

## **“Making water flow”**

### **Community-based resource mobilization**

#### **CD Bethesda, Indonesia**

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#### **Description of the practice:**

##### **Name of the practice:**

Making water flow: Community-based resource mobilization

##### **Aim of the practice:**

Improve safe access to clean water and sanitation and change sanitation behavior.

##### **Target group(s):**

Poor people at the grassroots level, in Batu Mekar village, Lombok, Indonesia (total population 1,889 households, target group 850 households). CD Bethesda has selected locations that are not yet receiving any help or support from government or other donors.

“Poor” households / individuals are those not having access to sufficient water, do not use safe hygiene practices, have insufficient knowledge on water maintenance and sanitation, and at the same time do not have access to financial resources to implement community-based initiatives for access to water and safe sanitation. CD Bethesda chose this village following discussions with the local government and community organizations.

##### **Partners involved:**

Community / People’s Organization, NGO, private sector, health centre/sanitarian, local government

Roles and responsibilities of the different partners:

- Organisasi Rakyat - PO Dharma Utama (community-based People’s Organization, PO):  
Lead organization in water management activities; activities include planning, lobbying towards government to finance part of the activities, expansion, maintenance, and development of the water system
- CD Bethesda (NGO): facilitating community organizing, capacity building for the People’s Organization (PO), financial support (secondary pipes / water meters). Not all expenses are covered by CD Bethesda as the local government finances the primary pipe system.
- Local business: selling cement, pipes and other materials
- Health centre / sanitation: health promotion to community (families and children)
- Local Government (Kimpraswil / Dept. of Public Works and Infrastructure Development):  
installation of primary pipes and training on maintenance for the PO
- PDAM (Perusahaan Daerah Air Minum, local government-owned water company): providing water meters at an affordable cost, training on installation of water meters

##### **Duration of practice:**

Two years

**Financing (short/medium/long term):**

From government, NGO, community

***Brief outline of the practice:***

Since 2007 Community Development Bethesda (CD Bethesda) facilitates the provision of primary health care services and activities in the community of Batu Mekar village, Lombok Barat, Indonesia.

One of the primary health care problems faced by this community is insufficient access to safe water and sanitation. Past decentralization processes that were supposed to lead to better governance and poverty reduction have largely failed in this region. Pro-poor budgeting and service provision by the local government have been far from adequate and the water and sanitation services have not been very well managed in the past. As a result, the community, particularly women and children, have had to use water from springs or rivers regardless of its quality.

Together with the People's Organization (PO) in Batu Mekar, called PO Dharma Utama, and in cooperation with the local government, CD Bethesda has carried out a water project, installing secondary pipes and water meters, while the local government (Kimpraswil) was successfully convinced to contribute to the project by installing primary pipes and a water tank to channel water to the housing area. CD Bethesda facilitated the meetings of the local government and the PO, conducting workshops and meetings on planning and for technical discussions. 300 water meter units were distributed during the first phase of the project, using a revolving fund system where repayments were used to further expand the services. At this moment, after two years of the revolving system, the People's Organization has been able to extend the number of water meters to 450 units.

Throughout the project CD Bethesda applied a participative rights-based approach, involving the community and using a strategy that included organizing, educating, advocating and linking/networking with other parties (government and NGOs).

- A need assessment was initially conducted of the community regarding water and sanitation, including the potential/resources that can be developed and lesson learnt in the past. This process created awareness including awareness in the community of the importance to organize themselves in order to be able to speak out for the rights of the community members.
- A PO named Dharma Utama was established. The PO is very active and it is well recognised by the government and other institutions. It was able to lobby the government and other institution (PDAM and Kimpraswil) with regards to the right to water, sharing the needs assessment as well as making these institutions aware of the potential and willingness of both the community and the PO to contribute to the improvement of the water and sanitation situation in their village.
- As a result, the government<sup>1</sup> committed itself to address the need for safe water and sanitation in cooperation with the PO. Together, the government, the PO and CD Bethesda were able to facilitate access to safe water to 300 households by means of the following facilities: (1) installing primary pipes as long as 1,500 meters, (2) constructing water storage for water distribution (3) installing the tertiary net of pipes as long as 1,759 meter from the water catchment to the household. The water is distributed to the households using a 'water meter system'.
- In the implementation of the programme the PO contributed to the design and construction of the system as well as to the supervision of the process. The PO cooperated with the local private business which provides the needed materials. The PO and the local water committees also are responsible for the continued management and maintenance of the system after completion.

