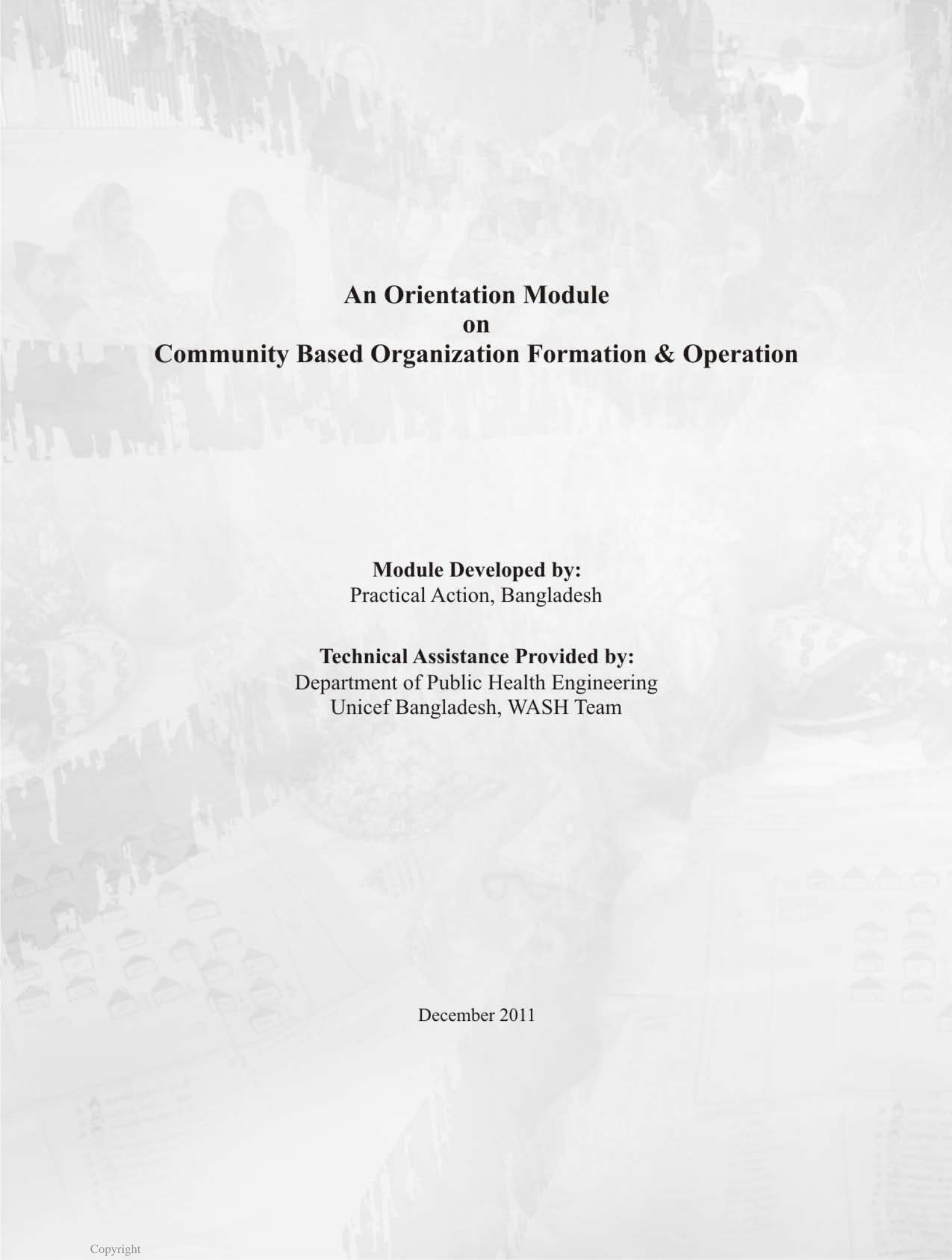


An Orientation Module

Community Based Organization Formation & Operation

Sanitation, Hygiene Education and Water Supply in Bangladesh
(GoB-Unicef) Project - Urban Component





**An Orientation Module
on
Community Based Organization Formation & Operation**

Module Developed by:
Practical Action, Bangladesh

Technical Assistance Provided by:
Department of Public Health Engineering
Unicef Bangladesh, WASH Team

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Objective of the Orientation

Overall objective

To form Community Based Organization (CBO) and to establish it as an active committee by increasing the capacity of the members of 18 working Municipalities under the Sanitation, Hygiene Education and Safe Water Supply Project (GoB-UNICEF): Urban Component. To make the Community Hygiene Promoter (CHP) as an efficient supportive partner for giving orientation to the CBO committee members.

Specific Objectives

- The participants will be able to get an idea on Sustainable Development and to give explanation on it;
- Able to know about Good Governance and its importance;
- Able to know the importance, formation process, organizational structure & constitution of CBO and can give explanation on it.
- Able to know the election process of CBO and can explain it;
- Able to explain the responsibilities and activities of the committee members of CBO to implement SHEWA-B Project
- Able to explain the communication strategy and its importance to CBO committee

Topics to be discussed

- Sustainable development and people's participation
- Good Governance and its importance for CBO
- Idea, definition and purpose of CBO formation
- The activities of CBO for implementing SHEWA-B Project
- Organizational structure and constitution
- Necessary documents for CBO Committee
- Procedure for electing member of CBO
- CAP review and update
- The role of CBO committee member
- Communication strategy of CBO committee member
- Guideline for arranging & facilitating training

Idea about orientation course Orientation for whom

SHEWA-B Project Coordinator (PC), Pourashova (Municipality) Facilitator (PF) and Community Hygiene Promoter (CHP) of 18 Municipalities under SHEWA-B urban component of GoB-UNICEF will be the participants of this course. However, Community Hygiene Promoter (CHP) would be the main target participants of this training.

Who will conduct the orientation

The central team of Practical Action Bangladesh would be in overall coordination and the field officer will arrange and conduct the training in different Municipalities. The field officer will give the technical guide and facilitate the training. The Municipality will be in overall supervision of the orientation course in respective area. The field officers arrange the venue, materials and other necessary things with the help of field agencies.

