



TOTAL SANITATION GUIDELINE



National Sanitation and Hygiene
Coordination Committee

Kathmandu

Table of Contents

Glossary	i
Background	1
Rationale	1
Goal	2
Objectives	2
Activities of Total Sanitation	2
Clean and Hygienic Area	3
Total Sanitation Oriented Area.....	5
Indicators of Total Sanitation	6
Indicators of Declaration of Clean and Hygienic Area.....	6
Formulation and Management of Plan	6
Proper Use of Toilet	6
Personal Hygiene.....	6
Access to and Use of Safe Water	6
Consumption of Safe Food	6
Household and Institutional Sanitation.....	7
Environmental Sanitation	7
Indicators of Declaration of Total Sanitation Oriented Area	7
Self-Declaration, Endorsement and Authentication	8
Capacity Enhancement	9
Resource Management	9
Award, Honor and Appreciation	10
Inspection, Monitoring, Evaluation and Report	10
Schedules	12
Schedule-1: Roles and Responsibilities of Stakeholders	12
Schedule-2: Underlying Issues of Water, Sanitation and Hygiene (WASH)	16
Schedule-3: Indicators of Monitoring and Criteria of Authentication.....	18
Schedule-4: Minimum Issues to be included in Water, Sanitation and Hygiene (WASH) Plan	21
Schedule-5: Minimum Activities Required for Capacity Development	21
Schedule-6: Sample of Stickers to be Pasted in Households and Organizations of Local Levels (Rural Municipalities, Municipalities) upon Declaration of a Clean and Hygienic Area and a Total Sanitation Oriented Area	22



Glossary

Sanitation: The provision of services and facilities for safe disposal of faecal sludge is referred to as sanitation. It also includes the maintenance of hygienic conditions through services like garbage collection and wastewater disposal. The overall hygienic activities carried out for the promotion of public health is sanitation.

Hygiene: Hygiene may be defined as the conditions and practices that help to maintain health and prevent the spread of diseases through cleanliness of surrounding environment. Hygiene refers to the behavior of individuals and communities.

Clean and Hygienic Condition: Such a condition endorsed and authenticated by the concerned Coordination Committee upon meeting the indicators of clean and hygienic stage.

Total Sanitation Oriented Condition: Such a condition endorsed and authenticated by the concerned Coordination Committee upon meeting the indicators of both the stages of clean and hygienic, and total sanitation oriented conditions provided in this Guideline.

Public Toilet: It refers to a user-friendly toilet which is available for use by any person moving in public places.

Institutional Toilet: It refers to a user-friendly toilet built in agencies like school, office and health facility.

Social Inclusion: Such a condition in which people of all genders, castes, ethnicities, groups, religions, professions and sectors of community have access to planning, decision making process and service and facility.

Disaster Management: A macro management of preparedness, rescue, recovery, rehabilitation and reconstruction concerning natural and human-induced disasters like flood, landslide, fire, earthquake, landslide and epidemic.

User-friendly Water, Sanitation and Hygiene (WASH) Facilities: Such WASH facilities which are comfortable to use by all such as physically incapacitated persons, disabled, children, sexual minorities, senior citizens etc. at any environment whatsoever.

Behavioral Development: It refers to a regular process of habit and behavior relating to use of using toilet, wash hands with soap and water, menstrual hygiene management and other sanitation and hygiene.

Sustainable Sanitation: It refers to an approach in which sanitation is self-regulated and conducted on a regular basis.

Safe Water: It means potable water free from physical, biological and chemical properties harmful to human health.



Stakeholder: It means governmental and non-governmental offices and agencies, political parties, schools, cooperatives, private sector, civil society, media and users' committee among other stakeholders.

Sanitation Safety Plan: It is a systematic approach to reuse grey water, black water and storm water including faecal sludge by treating them.





Background

Sanitation promotion program formally started in Nepal only after the United Nations called for designation of the International Decade of Drinking Water Supply and Sanitation in the 1980s. Before this, different organizations engaged in this sector had been conducting fragmented sanitation programs based on the limited resources and procedures of their own. With the launching of National Sanitation and Hygiene Master Plan-2011, sanitation and hygiene promotion program have been conducted as a social campaign under the leadership of the local levels in coordination, collaboration and association with stakeholders since. The promotion of sanitation and hygiene has now become a subject of multidimensional and multisectoral concern resulting in declaration of 2,175 VDCs, 116 municipalities, 38 districts and Dhawalagiri and Rapti Zones as Open Defecation Free (ODF) till the date of October/November 2017.

The Constitution of Nepal has guaranteed the basic level water and sanitation facilities as a fundamental right. Sanitation has been taken as an integral part of the nation building with its perimeter getting broadened and expanding in the form of foundation of dignity, health, development activities, livelihood, social empowerment and prosperity in the recent years.

Even though the stakeholders long engaged in this sector continue to conduct post-ODF activities, appropriate use and maintenance of structures related to sanitation, hygienic behavioral development have become a challenging task due to deep-rooted superstition, lack of awareness about the positive impact of sanitation on health, short of necessary infrastructures, negligence, incapability and poor monitoring by the local levels. It is equally critical to address the issues of urban sanitation in the national campaign of sanitation in a concrete way. Uninterrupted water supply and delivery of sanitation services and facilities seems to be indispensable in the disaster situation.

This Total Sanitation Guideline-2017 has, by making the National Sanitation and Hygiene Master Plan-2011 and Environment Friendly Local Good Governance Framework-2013 its core base, been developed in direct coordination and facilitation of National Sanitation and Hygiene Coordination Committee keeping in mind the requisite to take into account the sectoral experience, feedback of stakeholders of regional and district levels, suggestions and declaration of national workshops, Sustainable Development Goals, leadership of local levels, faecal sludge management, reuse of solid and liquid waste through treatment or dispose of them in conformance with the prescribed, standard, opinions and suggestions of experts as well as policy criteria.