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<sup>1</sup> Department of Public Works and Infrastructure Development

## **1. How does the practice meet the criterion of availability?**

### **Explanatory note: Availability**

Availability refers to sufficient quantities, reliability and the continuity of supply. Water must be continuously available in a sufficient quantity for meeting personal and domestic requirements of drinking and personal hygiene as well as further personal and domestic uses such as cooking and food preparation, dish and laundry washing and cleaning. Individual requirements for water consumption vary, for instance due to level of activity, personal and health conditions or climatic and geographic conditions. There must also exist sufficient number of sanitation facilities (with associated services) within, or in the immediate vicinity, of each household, health or educational institution, public institution and place, and the workplace. There must be a sufficient number of sanitation facilities to ensure that waiting times are not unreasonably long.

### **Answer:**

Availability is one of the key aspects considered in the initial needs assessment. Involving both water experts (engineers and sanitarians) and the community, the volume of the spring is identified that is available throughout the seasons. It is also assessed whether the spring can be used to distribute water to the community at an affordable cost.

In addition to water availability, the assessment addresses the health-related practices of the community, cultural attitudes towards sanitation and available sanitation facilities.

As a result of the programme water is now sufficiently available to fulfill the needs of community members for both family and personal hygiene and also for public users (schools, mosque, and government offices). The number of sanitation facilities is sufficient for the community. While CD Bethesda only provided three public latrines with the contribution of the community, there is now sufficient awareness of the benefits of safe sanitation for households to build their own family latrine.

## **2. How does the practice meet the criterion of accessibility?**

### **Explanatory note: Accessibility**

Sanitation and water facilities must be physically accessible for everyone within, or in the immediate vicinity, of each household, health or educational institution, public institution and the workplace. The distance to the water source has been found to have a strong impact on the quantity of water collected. The amount of water collected will vary depending on the terrain, the capacity of the person collecting the water (children, older people, and persons with disabilities may take longer), and other factors. There must be a sufficient number of sanitation and water facilities with associated services to ensure that collection and waiting times are not unreasonably long. Physical accessibility to sanitation facilities must be reliable at day and night, ideally within the home, including for people with special needs. The location of public sanitation and water facilities must ensure minimal risks to the physical security of users.

### **Answer:**

Previously women and children had to go to a spring or river. They spent much time for fetching water and for personal hygiene at the water source. Now, the water points are closer to every household. This makes the job of women and children easier and they can use more time for other activities.

Those who are still not connected to the system by means of a household connection have access to a number of public water points. Distance between them and the households varies between 50 to 500 meters. There are only very few people who still go to the river for bathing and for washing clothes.

Regarding sanitation, challenges for the future remain as there are still poor households that have only access to the public toilets.

### **3. How does the practice meet the criterion of affordability?**

**Explanatory note: Affordability**

Access to sanitation and water facilities and services must be accessible at a price that is affordable for all people. Paying for services, including construction, cleaning, emptying and maintenance of facilities, as well as treatment and disposal of faecal matter, must not limit people's capacity to acquire other basic goods and services, including food, housing, health and education guaranteed by other human rights. Accordingly, affordability can be estimated by considering the financial means that have to be reserved for the fulfilment of other basic needs and purposes and the means that are available to pay for water and sanitation services.

Charges for services can vary according to type of connection and household income as long as they are affordable. Only for those who are genuinely unable to pay for sanitation and water through their own means, the State is obliged to ensure the provision of services free of charge (e.g. through social tariffs or cross-subsidies). When water disconnections due to inability to pay are carried out, it must be ensured that individuals still have at least access to minimum essential levels of water. Likewise, when water-borne sanitation is used, water disconnections must not result in denying access to sanitation.