Venue of orientation:

Training centre of field agencies or meeting room of Municipality or any other suitable place would be considered as venue of orientation.

Duration of Orientation:

Each orientation session would be arranged and conducted for 2 days.

Content of Orientation

Orientation of CBO formation & operation

| Time | Session | Topic |
|--------------------------------|--|--|
| 09:00 10:00 | Session-1: Introduction | <ul style="list-style-type: none"> • Registration • Inauguration & Ice breaking |
| 10:00 10:30 | | <ul style="list-style-type: none"> • Assessment of demand • Objective of the training & brief description |
| 10:30-10:45 Tea Break | | |
| 10:45 12:00 | Session-2: Sustainable Development & People's Participation | <ul style="list-style-type: none"> • Development, Sustainable Development & its features • People's participation & its necessity |
| 12:00 01:00 | Session-3: Good Governance | <ul style="list-style-type: none"> • Good Governance • Necessity of Good Governance for CBO • Good Governance & Gender |
| 01:00-02:00 Lunch Break | | |
| 02:00 03:00 | Session 4: Community Based Organization (CBO) | <ul style="list-style-type: none"> • Idea & definition of CBO • Purpose of CBO • Activities of CBO for implementing SHEWA-B project |
| 3:00 4:00 | Session-5: Organizational Structure and Constitution of CBO | <ul style="list-style-type: none"> • Organizational Structure of CBO • Constitution of CBO • Issue related to election of CBO Committee member • Necessary documents/materials for CBO committee |
| 4:00-4:15 Tea Break | | |
| 4:15 5:00 | Session-6: The role of CBO committee member | <ul style="list-style-type: none"> • Role & Responsibilities of the members of CBO Executive committee • Role & Responsibilities of the general members of CBO |

| 2nd Day | | |
|---------------------------------------|--|---|
| 09:00-9:30 Review of the previous day | | |
| 09:30 11:00 | Session-7: CAP review and update | <ul style="list-style-type: none"> • CAP review and update • Planning & its importance |
| 11:00-11:15 Tea Break | | |
| 11:15 01:00 | Session-7: Continuing as before | <ul style="list-style-type: none"> • Arrangement & conduction of monthly meeting of CBO committee |
| 01:00-02:00 Lunch Break | | |
| 02:00 04:00 | Field Exercise | <ul style="list-style-type: none"> • CAP review and update • Arrangement & conduction of monthly meeting of CBO committee |
| 04:00-04:15 Tea Break | | |
| 04:15-04:45 Sharing field experience | | |
| 04:45 05:00 | Session-8: Instruction for Facilitator | <ul style="list-style-type: none"> • Training arrangement & instruction for facilitator for meeting conduction |
| 05:00 05:30 | Session-9: Evaluation & Concluding Remark | <ul style="list-style-type: none"> • Evaluation of orientation & Concluding Remark |

Planning Session & Necessary Information

Session: 1

Title of the session: Introduction

Purpose:

- Inauguration of orientation
- Participants will be able to explain the purpose of orientation
- Facilitator and participants will be acquainted with each other
- Helpful for coordinating the expectation with the discussion points

Time: 1 hour & 30 minutes

Materials: Banner, Registration Sheet, Note Book, Pen, Poster Paper, VIPP card , marker, Board Pen, poster for the purpose of orientation and programme schedule.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|---------------------------------------|---|---------|---|---|
| Inauguration | Step-1: Facilitator will introduce all the guests and welcome them. The guests will gradually deliver their speech on project orientation program and its background. Finally the chief guest after giving his speech will inaugurate the orientation session. | 30 mins | Speech | <ul style="list-style-type: none">• Banner, Registration Sheet, Note Book, Pen, Orientation content |
| Introduction & expectation assessment | Step-2: Facilitator will introduce all the participants by their name, designation & workaffiliation. The participants will be ntroduced themselves through a training game. After the introduction, the facilitator will distribute the VIPP card and take their written demand. He will attach them on board and request one of the participants to read them out. The same type of demands will be placed in the same line. | 45 mins | Discussion, game &VIPP Method | <ul style="list-style-type: none">• Poster Paper, Veep card, Marker, VIPP Board |
| Purpose & Topic Description | Step-3: Facilitator will describe the purpose, main objective and content of orientation and thus conclude the session | 15 mins | Multimedia or Poster displaying& discussion | <ul style="list-style-type: none">• Poster explaining the purpose of the orientation |

Facilitator's Note Session: 1

Objective of the orientation

Overall Objective:

To form Community Based Organization (CBO) and establish as an active committee by developing the efficiency of the members of 18 working Municipalities under the urban component of Sanitation, Hygiene Education and Safe Water Supply Project (GoB-UNICEF). And to make the Community Hygiene Promoter (CHP) as efficient supportive partner by delivering the orientation to the CBO under the Project.

Specific Objective

- The participant will be able to get idea about sustainable development and explanation;
- Able to know what is Good Governance and its importance;
- Able to know the importance, formation process, organizational structure & constitution and explanation about CBO;
- Able to know the election process of CBO and explanation;
- Able to explain the responsibilities and activities of the committee members of CBO to implement SHEWA-B Project
- Able to explain the communication and its importance of CBO committee

Topics to be discussed

- Sustainable development and participation
- Good Governance and its importance for CBO
- Idea, definition and purpose of CBO
- The activities of CBO for implementing SHEWA-B Project
- Organizational structure and constitution
- Necessary documentation of CBO Committee
- Focus point for electing member of CBO
- CAP review and update
- The role of CBO committee member
- Communication of CBO committee member
- The system of phase out
- Direction of module for arranging & facilitating training

Session: 2

Title of the Session: Sustainable Development and Public Participation

Purpose:

- Participants will get an idea on development, sustainable development and know about the features of sustainable development
- They will be able to explain people's engagement & its necessity in development process