Rationale

The provision of services and facilities for safe disposal of faecal sludge is referred to as sanitation. It is an overall hygienic activities and process undertaken for the promotion of public health and dignity, and encompasses not only handwashing with soap and water after vulnerable conditions (before and after meal, after using toilet, taking care of sick persons and disposing of faecal waste of children and cattle dung), building toilet, its use and maintenance but also behavioral change in personal, domestic and environmental fronts of people. There is a need for ceaseless implementation of activities related to effective institutional engagement, quality service delivery, awareness raising, massive socialization sanitation, collective empowerment and self-monitoring for the continuity of sanitation and hygiene in rural and urban areas with enhanced public-private partnership to maintain sanitation and hygiene through the construction and effective operation of other sanitation facilities by making the achievement of ODF as a social campaign.



Therefore, it has been indispensable to formulate and implement the Total Sanitation Guideline to address the following challenges by maintaining sanitation and hygiene.

- Orient towards total sanitation by giving continuity to participation and activeness of stakeholders while maintaining the ODF condition.
- Enhance capacity as well as responsibility and accountability of all stakeholders by increasing activeness of multisectoral stakeholders related to education, health, water, nutrition, environment, women, children, climate change and disaster management sectors.
- Bring about uniformity in operational procedures, process and indicators and improvement in procedural weakness and flaws by gradually incorporating the experiences and learning made from the existing promotional activities being conducted in the country post ODF declaration.
- Promote behavior of proper utilization of available services and facilities in a sustainable way by also considering the production and income generation activities as far as possible while expanding and upgrading WASH services and use-friendly facilities.
- Ensure water supply facility to achieve total sanitation condition.
- Lay emphasis on proper management of sanitation in schools and health institutions including various public agencies and organizations and public places.

Goal

Orient towards achieving total sanitation condition for all and always by 2030.

Objectives

Sanitation facilities are directly interconnected with health and daily life of people. Since proper development and expansion of sanitation facilities enhance health of the people in general, this Guideline has the following objectives to improve the living standard of people through environmental sanitation and hygiene.

- Maintain sustainability of ODF condition.
- Develop sanitation and hygiene behavior.
- Operate, repair/maintain and upgrade sanitation and hygiene facilities at the household and institutional levels properly.
- Ensure service of safe water and also promote water purification at the domestic and institutional levels.
- Reuse garbage and faecal sludge as far as possible or dispose of them in accordance with the prescribed standard.
- Maintain hygiene and aesthetic of ponds, small reservoirs and rivers/streams by protecting them.

Activities of Total Sanitation

In conducting total sanitation activities at any area (rural municipality/ municipality/ district/ province) under this Guideline, WASH Plan of their respective areas will be formulated by incorporating WASH activities on the basis of local needs and discussions held among the stakeholders. Total sanitation program will be a key component of WASH Plan at any area. Nonetheless, WASH Plan will involve broader activities of water and hygiene in addition to such program. The concerned area



should have an access to basic level of water supply prior to conduction of total sanitation program. One of the objectives of the WASH Plan so developed will be to establish the concerned area as a total sanitation oriented within the specified time-frame. But however, as it could take long time and huge investment to achieve the total sanitation condition, this campaign will be implemented by dividing it into two phases. Clean and hygienic will be the first phase while the second will be total sanitation oriented phase. If the required indicators are met by conducting activities of both the phases, such area will be considered total sanitation oriented.

In formulating WASH Plan, rural municipality or municipality will be taken as a minimum unit of the program. Provided, formulation of operational plan, implementation framework, monitoring, self-declaration etc. of up to the ward levels may also be incorporated for the smoothness and dynamism of the program. While developing WASH Plan, participation and ownership of the concerned rural municipality or municipality or district shall be ensured. Active participation of these institutions in the activities from the beginning of the preparation stage to the end of the program will be guaranteed. The following activities will be conducted simultaneously or successively on a continuous basis in conformance with local setting and condition when it comes to promote the total sanitation campaign

Clean and Hygienic Area

The following activities will be conducted in this phase:

1. WASH Coordination Committees will be formed and reshuffled and activated from the center to the local level as required by also identifying and including new stakeholders of WASH sector.
2. A five-member task force (district, municipality and rural municipality coordination committee) will be formed to review declaration of ODF area and support the activities to be carried out after that with the participation of Coordination Committees and stakeholders.
3. Coordination Committees of the concerned areas will formulate Rural Municipality or Municipality and District WASH Plan with the participation of stakeholders by collecting and analyzing WASH related data.
4. Capacity building training and orientation workshops will be conducted for the development of WASH related human resources from the center to the local levels.
5. Awareness raising activities on various subjects related to WASH like proper use of toilet, personal hygiene, access to and use of minimum required and safe water, consumption of safe food, clean and hygienic houses, schools and health institutions, management of solid and liquid waste, sewer management and human faecal and urinary waste, environmental cleanliness will be conducted through media, week-long event, fair, assembly, conference and door-to-door programs.
6. IEC materials will be developed and distributed as per the local setting and language for the publicity of WASH activities.
7. Collaboration will be made with private sector to increase the access of rural areas to WASH goods/materials.
8. Access of all to toilet and its use with soap and water will be ensured by building toilets in all households and institutions and in public places as necessary.
9. All public (market, highway, religious and tourist sites) and institutional toilets will be made user-friendly (environment, children, gender, disabled and elderly friendly) as required. Hygiene will be maintained by developing, maintaining and upgrading household, institutional and public toilets through households, local organizations, clubs, groups etc.
10. Children's faeces will be safely disposed of.
11. The concerned responsible parties will have to create a Handwashing place in houses, institutional agencies, public toilets, hotels, canteens etc. for the development of personal hygiene and handwashing behavior with soap and water.