**Answer:**

Each household pays IDR 500,000 / package (55 USD) for the connection and the water meter and IDR 2,500 (0.27 USD) per meter for the laying of the pipes and for the needed materials (small-sized pipes). The tariff for the usage of water is IDR 200 (0.02 USD) per cubic meter. Administration fees are IDR 1,000 (0.08 USD) per months and cover the collection of the bills, maintenance, etc. These contributions and tariffs have been agreed on during the planning.

CD Bethesda applies a revolving fund system. 300 connections with water meter units were provided initially, the cost of which plus interest the beneficiaries repaid in regular installments. Now the interest can be used to connect another 70 households to the system.

The price of the connection package is the same for everybody, negotiated and agreed upon by the People's Organization (PO), the community's water committee and the community. For poor widows and social institutions such as school and mosques the package is provided free of cost.

It is at least as important whether the households are able and willing to pay the tariffs for water usage and administration after the connection has been installed. Similar to the price for the connection package, the beneficiaries also agree on the tariffs at the planning stage. A member of the community's water committee collects the tariff from each household, and so far there have not been any significant problems. There are also regulations in place to make sure that family can still have basic access when they cannot pay.

### **4. How does the practice meet the criterion of quality/safety?**

**Explanatory note: Quality/Safety**

Sanitation facilities must be hygienically safe to use, which means that they must effectively prevent human, animal and insect contact with human excreta. They must also be technically safe and take into account the safety needs of peoples with disabilities, as well as of children. Sanitation facilities must further ensure access to safe water and soap for hand-washing. They must allow for anal and genital cleansing as well as menstrual hygiene, and provide mechanisms for the hygienic disposal of sanitary towels, tampons and other menstrual products. Regular maintenance and cleaning (such as emptying of pits or other places that collect human excreta) are essential for ensuring the sustainability of sanitation facilities and continued access. Manual emptying of pit latrines is considered to be unsafe and should be avoided.

Water must be of such a quality that it does not pose a threat to human health. Transmission of water-borne diseases via contaminated water must be avoided.

**Answer:**

The quality of water has been tested during the assessment, and the result showed that it was good for consumption. Safety, however, does not only refer to water quality but also to hygiene and the cleanliness of sanitation facilities. In this regard, the committee established regulations for the cleaning of the public latrines by the different users, while the family latrines are the responsibility of each family. Furthermore, awareness raising and education on personal hygiene is carried out by the People's Organization (PO). For example, a leaflet on health and hygiene in the public latrine informs people of hand-washing practices.

## **5. How does the practice meet the criterion of acceptability?**

### **Explanatory note: Acceptability**

Water and sanitation facilities and services must be culturally and socially acceptable. Depending on the culture, acceptability can often require privacy, as well as separate facilities for women and men in public places, and for girls and boys in schools. Facilities will need to accommodate common hygiene practices in specific cultures, such as for anal and genital cleansing. And women's toilets need to accommodate menstruation needs.

In regard to water, apart from safety, water should also be of an acceptable colour, odour and taste. These features indirectly link to water safety as they encourage the consumption from safe sources instead of sources that might provide water that is of a more acceptable taste or colour, but of unsafe quality.

### **Answer:**

As the planning involved the community, including the community leaders, and takes into account the local culture, the programme is well accepted culturally and socially by the community.

## **6. How does the practice ensure non-discrimination?**

### **Explanatory note: Non-discrimination**

Non-discrimination is central to human rights. Discrimination on prohibited grounds including race, colour, sex, age, language, religion, political or other opinion, national or social origin, property, birth, physical or mental disability, health status or any other civil, political, social or other status must be avoided, both in law and in practice.