Time: 45 minutes

Materials: Poster Paper, Marker, Sign Pen etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|---|--|---------|---|-----------------------------------|
| Development, Sustainable Development and Development features | Step-1: Facilitator will give his greetings and explain the purpose of the session and then share the views of the participants on development & sustainable development. Facilitator will explain the development & sustainable development from previously prepared poster paper and cite some examples. He then give scope to the participants for open discussion. | 20 mins | Participatory discussion & showing poster | • Poster paper, Marker & sign pen |
| Public participation | Step-3: In this session facilitator will give presentation on the necessity of people's participation. To ensure public participation a game may be played and through this the participants can gain knowledge about the importance of public participation. In this way, the facilitator will acquaint the participants with people's participation. | 15 mins | Poster showing & game | • Poster Paper, Marker |
| Public participation | Step-4: In this step facilitator will wrap up the discussion on public participation from the knowledge gathered by the participants from the previous lecture session and deliver presentation on the necessity of public participation based on written materials on the poster paper and conclude the session by with giving a summary on the discussion topic and giving thanks to all for their active participation.. | 10 mins | Discussion | • Poster Paper, Marker |

Facilitator's Note Session: 2

Development

- Development is a transforming paradigm that brings positive change in overall situation. Development is a orderly process by which the condition/situation of people (Economic, Social, Political & Cultural) can be changed positively.
- Positive change through cooperative participation on basis of social justice and ecological balance is development.
- The exploration of people's self-capacity is development. This capacity depends on proprietorship and the extent of his ownership on the services/ products.. Not only the availability of product but also the authority to enjoy the product . Human development can not be measured by wish and aspiration of people,,but also consider whether the opportunity of people has been created or not for human development. The features of the opportunity or right are-
 - Proper Education
 - Hygienic Environment
 - Political Freedom
 - Cultural Freedom
 - Safe Environment
 - Human well fare

(Amarta Sen: Life Style and Economics)

Development is such a process that ensures the empowerment of people by the positive change of present condition through the spontaneous participation of greater communities by removing social barriers. So development is such a continuous process where people can identify their problems, analyze them and find out solutions through proper utilization of local resources and take steps unitedly.

The features of sustainable development:

- Development has to do with own effort. The target group has an understanding that nobody can do the development for to them
- When people are aware and interested in sustaining their development, they become active to find out their own resources
- When people realize that they themselves are resources, , their endeavor for searching other resources are increased. Then they can find that for sustaining the effort all the resources/ materials are available around them.
- When people are able to specify their resources, they become intrinsic of the management of their resources. Thus the issue of own resources and ownership is created.
- Target group is united spontaneously under an organizational body among them.
- They have started sharing their views among themselves and practicing by adopting the process of taking decision
- The knowledge, skill and value for operating a group or an organization has been noticed in target people.
- A practice or culture to resolve internal conflict has been developed
- With an united effort, they are now capable of analyzing and identifying the problems, setting the priorities and demonstrating practical implications.
- Based on the identified problems, they are able to prepare plan, develop implementation mechanism and design monitoring and analyzing process
- The fund allocation and its management would be possible by their own arrangement
- When the assurance, ownership, resource availability and management are becoming fair and transparent, only then sustainable development would be possible

Public Participation:

Participation is such a process by which the spontaneous engagement of all communities is ensured and the need, responsibility, problem and resources are realized. The awareness and inspiration make them so confident that they are able to identify problems and find out solutions in future.

Necessity of Participation:

- The actual development would be possible if the project is designed particularly for the community and the participation of the community people is ensured.
- As the water, sanitation and hygiene education is designed particularly for the community, their opinions/suggestions are important for sustainable development.
- If the local community is engaged in placing demand, preparing plan, involving in implementation, monitoring and evaluation, the sustainability of the program would be longer.
- The active participation of the local community is very important for the overall success of the project.
- The active participation of local community is also very important for sustainability and permanency of the project.
- Moreover, the sustainability of water supply, sanitation and hygiene practice depends on the participation of the local community.



Session: 03

Title of the Session: Good Governance

Purpose:

- Participants will gather idea about good governance and able to explain and share the idea in CBO meeting
- Able to know and explain the necessity of good governance in the local institutions
- Able to know the governance system of the community based organizations and the relation between good governance and gender

Time: 01 hour

Materials: Poster Paper, Marker etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|--|--|---------|---|-------------------------|
| Good Governance & its Necessity & Good Governance and Gender | Step 1: In this session facilitator will assess the knowhow of the participants and then he will give presentation on the definition of good governance and its necessity showing the poster paper. The participants will be divided into multiple groups and they will be provided with 2/3 pages hand outs on good governance and they will write down their ideas on the poster paper. The facilitator will call each team to give presentation on the main elements of the good governance and allow them to join in open discussion. | 30 mins | Discussion, Circle Study & presentation | • Poster paper, Marker. |
| Public participation | Step 2: In this session the facilitator will explain to the participants in which sectors good governance is necessary and how it will be practised for the CBO committees and and give a clear concept on it. | 15 mins | Lecture & discussion | • Poster Paper, Marker |
| Public participation | Step 3: In this session facilitator will ask the participants about the relationship between good governance and gender. He then discuss the issue in a participatory approach, so that the concept would be clear enough to them. In this way the facilitator will draw a summary and deliver concluding remarks by giving thanks to all. | 15 mins | Lecture & discussion | • Poster Paper, Marker |

Facilitator's Note Session: 3

Good Governance:

Good Governance in decision making process is very important in the modern democratic development system. If the decision is taken in a traditional way, it not only slows down but also does not bring positive change in the development process. For ensuring equal participation of all institutions or organizations and bringing accountability and transparency in the decision making process, good governance is needed. So good governance is such an institutional or organizational process and method by which any institution or organization can ensure the maximum well being of people by proper utilization of resources.

In what sector good governance is needed?

- **Government Institution:** Health, Education, Land, Police, Judicial System, Power Sector, Communication, Upazila and Zila (Thana & District), National Parliament.
- **Local Government Institution:** Pourashove, City Corporation, Union etc.
- **Non-government Institution:** NGOs, CBOs, Social Organization, Market & Individual Institution.