12. Knowledge and practice of standard handwashing technique will be promoted and demonstrated for maintenance of additional personal hygiene in houses, grassroots levels and institutions through community mobilization, media, distribution of IEC materials about the importance of handwashing behavior with soap and water before and after meal, before feeding children, after using toilet and washing children's faeces and after handling pesticides.
13. Knowledge on how to ensure cleanliness and safe disposal of sanitary napkins and other kits will be delivered for the menstrual hygiene practice in households, schools and institutional agencies for its hygiene and management by taking menstruation as a natural process. Cleanliness and disposal of sanitary napkins and other kits will be made scientific in communities, schools, institutional agencies and public toilets.
14. Access of basic level water supply will be guaranteed to all households, institutional agencies and public places by commissioning, restoring and maintaining water supply project in coordination and collaboration with stakeholders.
15. Sanitation and hygiene of water supply projects and their sources (origins, wells, hand pumps, uncovered wells) will be maintained by adopting various scientific measures to guarantee of access of all to safe water while collecting and protecting rainwater in tanks etc.
16. Awareness on knowledge, skill and practice will be raised for safe management of water in households, institutions and public places. Opportunity of choosing any of the water purification methods (filtering, SODIS, boiling, chlorination or others) will be provided by marketizing treatment and purification kits and devices at the household, institutional and community levels in collaboration with private sector.
17. Safe eating habit such as eating well-cooked foods, avoiding stale foods or eating them only by maintaining required temperature and purity, eating fruits or vegetables that are consumed raw by washing properly will be developed at the household levels by mobilizing community and media.
18. Monitoring will be conducted through the concerned governmental, non-governmental and consumer rights organizations in an effective manner to ensure maintenance of sanitation and hygiene of foods and cooking and eating utensils of institutions, schools, hotels, restaurants, canteens, hotels etc.
19. People will be encouraged to perform chores like household and institutional sanitation inside and outside; kitchen and cattle shed sanitation, livestock management, solid waste collection, segregation and their reuse at the domestic and institutional levels through Female Community Health Volunteers, community mobilizers and total sanitation campaigners.
20. Training, orientation and promotional programs will be conducted to deliver knowledge and skills on management and reuse of wastewater produced from households and institutional agencies.
21. Technology that suit the local setting will be recommended as well as developed, managed and operated for solid and liquid waste management at the domestic, community and institutional levels in coordination and collaboration with private and cooperative sectors.
22. Technology that is viable for operation at the local level will be used and operated by marketization it to dispose of treated faecal sludge in a safe place after the pits or septic tanks of toilets available in houses, institutions, offices, and communities, public places etc. after they reach their full capacity.
23. Support will be extended to promote community hygiene by cleaning up community and public property, villages, towns, *toles* (neighborhoods), roads/avenues, *chautara* (sitting places) *pati* or *pauwa* (rest house) etc. through local and community groups.
24. Initiatives will be taken to construct sanitary landfill site for the integrated management of appropriate collection, segregation, transportation, treatment, reuse and final disposal of solid waste in urban oriented and urban areas.



25. Solid and liquid waste produced from hospitals, industries and factories will be allowed to be taken out of their vicinity for final disposal by managing them at source according to the standard specified by the Government of Nepal.
26. Plan will be formulated for the construction of systematic sewerage system keeping in mind the household, institutional and public places of urban and urban oriented areas.
27. The concerned entrepreneurs will be caused to construct and clean slaughterhouses and manage the waste generated therefrom in urban and urban oriented areas.

Upon completion of the aforesaid activities, it will require the concerned Coordination Committees to carry out self-monitoring to ascertain whether or not the indicators specified in Section 6 have been met. The concerned Coordination Committees will declare their areas clean and hygienic by themselves in such a case where they have met the indicators. The concerned Coordination Committees may request one-level higher Coordination Committee to carry out monitoring for its authentication upon declaration of their areas clean and hygienic. On receipt of request duly made, the one-level higher Coordination Committee will conduct monitoring based on the criteria provided in Schedule-3 to establish whether or the indicators of **Clean and Hygienic Area** have been met. If all indicators are found to have been met during the monitoring, the one-level higher Coordination Committee will issue a certificate to the concerned area (Ward, Rural Municipality, Municipality, District of by recognizing it as a Clean and Hygienic Area.

Total Sanitation Oriented Area

The following total sanitation oriented activities will be carried out on a continuous basis after maintaining any area as a **Clean and Hygienic Area** under the total sanitation campaign:

1. Plans, programs and activities conducted during the clean and hygiene area phase will be reviewed and reform programs will be conducted as required.
2. Faecal sludge will be discharged from houses, institutions and toilets through sewerage system and disposed of in a designated place safely. Emphasis will be given to reuse of the products generated from appropriate technology-based treatment of human sludge and wastewater so collected for the purpose of household sanitation, agriculture and other sectors. This function will be made more effective by collaborating with private sector.
3. Arrangements will be made to transfer to sanitary landfill site, treat and dispose of solid waste left unused and reused in houses, institutions and offices by collecting them from the source directly.
4. Encouragement will be given to collect and use rainwater in coordination with local levels and stakeholders.
5. Arrangements of wastewater and surface drainage will be made in urban oriented and urban areas.
6. Emphasis will be laid on cleanliness of rivers/streams, development of parks and greenery promotion.
7. Hazardous waste produced from hospitals, industries and factories will be disposed of safely in coordination with stakeholders.
8. Community mobilization activities will be conducted to focus on the creation of Total Sanitation Oriented Area by promoting and developing user-friendly WASH facilities in coordination with the stakeholders.