In order to address existing discrimination, positive targeted measures may have to be adopted. In this regard, human rights require a focus on the most marginalized and vulnerable to exclusion and discrimination. Individuals and groups that have been identified as potentially vulnerable or marginalized include: women, children, inhabitants of (remote) rural and deprived urban areas as well as other people living in poverty, refugees and IDPs, minority groups, indigenous groups, nomadic and traveller communities, elderly people, persons living with disabilities, persons living with HIV/AIDS or affected by other health conditions, people living in water scarce-regions and sanitation workers amongst others.

### **Answer:**

The programme involves all members of a community regardless of their race, background or social status. In order to avoid sensitive problems or tensions related to different beliefs, racial or ethnic backgrounds, or differences in social status, we encourage members of the People's Organization (PO) and the water committee to come from different backgrounds. This has worked very well although the community consists mostly of Moslems and CD Bethesda is known as a Christian organization.

While there are no formal procedures or regulations to ensure that people of different backgrounds are represented in the PO, there is a good awareness and willingness among the community to ensure this. The water programme even strengthens the pluralist spirit in the PO, as the committee meetings not only serve to discuss water management concerns but are used to discuss other issues.

We also strongly consider gender equity to make sure that the opinions and concerns of women are being paid attention to and that women are considered as actors of program.

## **7. How does the practice ensure active, free and meaningful participation?**

### **Explanatory note: Participation**

Processes related to planning, design, construction, maintenance and monitoring of sanitation and water services should be participatory. This requires a genuine opportunity to freely express demands and concerns and influence decisions. Also, it is crucial to include representatives of all concerned individuals, groups and communities in participatory processes. To allow for participation in that sense, transparency and access to information is essential. To reach people and actually provide accessible information, multiple channels of information have to be used. Moreover, capacity development and training may be required – because only when existing legislation and policies are understood, can they be utilised, challenged or transformed.

### **Answer:**

The practice builds on participatory processes. From the beginning, approaches such as participatory rural appraisal, participatory mapping, and focus discussion groups (FDG) were applied, which involved the community and the other stakeholders<sup>2</sup> including the village government. During the planning problems, potentials and possible solutions were determined together.

The Water Team or Water Committee is a special committee with members who are part of the community and who are being chosen to be in charge of the water management. Their duties include the collection of payments, managing and paying for maintenance, repairing broken pipes and other accessories, etc. The Committee also facilitates the design and dissemination of regulations and manages the sanctions for non-payment which are part of the regulations.

The members of the People's Organization (PO) and the water committee continue to conduct regular meetings after the program is completed and they discuss the strengths, weaknesses, and lessons learned during the implementation of program. The staff of CD Bethesda facilitates the meetings and take note of the discussions to ensure that they will be considered as input in future planning.

## **8. How does the practice ensure accountability?**

### **Explanatory note: Accountability**

The realization of human rights requires responsive and accountable institutions, a clear designation of responsibilities and coordination between different entities involved. As for the participation of rights-holders, capacity development and training is essential for institutions. Furthermore, while the State has the primary obligation to guarantee human rights, the numerous other actors in the water and sanitation sector also should have accountability mechanisms. In addition to participation and access to information mentioned above, communities should be able to participate in monitoring and evaluation as part of ensuring accountability.

In cases of violations – be it by States or non-State actors –, States have to provide accessible and effective judicial or other appropriate remedies at both national and international levels. Victims of violations should be entitled to adequate reparation, including restitution, compensation, satisfaction and/or guarantees of non-repetition.

Human rights also serve as a valuable advocacy tool in using more informal accountability mechanisms, be it lobbying, advocacy, public campaigns and political mobilization, also by using the press and other media.

### **Answer:**

Accountability of the People's Organization (PO) is an important aspect of the project. CD Bethesda has been conducting capacity building for the PO on project management (PME) in order to enable the PO to be accountable to the community. The PO also regularly informs the community members about its work.

CD Bethesda encouraged the PO to attend the musrenbangdes (musyawarah rencana pembangunan desa), routine meetings carried out by the local government to discuss the village development plan. At those meetings, the PO announces and gives information to the local government and community about their activities.