Four Pillar of Good Governance:

Accountability:

Every person has to be accountable for his responsibility. Accountability will not only be upward, but also be worked in downward direction because accountability would not be only to the controlling authority or to the powerful people but also to the service recipients or to the general people.

Transparency:

Transparency means the right of free access to information for all. Institutional transparency is ensured by creating a conducive environment where any decision or work which has a chance to be influenced, has to be mentioned and carefully stored.

Participation:

The participation of the service recipients in the activities and decision making process of the service providing institutions play a vital role in democratic process and method. In people participation, the representation of the group may increase or decrease the decision making process. However, in all sectors, maximum participation of people should be followed.

Predictability:

The member of an institution, service recipients and other stakeholders should have the clear understanding of the activities, rules & regulation, working method, ideology of an organization. The respective institutions would be able to establish their credibility to the related stakeholders.

The Necessity of Good Governance in Local Institution:

Committee Formation & Activation:

There is provision to form committee/sub-committee in Municipality to carry out their activities. The committee or sub-committee would be formed properly and be activated by assigning their duty & responsibility. Experienced persons from the community in the particular sector could be included in the committee.

Planning:

The resources and the problems could be identified in each and every ward taking the support of the local people. Then plan could be formulated by proper utilizing the resources and resolving the problems. There are some organizations of the ultra-poor community in every ward cluster. By involving the organizations in the ward or in the municipality level the master plan could be prepared. People participation could be ensured in each step of the plan.

Decision Making Process:

There are opportunities to include people in the decision making process of the Local Government Institutions. The -representatives from the poor community should be invited in the WatSan monthly meeting of the municipality, , special meeting and project related meetings and the decision should be made by taking opinion of the poor community. The date and time for the meetings has to be fixed e. The minutes of the meeting should be presented in front of the all participants. The decisions of the meeting should be monitored by the people for implementation..

Development Activities:

The quantity, detail expenditure and list of the development activities those are taken for implementation should be demonstrated to the public through notice board / signboard. The authority should be prepared to answer any question raised by the people and for that conducive environment would be created where anybody can ask question related to the project. The poor community should be included in the project committee. The project expenditure should be disclosed to the after the completion of the project.

Accepting Process of Public Opinion:

Complain box, board or registered book should be used for recording people problem, complain and opinion. Direct question and answer session would be arranged at least twice in a year for the voters. Miking should be done to motivate people before taking their opinion.

Disaster Management:

The local government institutions should be with the people during disaster period. The aid should be collected from the govt. or non-govt. organizations and it should be distributed properly among the disaster affected people . The collected donations and the distribution list should be disclosed to the people and written notice should be hanged.

The public participation, accountability and transparency should be ensured by the local government institution in such kind of project activities. It is noted that, l people are the main force of the local govt, and the existence of local government. is useless without the local people.

Good Governance in Community Based Organizations:**The activities in community based organization:**

- Preparation of annual work plan through people participation.
- Review the progress and share it with all for ensuring accountability.
- Operate the accounts of CBO with transparency.
- Update all types of documents and ensure that everybody get it easily.
- Implement the activities with the cooperation of other similar community based organizations.
- Convene and conduct monthly meeting for consultation regularly.
- Take decision in a democratic way.
- Give importance and reflect the opinion of gender issue along with other vulnerable groups.
- Organize and operate annual general meeting

The Role of Good Governance in a wider-coverage of Community

- Identify the resource of a slum and its utilization in development activities
- Complete cluster survey & make profile of it
- Share the work progress and activities of CBO committee with the cluster member
- Ensure the participation of poor and vulnerable community in implementing process
- Communicate with the service provider and receive their service
- Take income generating activities
- Ensure the benefit and service of WatSan service from the UP and other service providers for the poor and vulnerable community
- Collect, maintain & use the alternative arsenic mitigation options
- Monitor all types of activities
- Resolve the existing conflict of slum

Good Governance & Gender

Good governance will not be ensured without participation of women in planning, decision making and implementing process. Because the women are the half of the total population. Without the participation of women means we cannot get the opinion of half percent of total population. In other words, it indicates neglecting half percent population. Beside that in the good governance system, a female activist can contribute same as a man. In governance system, the participation of women not only fulfill the demand but also bring positive change in the mainstream development.

Research finding shows that women's participation in all sectors of govt. can increase transparency and they are very much able to look into all issues which the men frequently overlook such as education, health, water and sanitation.



Session: 4

Title of the session: Idea/concept, definition and purpose of Community Based Organization (CBO) and the activities to implement SHEWA-B project

Purpose:

- The participants will get the idea/concept on community based organization
- The participants will be able to explain the purpose of the formation of CBO in project area
- The participants will get an idea on the activities of CBO for implementing SHEWA-B project

Time: 1 hour

Materials: Poster paper, VIPP Card, Marker, VIPP Board, Board Pin, Hand out etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|--|---|---------|---|---|
| Idea, definition, purpose and activities of Community Based Organization(CBO) | Step1: Facilitator will start the session by delivering welcome greetings to all and describe the purpose Then he will write down the participants' comments on CBO on the board and poster paper. The facilitator will listen few experiences about CBO from 1 / 2 participants who have previous experience and taking account of all comments, will prepare a definition of CBO | 20 mins | Participatory discussion and experience sharing | • Poster paper, marker, VIPP board, board pin |
| Public participation | Step 2: Facilitator will divide the participants into 3/4 groups and distribute the hand outs and necessary materials to them on CBO. Facilitator will tell each group to read the handout together and present it in a very simple way on the brown paper what they have understood . Then the facilitator will present the purpose and activities of CBO. | 30 mins | Study circle& presentation | • Poster paper, marker & hand out |
| Public participation | Step 3: The facilitator will make a summary on the issues and information those are discussed and give a clear conception on CBO to the and conclude the session by giving thanks to all. | 10 mins | Discussion and presentation | • Hand out |

Facilitator's Note Session: 4

Concept on Community Based Organization (CBO) :

Generally CBO is recognized as a community or area based organization. In the SHEWA-B urban component some working plans of the community of the selected cluster are determined and the people who are at the stage of implementing the working plans will be included in the CBO committee as member. The project design shows that CBO will be formed in each & every cluster and the development activities would be implemented by the leadership of the respective member. In this project the slum dwellers of the Municipality or the low income people can be united to ensure the safe drinking water, sanitation and hygiene practice and thus can improve the livelihood security, human and socioeconomic condition. So CBO is formed for ensuring the empowerment of the community people. Such kinds of organizations are needed for different types of activities for a project. Organizations are created to achieve particular goal or purposes.