Indicators of Total Sanitation

While monitoring the Clean and Hygienic Area and Total Sanitation Oriented Area for self-monitoring or authentication under the Total Sanitation Campaign, assessment, process for declaration and approval of authentication of such Area will be done on the basis of the following indicators:

Indicators of Declaration of Clean and Hygienic Area

Any area may be declared or authenticated as a Clean and Hygienic Area if the following 7 indicators are found to have been met upon examination thereof.

Formulation and Management of Plan

- Coordination Committee is active,
- WASH Plan has been formulated,
- Training programs have been conducted for capacity building.

Proper Use of Toilet

- Toilets have been built in each household, organization and public places as required and are in use,
- The toilets are safe and clean with facilities of soap and water,
- Faeces are not seen in open spaces,
- Institutional and public toilets are user-friendly.

Personal Hygiene

- Each house has made a handwashing place with soap and water in an appropriate place,
- Houses, schools, organizations and public toilets have handwashing facilities or place with soap and water,
- Houses, schools, health institutions and offices have knowledge about and practice of washing hands with soap and water and personal hygiene including menstrual hygiene management,
- People are aware about personal hygiene (including community members, school students/teachers/employees, employees/managers of hotel and restaurant)

Access to and Use of Safe Water

- There is access of all to basic level water supply,
- Water is drunk only by using any of the water purification methods in households, schools and organizations as and when safe water is not available from water supply system,
- Devices and kits necessary for water purification are available in local market.

Consumption of Safe Food

- Home kitchens, hotels, canteens and restaurants are clean and stale and rotten foods are not consumed/sold,
- Cooking and eating utensils are clean and foods and drinking water are kept in a covered container,
- Fruits or other foods are consumed and served by washing or cooking and warming properly,
- A task force has been formed for monitoring of foods to ascertain whether or not they are safe and monitoring is carried out at least on a quarterly basis.



Household and Institutional Sanitation

- Houses, schools and organizations are clean inside and out,
- Schools, organizations and public toilets have made scientific arrangements of cleanliness and for disposal of sanitary napkins and other kits used in menstrual period,
- There are proper management of segregation of degradable and non-degradable waste generated from houses/yards, schools and organizations,
- Waste produced from hospitals, industries and factories are collected and disposed of by the same institutions safely,
- Cattle sheds, coops and faeces and urine generated therefrom are managed in an appropriate manner,
- Kitchens have proper arrangement of cross ventilation and use smoke-free stoves.

Environmental Sanitation

- Sanitation Committee has been for cleanliness of public places like village, neighborhood, town, road, *chautara* (sitting place),
- Appropriate technology (concrete water seal toilets connected to systematic septic tank) has been employed as necessary for the management of solid and liquid waste (other than faecal sludge) at the household and institutional levels,
- In the case of management of faecal sludge, other appropriate technologies including concrete toilets connected to systematic septic tank have been used,
- Waste (solid and liquid) produced from urban or urban oriented areas have been properly managed,
- Sanitary landfill site construction plan has been formulated by identifying it for solid waste management in urban and urban oriented areas,
- Plan of systematic sewerage system (faecal sludge management or scientific wastewater treatment system) has been formulated.

Indicators of Declaration of Total Sanitation Oriented Area

- User-friendly toilets have been built,
- There is access of all to drinking water as per the National Drinking Water Quality Standards,
- In the case of management of faecal sludge in rural and dispersed settlements, concrete water seal toilets connected to systematic septic tank including other appropriate technologies have been used,
- Systematic sewers with treatment facilities have been constructed in urban and urban oriented areas,
- Sanitary landfill site has been constructed as necessary and is in operation for solid waste management,
- Less waste is produced and they are reused and recycled as far as possible in urban and urban oriented areas,
- Rainwater is collected and used,
- Natural water quality of rivers/streams, ponds and reservoirs has been maintained,
- Appropriate greenery and parks have been developed in settlement and neighborhood.



Self-Declaration, Endorsement and Authentication

While conducting Total Sanitation Campaign on a continuous basis, the concerned rural municipality or municipality will give continuity to self-monitoring, observation, evaluation and upgradation of sanitation activities. The concerned Coordination Committee or Task Force will prepare and issue a sticker referred to in Schedule-6 to each household on the ground that such area has met all indicators of Clean and Hygienic Area upon monitoring of that area after any rural municipality or municipality completes the activities of Clean and Hygienic Area prior to self-declaring its area as a Clean and Hygienic Area and hence it can make self-declaration. Upon declaration of a Clean and Hygienic Area, that area may be authenticated as a Clean and Hygienic Area by carrying out monitoring and observation through one-level higher Coordination Committee. Once the one-level higher Coordination Committee authenticates it, the rural municipality or municipality will paste the sticker pursuant to Schedule-6 on its office. If one-level lower Coordination Committee makes a request for authentication, the one-level higher Coordination Committee will authenticate it by carrying out monitoring and observation. While self-monitoring and monitoring the activities of Total Sanitation Campaign conducted in any rural municipality or municipality, it will be ascertained whether or not clean and hygienic condition has been maintained by making the aforementioned related indicators of clean and hygienic area its basis. After all rural municipalities and municipalities are maintained as Clean and Hygienic Area, the concerned district and region may eventually be self-declared and authenticated as a clean and hygienic area by adopting the same procedures.

If any area (rural municipality, municipality, and district) makes a formal request to one-level higher Coordination Committee to authenticate that area as a Clean and Hygienic Area or Total Sanitation Oriented Area, the concerned Coordination Committee will form a monitoring task force within 7 days in the case of a ward, 10 days in the case of a rural municipality or municipality and 15 days in the case of a district and 20 days in the case of a region and depute it to the concerned agency or area for monitoring. The task force so deputed for monitoring will submit to the concerned Coordination Committee a report with substantial opinion whether or not it is appropriate to authenticate that area as a Clean and Hygienic Area after undertaking necessary observation, discussion and information collection according to the Information Collection Form and Procedure that include indicators of total sanitation.

