is less tangible than a small privately run NGO. Also, the scheme was adopted recently, so the PMC does not have the same amount of experience as Shelter does, which works in this field much longer.