If the question arises that who is responsible to implement the WatSan activities which have been taken through the public participation in the respective cluster, then it is needed to form cluster based CBO to implement the action plan. If there is already a CBO in the selected cluster, the committee might be reformed or the new CBO might be formed as well. Activity, duty and responsibility should be explained clearly to the local people during formation of the CBO. The people who are to be included in the CBO as the member will have to work for the development of their own area. It will be clearly mentioned that no financial benefit or other facilities will be provided to them by the implementing authority or municipality against their works. The organization will be treated as organization of the local people..

Definition of Community Based Organization (CBO):

Group:

Some people of equal mentality of a particular geographical area who implement development activities informally within a framework of formal rules & regulation to achieve a particular goal & purpose are considered as group.

Community Based Organization (CBO):

Some people of equal mentality of a particular geographical area having mutual trust, belief and co-operation who implement development activities formally with definite prescribed rules & regulation, organize necessary resources to achieve a particular goal & purpose are considered as organization.

When community people or local people are able to formulate work plan, implement and monitor them gradually to fulfil their demand or resolve their problem by using their resources and people having mutual trust, belief and co-operation are recognized as Community Based Organization (CBO).

Purpose of CBO:

The purpose of CBO is to ensure safe drinking water supply, proper sanitation facilities and hygiene promotion for the area of low income or slum dwellers in the Municipality.

- Engage in monitoring & maintaining the water and sanitation infrastructure implemented by SHEWA-B project.
- Generate necessary fund to install, maintain and sustain the infrastructure of water and sanitation.
- Motivate people for ensuring clean and healthy environment in each cluster.
- Communicate actively with the other organizations relating to water & sanitation and act as a people group.
- Create public awareness to establish their other rights including water & sanitation rights.
- Build up unity among them and increase awareness.

The necessity of organization:

- For building up unity.
- For establishing rights.
- For executing integrated development activities.
- For executing the activities smoothly.
- For ensuring development through the participation of all.
- For progressing the development activities and effectively reducing the problem by sharing mutual talent, skill and experiences of all.
- For compiling all the resources both personal & surrounding for completing the activities.
- For getting and utilizing the facilities from govt. or non-govt. agencies for development activities.
- For establishing own acceptance in all sphere of society through implementing development activities.
- For establishing social responsibility for the local people and people of the society.

The activities of CBO committee to implement SHEWA-B project

The committee will do the activities-

- Implementing Community Action Plan (CAP).
- Operating the monitoring activities of CAP.
- Arranging monthly meeting regularly. The monthly report would be submitted to field agency and the authority of Municipality.
- Doing works for ensuring the health education in the cluster.
- Operating the activities of installing water source, latrine, dustbin, drainage system and maintaining properly.
- Fixing up contribution money & collect from the community.
- Documentation of earn & expenditure.
- Updating CAP with presence of respective CHP in the monthly CBO meeting.
- Providing information and helping to collect information.
- Supporting CHP to arrange yard-meeting with mother & children group.
- Supporting CHP to arrange and operate different activities.
- Supporting CHP for operating and monitoring adolescent monitoring activities.
- Visiting the water and sanitation infrastructure once in a month.
- Monitoring the activities of the maintenance team of the infrastructure.
- Communicating with other Govt. and Non-Govt. organizations regularly.

Session: 5

The title of the session: Organizational Infrastructure & Constitution of CBO

Purpose:

- The participants will know about the Organizational Structure of CBO
- Able to explain the constitution of CBO
- Able to explain the criteria of CBO members selection

Time: 1 hour

Materials: Poster paper, Marker, White Board, Hand out etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|---|--|---------|--|--------------------------|
| Organizational structure, constitution and other necessary documents of CBO | Step 1: In this session the facilitator will present the organizational structure of CBO, what is, constitution, why it is necessary, other necessary documents and the member selection process of CBO gradually in a (beautiful, attractive and clearly written poster paper). Facilitator will request one of the participants to read out the poster paper. | 30 mins | Presentation of poster paper and open discussion | • Poster paper, hand out |
| Public participation | Step 2: After presenting each topic, the facilitator will join with the participants in open discussion. The facilitator will listen to and answer the questions which will be asked by the participants to clarify the concept. | 15 mins | Presentation of poster paper, open | • Poster paper, hand out |
| Public participation | Step 3: After the main discussion and presentation, the facilitator will present the format of committee member list. Then he will summarize the overall topic and conclude the session by giving thanks to all. | 10 mins | Speech | • Poster paper, hand out |

Organogram of CBO

| Designation | Quantity |
|--------------------|----------|
| President | 01 |
| Vice President | 01 |
| Treasurer | 01 |
| General Secretary | 01 |
| CBO general member | 05-07 |

The president, vice president, treasurer and general secretary of CBO committee are considered as executive committee and the other members are considered as general member.

(Generally CBO committee is formed comprising of 9 to 11 people such as president, vice president, treasurer, general secretary and other 5 or 7 general members. Every general member normally maintains his/her duty and responsibility as important member of the committee. The executive committee is formed with president, vice president, treasurer and one of the general members)

Constitution

Literally constitution means a system governed by basic rules by which a nation or an organization is operated. Simply it can be said that to establish or to operate any organization, some rules and regulations are needed which are considered as organizational rules and the book in written form consists of such kinds of rules is considered as constitution.