The Rural Municipality or Municipality Coordination Committee will provide information whether or not it is eligible for authentication by holding a meeting within 7 days from the date of submission of the report in the case a ward, the District Coordination Committee within 15 days in the case of rural municipality or municipality, the Regional Coordination Committee within 30 days in the case of a district/zone and the National Coordination Committee within 35 days in the case of a region. If any of them are not eligible, the task force will have to write to the concerned Coordination Committee with recommendation for activities to be conducted for accomplishing a Clean and Hygienic Area and in the case where indicators have been met, it will require writing to the concerned Coordination Committee suggesting that a Clean and Hygienic Area could be endorsed or self-declared. Similarly, while self-declaring or endorsing that area as a Clean and Hygienic Area, a certificate of meeting the indicators relating thereto will have to be issued.

Total sanitation oriented activities will be conducted after or with any area is endorsed or self-declared as a Clean and Hygienic Area upon meeting its indicators. After meeting the indicators provided in Section 6 by conducting the aforementioned activities of total sanitation, that area could be self-declared and authenticated as a Total Sanitation Oriented Condition. In addition, self-monitoring, endorsement, self-declaration and authentication procedures will be adopted as in Clean and Hygienic Area.



Capacity Enhancement

Capacity enhancement on total sanitation will basically focus the behavioral development in a sustainable manner. Nonetheless, sanitation will also be promoted as a tool that addresses different aspects like income generation, livelihood, ecological balance and disaster management through capacity enhancement. While enhancing capacity on Total Sanitation Campaign, training, orientation and symposium will be conducted in center, regions, districts, municipalities and rural municipalities as required. Similarly, a Total Sanitation Manual will be developed by incorporating Training of Trainers (TOT), symposium, training, orientation etc. targeting different stakeholders of the central, regional, district, rural municipal and municipal levels. A Training Manual will also be prepared on the use of appropriate technology for faecal sludge management and wastewater treatment, solid waste management, sanitation safety plan and other necessary issues as necessary.

Resource Management

While conducting total sanitation program, an arrangement will be made to mobilize the resources in a coordinated way by developing a WASH Plan according to the concept of an integrated plan in a participatory manner. Total sanitation program will be conducted based on the concept of the integrated program in such a way that it reflects also the budget of all supporting organizations. The following resources will be mobilized for total sanitation program:

- Sanitation and hygiene sector budget of District Coordination Committee/District Technical Office.
- WASH sector budget of government capital grant amount meant for municipality and rural municipality, and other amounts to be provided by local levels.
- Budget to be received under the Total Sanitation Program of Water Supply and Sanitation Division/Sub-division Offices.
- Amount to be received from Parliamentarians' Development Fund.
- Amount to be received from Department of Education/District Education Office, Rural Municipality, Municipality, District Coordination Committee to conduct school reform program for the promotion of school sanitation.
- Amount allocated by Department of Health Services and the agencies falling under its domain for the promotion of hygiene and sanitation.
- Amount allocated by Department of Women and Children and offices falling under its domain for community mobilization and institutional development to ensure women and children's access to sanitation and hygiene.
- Budget under the related heading that other district-based government offices may have.
- Amount to be received from donor agencies and International/National Non-Governmental Organizations.
- Amount to be received from the programs to be mobilized by organizations working in development sectors like infrastructure construction, poverty alleviation, nutrition, environment, Golden 1000 Days, education, health etc. at the local levels.
- Amount to be received from private sector including industries, commerce, marketplaces, banks etc.
- Amount to be received from any other sources.



Award, Honor and Appreciation

The concerned Coordination Committees will award a Certificate of Appreciation, Certificate of Commendation, Certificate of Honor etc. to persons, groups and organizations making special contribution to Total Sanitation Campaign at different levels. Any community, ward, rural municipality or municipality conducting innovative, creative and exemplary programs in sanitation promotion may also be awarded with Certificate of Commendation and Certificate of Appreciation. Likewise, any agency doing exemplary work of innovative and special nature in any ward, rural municipality or municipality and district, and the organization contributing to make that work possible may be honored also with cash prize by making a decision from one-level higher Coordination Committee.

Inspection, Monitoring, Evaluation and Report

Regular inspection, monitoring, evaluation and task of report preparation will be institutionalized for effective implementation, quality outcome and sustainability of the program. Inspection will be carried at the household and institutional levels to conduct the program in an effective manner. Focus will be concentrated on the issues including policy aspects, implementation methods, difficulties and hurdles, challenges, opportunities, efficiencies, effectiveness and technical aspects of monitoring. The following monitoring approaches will be adopted for the promotion of total sanitation:

Self-monitoring: Annual self-monitoring will be carried out with the participation of the concerned stakeholders in such a way that the implementers themselves maintain the works done by them and the outcomes of the program from the village to the central levels.

Joint Monitoring: A joint monitoring will be carried by a group consisting of Coordination Committees, supporting agencies, media persons, civil society activists, political parties, experts and beneficiary committees in a joint manner. One-level higher Coordination Committee will carry out such monitoring at least once a year.

Impact Study: District, region and center will carry out impact study and evaluation of activities with respect to the impact of total sanitation activities.