<sup>2</sup> Stakeholders include local government, both the executive part and the village parliament (called BPD: Badan Perwakilan Desa, village parliament body), women groups, youth groups, informal community leaders.

## **9. What is the impact of the practice?**

### **Explanatory note: Impact**

Good practices – e.g. laws, policies, programmes, campaigns and/or subsidies - should demonstrate a positive and tangible impact. It is therefore relevant to examine the degree to which practices result in better enjoyment of human rights, empowerment of rights-holders and accountability of duty bearers. This criterion aims at capturing the impact of practices and the progress achieved in the fulfilment of human rights obligations related to sanitation and water.

### **Answer:**

Strengthening the People's Organization (PO) is important to succeed in the endeavour to enable the community to know and claim their rights to water and sanitation. As an impact of the practice, the strengthened PO is taken into account by the government in their policy-making. For example, the personnel of the PO is involved in the Musrenbang (government forum/meeting to discuss development in the level village and sub-district), leading to the prioritization of water and sanitation among the issues that should be addressed from the government budget, and thus helping to realize the community members' rights to water and sanitation. The practice demonstrates how an active and strong PO can be helpful for advocating for a community's rights.

Another impact is that women and children can use their time more for other activities, no longer only for collecting water. Children have more time for studying or for having fun, and women have more time for productive activities.

Generally we notice that the prevalence of diarrhea has been decreasing.

As the materials are provided by the local private sector, local economic development is also promoted by the project.

## **10. Is the practice sustainable?**

### **Explanatory note: Sustainability**

The human rights obligations related to water and sanitation have to be met in a sustainable manner. This means good practices have to be economically, environmentally and socially sustainable. The achieved impact must be continuous and long-lasting. For instance, accessibility has to be ensured on a continuous basis by adequate maintenance of facilities. Likewise, financing has to be sustainable. In particular, when third parties such as NGOs or development agencies provide funding for initial investments, ongoing financing needs for operation and maintenance have to be met for instance by communities or local governments. Furthermore, it is important to take into account the impact of interventions on the enjoyment of other human rights. Moreover, water quality and availability have to be ensured in a sustainable manner by avoiding water contamination and over-abstraction of water resources. Adaptability may be key to ensure that policies, legislation and implementation withstand the impacts of climate change and changing water availability.

### **Answer:**

The involvement of the community is crucial for sustainability, ensuring that the project meets the needs and expectations of the community and creating ownership and responsibility.

The system of 'water meters' that is agreed upon by the community and managed by the local Water Committee also contributes to the financial sustainability of the practice. The water programme applies a revolving fund system, providing a water connection with a water meter (provided by the private sector) to households at the cost of IDR 500.000 (ca. USD 55) plus IDR 2,500 per meter for the laying of the pipes. The households pay this sum plus interest in installments to the water committee. The exact mode of payment can be negotiated; it is also possible to delay the payment if there are good reasons for this. The regular contribution of every household for water usage is IDR 200 per cubic meter of water and IDR 1.000 per month for administration. As a result of this system, the PO can now extend the water connections and water meters to 70 more beneficiaries.

**Final remarks, challenges, lessons learnt**

- The People's Organization (PO) in this practice consists of people of different race and faith, promoting a pluralist spirit.
- The PO consists of women and men, as an instrument to break down a social construction that subordinates women and gives them no rights in decision-making.
- The PO is acknowledged by the government, and the government involves the PO for having their input in the decision-making
- Community based approach makes the activity more sustainable.
- Cooperation of the three sectors (NGO, government, private sector) is effective in assisting the community in addressing their water and sanitation efforts.
- In the endeavour to reach the MDG7, there are many International Organizations implementing relevant programmes. These programmes should not aim only for quantity, focusing entirely on providing access to a certain number of households in a certain time, but should also consider the quality of the results and processes, e.g. making sure that the program reaches the target group. It is advisable in this context to make use of the expertise of local NGOs whose members are a part of the community's life.