Constitution of CBO

The Constitution of CBO committee is the compilation of some rules and regulations for forming and operating the committee. CBO committee is formed and operated on the basis of the rules and regulations. Some important rules & regulations of the constitution of CBO committee are given below:

- Each committee will be formed for a year. The number of members would be changed by the majority opinion of the committee.
- Generally CBO committee consists of 9 or 11 members, but the member would be more or less than that if necessary.
- The committee of cluster will be formed through the discussion with the cluster people and on the basis of their opinions. The local people will select member and fix the quantity.
- A field worker will monitor the committee formation for ensuring that the main objective of the SHEWA-B project is being followed
- The participation of all sections of society spheres should be ensured. Ultra poor, disable people, women and other socially victimized people should be ensured.
- Membership and participation of both male and female both should be included in the committee.
- For taking decision, the opinion of the committee member should be valued. All members should be well informed about the activities and decisions of the committee.

Criteria for selecting CBO committee member:

- 50% member of the executive committee should be female
- President or general secretary should be female
- Female would get priority in treasurer selection
- Member should be selected from every corner of the cluster

- Representation from middle, lower, poor and ultra poor class based on the economic condition.
- The people who are able to spend time for implementing the activities of the community work plan will be included in the committee.
- Person who can maintain good relation with the entire families of the cluster would be selected for committee member
- Those people who have the ability and experience in leadership of implementing workplan be included in the committee, however the representation from poor, ultra poor, woman and disable would be highly considered as committee member

Documents needed for the CBO

- Arranging monthly meeting. Sometimes more than one meeting need to be called if necessary
- Preserving register such as regulation register, cash register, stock register etc. Updating register in every month and presenting in the meeting
- Committee will generate fund and try to enhance it
- Committee will open current account in any bank (govt. or non-govt.) for transaction money
- Committee will try to collect contribution money from the upper class people or organizations in the society for increasing the fund and for development works of the locality
- CBO committee will preserve all hardware documents of CAP & cluster

Community Based Organization

1. Date of the formation of CBO:.....
2. Cluster/area name: Cluster No..... Ward No.....
3. Municipality:
4. Total Member of the Committee:
5. Filed Agency:

List of the Committee Member

| SL | Name | Father/husband | Designation | Signature |
|----|------|----------------|-------------|-----------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

.....
 Sign of CHP
 Name:
 Date:

.....
 Sign of Pourashova (Municipality) Facilitator
 Name:
 Date:

.....
 Sign of Ward Councilor
 Name:
 Date:

Session: 6

Title of the Session: The role of the CBO committee member

Purpose:

- The participants will be able to explain the duty & responsibility of the CBO executive committee member
- Able to explain the duty & responsibility of the CBO committee member

Time: 45 minutes

Materials: VIPP card, Poster Paper, Marker, VIPP Board, Board Pin, Hand Out etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|------------------------------|--|---------|---|---|
| Role of CBO committee member | <p>Step 1:In this session the facilitator will show the designation and responsibility of CBO executive committee by presenting it in a symbolic flower so that it could be attractive & easy to understand for the participants.</p> <p>Facilitator will listen to the participants and if they want to include any important option, he will consider during the presentation of VIPP card.</p> | 30 mins | VIPP method & open discussion | <ul style="list-style-type: none"> • VIPP card, poster paper |
| | <p>Step 2:Facilitator will present the activities of the general committee member on a colorful poster paper attractively and assess them whether the participants have understood or not. or not. If necessary, he can make sure by taking feedback from them.</p> | 15 mins | Presentation of poster paper & participatory discussion | <ul style="list-style-type: none"> • Marker, VIPP board, board pin, hand out |
| | <p>Step 3: In this session facilitator will take opinion of the participants on additional job if they want to include for the general committee. Then he will summarize the topic and conclude the session with thanks.</p> | 10 mins | Participatory discussion | |

Facilitator's Note Session: 6

Roles & responsibilities of CBO executive committee & general members:

Duty of President:

- He will preside over monthly meeting
- He will accelerate the decision making process by organizing monthly meeting
- He will recruit caretaker & fixing up the contributory money by taking opinions of all
- He will open bank account of joint signatories for running SHEWA-B project. In this aspect he will follow the written guide line of the project.
- He can change any member of committee in consultation with others if necessary

Duty of Vice President:

- He will be responsible for presiding over the meeting in absence of president
- He will cooperate the president & the general secretary in general.

Duty of general secretary:

- He will call & conduct meeting regularly
- He will write up the regulations of the meeting
- He will pass/approve any decision through the maximum opinions of the meeting and sign under the decision of the meeting

Duty of Treasures:

- He will keep records of the account .& update regularly
- He will preserve the financial documents
- He will present the financial status in the meeting.

Duty of General Member:

- They will participate in the meeting regularly
- They will present the development status of their works
- They will deliver their opinion in the meeting & cooperate to implement the decisions
- One of them will conduct meeting in absence of President, Vice-president & General Secretary
- They will give their opinion whether the decisions' taken are possible of being implemented or not.

Session: 7

Session Title: CAP reviewing, planning & updating

Purpose:

- The participants will be able to explain the CAP reviewing and its method & process, planning & its necessity
- They will know about CAP updating process & able to explain the method
- They will be able to explain the communication of CAP committee & its importance

Time: 2 hour & 15 minutes

Materials: Poster paper, marker, VIP card, board pin, hand out etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|---|--|---------|--|--------------------------------|
| CAP reviewing, planning & updating and communication sections for CBO committee | Step 1: In this session the facilitator will want to know the idea of the participants on CAP reviewing process such as what are the topics need to be discussed in the CAP reviewing slot, how and how often it will be discussed. He will write the opinions of the participants on the poster paper or on board and then he will deliver the definition of CAP reviewing and give clear concept on it. | 40 mins | Participatory discussion & presentation | Poster paper, marker |
| | Step 2: In this session the facilitator will distribute vipp card & marker to the participants. The participants will be asked to write down what is planning & why it is needed based on their field experience. Then the facilitator will put the VIPP card on the board and declare for open discussion. | 20 mins | Participator discussion | Poster paper, marker |
| | Step 3: In this session the facilitator will present the hand out in the colored poster paper showing the updating CAP for implementing SHEWA-B project and explain necessary issue. He will explain on the topic of CAP updating on what basis & how and he will give some field example to make it easy & proper understanding of the participants. | 30 mins | Poster paper presentation participatory discussion | Poster paper, marker, hand out |