Report, Record-keeping and Management: For the purpose of preparation and record-keeping of sanitation promotion and achieved outcomes, an appropriate framework and method of data management system will be adopted. The data management of rural municipality and municipality levels will be undertaken at the rural municipality and municipality levels respectively in this regard. The Rural Municipality and Municipality Coordination Committees will have to collect and update data by incorporating other relevant subjects including the details of toilets available in households, institutions and public places, access to water supply, arrangement of handwashing places, waste management etc. within their rural municipality and municipality on a regular basis. While maintaining record-keeping this way, behavioral aspects, learning and best practices and success stories will also have to be included therein in the following ways:

- Rural municipality and municipality will have to prepare a report by incorporating sanitation related quantitative and qualitative data and submit the same to secretariat of the District Coordination Committee relating by the end of July.
- District Coordination Committee will maintain a systematic record-keeping by preparing a report of the district after collecting and processing the reports from rural municipalities and



municipalities. The District Coordination Committee will have to submit such report to the secretariat of Regional Coordination Committee by mid-August each year.

- Regional Coordination Committee will have to maintain record-keeping by preparing a regional report of the region on a half-yearly basis after collecting and processing the reports received from districts. Such report will have to be submitted to the secretariat of Central Coordination Committee by the end of August each year.
- National Coordination Committee will prepare and publish a report on the basis of the reports received from different regions and maintain record-keeping in coordination and collaboration with the secretariat of National Sanitation and Hygiene Coordination Committee (Environmental Sanitation Section under Department of Water Supply and Sewerage) and National Information Management Unit and disseminate it the same to the concerned stakeholders.
- The concerned Coordination Committee will have to submit to the secretariat of a higher-level Coordination Committee and National Sanitation and Hygiene Coordination Committee the details of endorsement and authentication of rural municipality, municipality and district as a Clean and Hygienic Area and of any other significant works like conference, review and decisions in a format of the report within one week.



Schedules

Schedule-1: Roles and Responsibilities of Stakeholders

1.1 Operational Level

S.N.	Stakeholders	Scope
1	Person	<ul style="list-style-type: none"> • Proper use, cleanliness and maintenance of toilet, and personal hygiene behavior • Adopt hygienic habit and behavior • Cleanliness of house and yard • Take public responsibility towards sanitation as a conscious citizen
2	House and Family	<ul style="list-style-type: none"> • Build toilet and ensure its proper use, cleanliness and maintenance • Engage in socialization with sanitation, • Maintain water and food hygiene • Maintain cleanliness of house and yard and surrounding areas, and manage garden • Encourage family members and neighbors for hygienic behavior • Segregate and properly manage waste produced from household • Present a model of sanitation by promoting a clean and hygienic house
3	School, University, College and Research Institutions	<ul style="list-style-type: none"> • Incorporate sanitation in textbook • Formulate and implement Total Sanitation Action Plan • Form and activate children's club of students • Build, use, clean and maintain child-friendly, gender-friendly toilet and urinal, and manage water • Maintain purity of water • Maintain cleanliness of surrounding areas • Encourage students and community to develop hygienic behavior • Ensure proper waste segregation and management • Assist in creating WASH awareness and distributing relief materials at the time of disaster • Develop the institutions as a sanitation learning center for community and researchers • Conduct Research & Development activities • Present themselves as a model by promoting a clean and hygienic school and college
4	Village and Neighborhood	<ul style="list-style-type: none"> • Formulate and implement Total Sanitation Action Plan • Form and activate village and tole (neighborhood) groups • Upgrade and maintain user-friendly sanitation facilities • Protect origin of water and maintain water purity and hygiene • Maintain cleanliness of village, neighborhood and surrounding area • Build, use, clean and maintain toilet



		<ul style="list-style-type: none"> • Encourage households and citizen community to develop hygienic behavior • Segregate and manage waste properly • Present a model of sanitation by promoting a clean and hygienic village and neighborhood
5	Users' Committee (Water Supply and Sanitation Management Committee, Forest Management Committee)	<ul style="list-style-type: none"> • Organize, keep informed and activate target groups, organizations and communities • Formulate and cause to be formulated the policies, rules and code of conduct • Mobilize local resources, • Assist in analyzing situation and collect data • Assist in creating WASH awareness and distributing relief materials at the time of disaster • Assist in monitoring and facilitation • Coordinate with stakeholders and Coordination Committee • Extend cooperation in maintenance, sanitation and management of facilities
6	Slaughterhouse Owner	<ul style="list-style-type: none"> • Construct slaughterhouse in an appropriate place • Maintain sanitation and manage waste produced therefrom • Maintain meat hygiene
7	Governmental, Non-Governmental Organization and Private Office including all	<ul style="list-style-type: none"> • Build, use, clean and maintain child-friendly, gender-friendly toilet and urinal, and manage water • Maintain purity of water • Maintain cleanliness of surrounding areas • Encourage employees and clients to develop hygienic behavior • Ensure proper waste segregation and management • Assist in creating WASH awareness and distributing relief materials at the time of disaster • Present a model of sanitation by promoting a clean and hygienic office
8	Female Community Health Volunteers and Health Workers	<ul style="list-style-type: none"> • Spread technical know-how, skills and awareness • Enhance community empowerment and activeness • Conduct orientation and trigger community • Extend cooperation to analyze situation and collect data • Facilitate in conducting awareness program • Assist in creating WASH awareness and distributing relief materials at the time of disaster • Present themselves as a model by maintaining a clean and hygienic behavior • Assist in monitoring and facilitation
9	Teachers, School	<ul style="list-style-type: none"> • Spread life useful knowledge, skills, practices and awareness