Facilitator's Note Session: 7

CAP Review:

CAP is the initiative of the community of the respective cluster by their own effort. By this initiative, the real situation, problem and the demand of drinking water, sanitation and hygiene practice of the poor and the ultra poor community is represented. The identified problems have been given to the respective Municipality for solving along with the community of the cluster under SHEWA-B Urban Component project. For implementing CAP (Community Action Plan) properly, the Community Based Organization (CBO) has been formed in the community. The members of the committee or organization will operate and implement the CAP. The CBO committee will arrange a meeting in a month for the proper implementation of CAP and by discussing the issues under CAP the decisions will be taken. For CAP reviewing some important issues will get importance or priority as follows-

- The previous planning and decisions which are noted in the last monthly meeting
- Reviewing what actions are being taken which is planned in the CAP work plan in the last 6 months and adding new demands for the increased family or population of the cluster and presenting the information to the competent authority
- CAP should be reviewed in the presence of Ward Commissioner
- The agenda, discussion, decision and activities of the Ward Task Force Committee and Municipality WatSan Committee meeting should be presented through respective CHP and the facilitator of Pourashava and the resolution of the problem has to be found out and added to CAP
- The executive committee of the CBO will take initiative for proper maintenance and operation and develop ownership of the hardware which is prepared by the SHEWA-Band the situation will be discussed in the monthly meeting regularly.
- The issues of the CAP reviewing will be written in the meeting resolution by the general secretary and preserve them
- CAP will have to be included in the annual development plan of the Pourashava.

Planning:

The process and program which is taken through a step by step approach by compiling the thinking (brain storming) of all before starting the work is considered as planning.

The importance & necessity of work plan:

- The active participation of the beneficiaries in development activities is ensured
- The local demands are reflected specifically in the plan
- The idea of fund management for implementing project activities is achieved in line with the demand of the locality.
- The community people would get self-confidence for working in the project activities
- Ownership is grown in community people since the demand & possible intervention taken by themselves
- Efficiency is increased by the approach of leadership
- The proper distribution & equal development of the locality is ensured
- The process of sustainable development is ensured
- The social networking of the community is established.

The results of the plan

- The long term effect comes from planned activities
- Money & time is less wasted in the planned activities

- The possible mistake is reduced in the planned activities
- Planned activities are accepted by majority people
- Planned activities are not badly criticized by general people
- Responsibility is imposed equally on everybody in a planned stage according to the efficiency.
- There is no shame in failure if the work is done by all.

CAP Updating

CAP Updating is a continuous process. This process is completed initially by CBO member with the assistance of respective CHP. But after achieving the self-capacity, CBO member can update CAP by their own effort. Updating would be done after every three monthly meeting. In this respect, updating would be done in specially three stages-

1. Social Mapping
2. Wealth Being Ranking
3. Action Plan

In the time of updating of CAP some information will be added in Social Mapping according to the legend. With adding information in Social Mapping, the information of Wealth Being Ranking & Action Plan would be changed.

- The water supply technologies installed under SHEWA-B project, such as tube well, deep tube well, Dev head pump, Dev head Tara pump, ring well etc.
- The reconstruction of useless water resource has been done and made them usable by the support of the respective cluster of the Municipality/project
- Any kind of sanitary latrine installed under SHEWA-B project such as shared latrine, community latrine, hand washing device (if any). It is noted that the user family of shared latrine has to be marked.
- The unhygienic latrine has been turned to hygienic by reconstruction with cooperation of the respective cluster of the Municipality/Project.
- The family with pregnant mother & children less than 5 years age has to be identified.
- If any new family comes/joins, it will be included in the Social Mapping
- If any new hardware is installed, it will be updated in CAP accordingly

Organizing & conducting monthly meeting of CBO committee

Generally three steps are to be followed in the meeting

1. Before meeting
2. During meeting
3. After meeting

Preparation of Meeting:

1. Inform all the member about meeting venue, date and time by serving notice
2. Specify agenda
3. Pre-preparation for the meeting such as arranging seat, necessary equipments and refreshment
4. Attending the meeting

(P.S: Agenda for expenditure should be included in the notice for the transparency about financial issue)

Activities during meeting:

1. Selection of president for the meeting
2. m Welcome speech of the president & inform the participants about the purpose of the meeting
3. Specify discussion topics (if new agenda is added out of previous notice)

4. Read out the minutes of the last meeting & take approval
5. Invite for discussion, participation and taking decision
6. Prepare resolution on discussion
7. Ensuring signature of the participants
8. Fixing next meeting venue, date & time and concluding the meeting.

Post-meeting activities:

1. Implement and monitor activities according to the decision of the meeting
2. Prepare report
3. Serve notice for the next meeting.

The Communication sectors of CBO committee:

Purpose of the Communication of CBO committee:

CBO committee can establish relationship with different organizations for developing the activities of their own area like-

- For knowing the govt. information about WatSan
- 20% of annual development budget of the govt. is allocated for sanitation sector through local govt. institution. For getting the allocation, on behalf of poor community CBO can maintain the communication so that the community can get the facility easily
- Place the demand or tell the problem of the deprived citizen to the municipality and the public representative
- Maintain communication with the Municipality to get the benefit from the other projects from the Municipality Authority
- Submit the list of ultra poor community to municipality

Maintain communication with DPHE for arsenic test. Of the tubewells, etc.

Generally the committee communicates with these organizations:



Session: 8

Title of the session: Instruction for the facilitator for arranging & conducting Training

Purpose:

- The participants will know about the arrangement & training conduction as facilitator and able to explain it.

Time: 15 minutes

Materials: Poster Paper, Marker, Board Pin, Hand out etc.