	Management Committee and Parent-Teacher Association	<ul style="list-style-type: none"> • Enhance empowerment and activeness of students, school family and community • Conduct orientation and training • Extend cooperation to analyze situation and collect data • Assist in creating WASH awareness and distributing relief materials at the time of disaster • Assist in monitoring and facilitation • Present themselves as a model by promoting a clean and hygienic school
10	Students, Children's Club	<ul style="list-style-type: none"> • Develop a sanitation calendar and conduct program at the school premises • Maintain cleanliness of classrooms, and sanitation facilities and surrounding environment • Participate in data collection and awareness programs • Encourage parents to promote sanitation • Assist in monitoring and facilitation • Present themselves as a model by promoting a clean and hygienic school
11	Local Clubs and Groups	<ul style="list-style-type: none"> • Spread technical know-how, skills and awareness • Enhance community empowerment and activeness • Conduct orientation and trigger community • Extend cooperation to analyze situation and collect data • Facilitate in conducting awareness program • Assist in creating WASH awareness and distributing relief materials at the time of disaster • Assist in monitoring and facilitation
12	Financial Institutions and Cooperatives	<ul style="list-style-type: none"> • Assist and make an investment in manufacturing and marketizing sanitation materials/goods • Provide loan at a subsidized rate • Marketize and distribute the materials/goods
13	Mediapersons and Civil Society	<ul style="list-style-type: none"> • Make publicity of informational materials • Study, observe and publish or broadcast success stories • Conduct monitoring and advocacy
14	Private Sector Entrepreneurs and Temple Operators (Caretakers)	<ul style="list-style-type: none"> • Assist and make an investment in manufacturing and marketizing sanitation materials/goods • Segregate and manage waste • Maintain sanitation and hygiene of workplace and services • Mobilize employees, organizations and agencies in sanitation and hygiene campaign



1.2 Policymaking and Coordination Level

S.N.	Stakeholders	Scope
1	Rural Municipality, Municipality and District	<ul style="list-style-type: none"> • Assist in formulation and implementation of strategic plan and action plan • Assist in budget and human resource management • Manage leadership, coordination and information and records • Conduct monitoring, regulation and supervision
2	Government Offices, Ministries, Departments, Offices of Regional and District Levels	<ul style="list-style-type: none"> • Assist in formulation and implementation of strategic plan and action plan • Assist in budget and human resource management • Manage leadership, coordination and information and records • Conduct monitoring, regulation and supervision
3	Steering and Coordination Committee	<ul style="list-style-type: none"> • Coordinate with sectoral stakeholders and mobilize resources • Advocate sanitation issues at the local, national and international levels • Conduct assembly, conference, symposium etc. • Assist in formulation and implementation of strategic plan and action plan • Manage leadership, coordination and information and records • Assist in Research & Development Activities • Conduct monitoring, regulation and supervision
4	Development Partners	<ul style="list-style-type: none"> • Assist the government and Coordination Committee in implementing sectoral policies and programs • Extend technical and financial support • Conduct Research & Development Activities
5	Political Parties and their Sister Organizations	<ul style="list-style-type: none"> • Establish sanitation as an crucial streamline of the national development • Manage adequate budget for sanitation



Schedule-2: Underlying Issues of Water, Sanitation and Hygiene (WASH)

2.1 The underlying issues of total sanitation and the measures to address them are mentioned in the following table:

S.N.	Underlying Issues	Measures to Address
1	Social Inclusion	<ul style="list-style-type: none"> • Ensure participation of each class and group of community with no less than 33% women in Coordination Committee and Task Force of all levels • Maintain sensitive data of gender and social class and groups • Select participants by maintaining gender balance compulsorily while conducting capacity enhancement activities • Pay attention to gender aspects and inclusion while developing total sanitation awareness materials • Promote gender, disabled, child and elderly sensitive facilities • Promote income generation and livelihood oriented sanitation activities
2	Nutrition (More related to Public health Programs)	<ul style="list-style-type: none"> • Develop and publicize IEC and awareness materials reflecting interconnection between sanitation and nutrition • Ensure activities of toilet use and handwashing with soap and water while conducting programs related to poverty alleviation and nutrition • Give priority to activities of toilet use and handwashing with soap and water while conducting awareness programs related to safe motherhood and breastfeeding • Promote WASH related activities and facilities along with Integrated Nutrition Program conducted by Ministry of Health
3	Menstrual Hygiene (Menstrual Hygiene directly related to Public Health and Education)	<ul style="list-style-type: none"> • Make arrangements of toilet with menstrual aspects (such as cleaning, changing, dumping and burning facilities of sanitary napkins and other sanitary kits) in schools, public buildings and I/NGO offices compulsorily. • Incorporate issues of menstrual hygiene while conducting school and community level activities related to sanitation • Develop and publicize awareness materials and sanitary napkins for menstrual hygiene management
4	Climate Change (More related to Environment, Science and Technology, Research, Water Resource, Public Health etc.)	<ul style="list-style-type: none"> • Establish sectoral working group on Climate Change • Formulate reform plan based on the impacts of Climate Change on WASH sector for their scientific management • Incorporate Climate Change related subjects in textbook of school and university levels • Mitigate Climate Change risks by collecting rainwater and expanding other technologies that are appropriate at the local level