Facilitation Process:

| Topic | Process | Time | Method | Material |
|---|--|---------|--|--|
| Instruction for the facilitator for arranging & conducting Training | <p>Step 1:In this session the facilitator will present multimedia presentation or brown paper presentation showing all the rules for arranging & conducting a meeting. Then he will listen to the comments of the participants and link up their opinion with mainstream. He will summarize the topic by conducting open discussion because the participants will arrange & conduct training in their own community. The facilitator will conclude the session by giving thanks to all.</p> | 15 mins | Poster presentation participatory discussion | <ul style="list-style-type: none"> • Poster paper, Marker, Board pin, hand out etc. |



Facilitator's Note Session: 8

Instruction for the facilitator to arrange & conduct training:

Facilitator should keep in mind:

The success or failure of the orientation or training depends on the efficiency of the facilitator to facilitate. A facilitator can make the learning environment attractive, spontaneous and active by his skill and art of presentation. The success or failure of the training lies with the participants. The facilitator alone can not take the credit.

Selection of Training Room or Venue:

- The seating arrangement of the participants in the training room should be 'U' shaped, half moonshaped or round shaped so that the facilitator and the participants can discuss face to face.
- Training venue should be quiet so that no sound can reach the ears
- Wash room must be at a close distance from training room & hand wash facilities such as soap, water should be available there
- Drinking water should be available in the training room
- The training room should consist of proper ventilation

Make friendly environment:

The facilitator should be friendly so that the participants can feel easy or can talk in open mind without any hesitation. The participants never feel the facilitator as very learned and keep distance from him.

- Maintain easy, friendly and nice relation with the participants
- Keep arrangement for songs, jokes, quiz and games when the participants feel bore
- The introductory session among the participants should be in a pleasant environment
- The presentation should be based on practical experience so that the participants can understand the session easily
- The presentation methods in the training session with the community should include experience sharing, diagram, picture or photograph presentation, and field trip

Review & Evaluation:

Review & Evaluation is a very important part of the training. The issue of exchange is justified properly through review & evaluation. The method of evaluation should be easy and attractive if it is done through pleasant games.

Ensuring participation of the participants:

- More participatory method to be used in the training session
- The participants have to give some time for asking question in a decent and organized way and also give time for thinking for answering the questions.
- The participants who speak less will be inspired to speak more in the session
- No need to be rational to the quality of the answer otherwise the participants who gave wrong answer before would not be interested for answering question.
- Experience related topics should be focused more in discussion.

Proper utilization of time:

The facilitator has to be attentive to run the session smoothly within time and care about the time properly during participatory discussion.

Necessary Materials for Arranging an Orientation or Training

| Orientation Materials : |
|---|
| Banner |
| Paper file/folder, note book & pen for the participants |
| Attendance sheet for the participants |
| Brown paper, poster paper, flipchart, VIPP card, A4 size white paper etc |
| Art line marker, white board marker, sketch pen etc |
| Scissor, Knife, board pin, scotch tape, Glustick, stapler with pin, punch machine etc |
| OSP, OSP sheet, pen, camera, laptop, multi media etc |
| Module or hand out |

Session 9:

Title of the session: Orientation Evaluation & Concluding session

Purpose:

- The formal evaluation of the orientation and concluding of the whole day activities will be in this session

Time: 30 minutes

Materials: Board, marker, form of course review & training evaluation

Facilitation Process:

| Topic | Process | Time | Method | Material |
|--|--|---------|------------------------|----------------------------|
| Evaluation of Orientation & Conclusion | Step 1: The facilitator will distribute a course evaluation form to the participants and make them understand how to fill up. Then they will fill up the form and submit it to the facilitator. | 30 mins | Views sharing & speech | • Training evaluation form |
| | Step 2: The facilitator will welcome the participants and the guests and deliver a brief on the orientation, and then he will invite a male & a female participant to share their views on the orientation. The facilitator will request the guests for delivering speech and finally the Chief Guest will conclude the 2 days orientation programme. | 30 mins | Views sharing & speech | • Course review |

Facilitator's Note Session: 9

Evaluation & Closing of the Orientation:

Community Based Organization formation & operation related Course Evaluation Form

The participants will put their comments on every session and overall management of the orientation following the particular format after the ending of the orientation program. The evaluation of orientation program will be justified through analyzing of all the collected data. Thus the strong and weak point of the facilitator as well as of the whole orientation program would be known. The facilitator will take care of the weak point more in the next training & thus try to improve the next orientation sessions.

The Format of the Orientation Evaluation:

Session:

Name of the Facilitator:

| SL | Topic | 1 | 2 | 3 |
|----|--|---|-----------------|---|
| | Discussion topics were need based | | | |
| | The facilitator had clear concept on the topic | | | |
| | The facilitator was efficient in presentation, time management and art of delivery | | | |
| | What was learned in the session would be applicable in project activities | | | |
| | Overall comments | | on the session: | |
| | | | | |
| | | | | |
| | | | | |

| SL | Topic | 1 | 2 | 3 |
|----|---|---|-----------------|---|
| | Management of the Orientation | | | |
| | Venue and environment of the orientation was ok | | | |
| | The quality of food was acceptable | | | |
| | Overall comments | | on the session: | |
| | | | | |
| | | | | |
| | | | | |

Evaluation indicator:

(1) Very Good, (2) Good, (3) As usual, (4) Not Satisfactory, (5) Not Satisfactory at all

The necessary works to ensure the quality of arranging & operating orientation in the cluster

- For arranging CBO orientation, the members of one or more than one CBO committees could be included in single orientation if the capacity permits. It is better to include below 20 persons in an orientation.
- In the project field, selected CBO cluster, a club, a room of a house would be the orientation venue. But the venue must be approved by the concerned authority before arranging orientation.
- A facilitator team of at least two CHP will conduct the course for the successful & active facilitation of the orientation activities
- PC and PF will act as Supportive Supervision for arranging & conducting orientation program so that the CHP would be more confident for conducting activities
- After completing 4/5 orientation sessions in the field. A sharing meeting among PC, PF and CHP would be held and by the sharing meeting the possible resolution of weak points of the CHP would be finalized
- The presentation of the materials of the session with CBO member would be visible by drawing diagrams as much as possible so that they can understand the topic clearly
- Picture, photograph or video of the CBO activities would be shown if possible.





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