		<ul style="list-style-type: none"> • Conduct awareness activities to encourage minimum use of materials/goods which are considered a cause of Climate Change at the household and community levels • Conduct a long-term and sustainable program to incorporate the issues of Climate Change in the policy of Nepal Water Supply Corporation • Incorporate Climate Change issues/agendas while developing sectoral indicators of monitoring • Conduct Research & Development on subjects like relevant approach, technology, traditional knowledge and skills, capacity enhancement. Information system, alternative measures related to Climate Change risk mitigation.
5	Emergency Preparedness (Related to Ministry of Home Affairs, Ministry of Federal Affairs and Local Development, Ministry of Water Supply and Sanitation, and Ministry of Physical Infrastructure and Transport)	<ul style="list-style-type: none"> • Enhance capacity and skill of Coordination Committees of different levels that make risk assessment in emergency situation and carry out responsibilities of WASH sector in disaster management • Coordinate WASH clusters with different clusters • Develop strategic action plan by incorporating standards & norms of facilities and assistance package with disaster management plan • Develop risk mapping • Establish an Emergency Sanitation Fund • Strengthen chlorine and drug storage • Store toilet construction materials sufficiently • Manage water quality test methods, tools/instruments • Mobilize trained facilitators/volunteers to maintain WASH in disaster situation • Enhance capacity for humanitarian assistance and keep trained human resources in ready situation to cope with disaster • Develop and adopt rapid response method in disaster situation • Manage reserve fund in every district • Mobilize volunteers massively • Strengthen information management • Pay attention to safe water, proper maintenance of facilities and solid and liquid waste management, and handwashing with soap and water in disaster situation • Form Coordination Committees of each level responsible for budget management, coordination, human resource mobilization, fund management, information management and monitoring
6	Behavioral Development and Change	<ul style="list-style-type: none"> • Analyze existing WASH behavior • Carry out assessment of target groups and enhance their capacity and efficiency • Identify expected behaviors • Identify the supporting and hindering factors to behavioral development and change • Identify the message/slogan to be liked by target groups • Select materials and media/channels



		<ul style="list-style-type: none"> • Identify need for communication and training • Employ evidence-based advocacy and communication package • Carry out monitoring and evaluation to ascertain whether or not expected behavioral change has been achieved
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Schedule-3: Indicators of Monitoring and Criteria of Authentication

Indicators	Criteria and Tools of Authentication
Clean and Hygienic Area	
Formulation and Management of Plan	
<ul style="list-style-type: none"> • Coordination Committee is active, • WASH Plan has been formulated, • Training programs have been conducted for capacity building. 	<ul style="list-style-type: none"> • Ask whether or nor the meeting of Coordination Committee is convened on a regular basis • Observe minute of the meeting • Ask whether or not WASH Plan has been formulated and observe it for confirmation • Ask whether or not training has been conducted and see the training reports
Proper Use of Toilet	
<ul style="list-style-type: none"> • Toilets have been built in each household, organization and public place as required and are in use, • The toilets are safe and clean with facilities of soap and water, • Faeces are not seen in open spaces, • Institutional and public toilets are user-friendly. 	<ul style="list-style-type: none"> • Make observation and ask question on the basis of sampling method whether or not household, institutional and public toilets have been built as required • Make observation whether or not toilets are clean with facilities of soap and water • Observe whether or not institutional and public toilets are user-friendly
Personal Hygiene	
<ul style="list-style-type: none"> • Each house has made a handwashing place with soap and water in an appropriate place, • Houses, schools, organizations and public toilets have handwashing facilities or place with soap and water, • Houses, schools, health institutions and offices have knowledge about and practice of washing hands with soap and water and personal hygiene including menstrual hygiene management, • People are aware about personal hygiene (including community members, school 	<ul style="list-style-type: none"> • Observe hygiene condition of persons in house and organizations and ask them whether or not they have knowledge about it • Make observation whether or not there are handwashing basin/place



<p>students/teachers/employees, employees/managers of hotel and restaurant)</p>	
<p>Access to and Use of Safe Water</p>	
<ul style="list-style-type: none"> • There is access of all to basic level water supply, • Water is drunk only by using any of the water purification methods in households, schools and organizations when safe water is not available from water supply system, • Devices and kits necessary for water purification are available in local market. 	<ul style="list-style-type: none"> • Ask and make observation to confirm whether or not there is access to water • Make observation and ask about their practice to ascertain whether or not households, organizations and schools have been consuming safe water by adopting any of the water purification methods (filtering, SODIS, boiling, chlorination or others) • Make observation to confirm whether or not water container is clean and covered
<p>Consumption of Safe Food</p>	
<ul style="list-style-type: none"> • Home kitchens, hotels, canteens and restaurants are clean and stale and rotten foods are not consumed/sold, • Cooking and eating utensils are clean and foods and drinking water are kept in a covered container, • Fruits or other foods are consumed and served by washing or cooking and warming properly, • A task force has been formed for monitoring of foods to ascertain whether or not they are safe and monitoring is carried out at least on a quarterly basis. 	<ul style="list-style-type: none"> • Make observation and ask whether or not cooking and eating utensils are clean • Ask family members and clients of hotel and restaurant, and students eating in hostel and canteen whether or not the foods are clean and hygienic • Ask whether or not the teams monitoring food hygiene in hotel, canteen, restaurant etc. are active and observe monitoring report
<p>Household and Institutional Sanitation</p>	
<ul style="list-style-type: none"> • Houses, schools and organizations are clean inside and out, • Schools, organizations and public toilets have made scientific arrangements of cleanliness and dispose of sanitary napkins and other kits used in menstrual period, • There are proper management of segregation of degradable and non-degradable waste generated from houses/yards, schools and organizations, • Waste produced from hospitals, industries and factories are collected and disposed of by the same institutions safely, • Cattle sheds, coops and faces and urine generated therefrom are managed in an appropriate manner, 	<ul style="list-style-type: none"> • Observe sanitation inside and out of the houses, schools and organizations • Make observation to confirm whether or not waste has been segregated and reused • Make observation to see whether there are kitchen sinks, drying racks and clothes line at the household level • Observe discharge site of wastewater produced from houses, schools and organizations • Observe hospital, industries and factories • Ask and observe whether or not kitchen rooms are clean and smokeless stoves are used • Observe the management of cattle sheds, pens, coops etc.



<ul style="list-style-type: none"> Kitchens have proper arrangement of cross ventilation and use smoke-free stoves. 	<ul style="list-style-type: none">
Environmental Sanitation	
<ul style="list-style-type: none"> Sanitation Committee has been for cleanliness of public places like village, neighborhood, town, road, chautara (sitting place), Appropriate technology (concrete water seal toilets connected to systematic septic tank) has been employed as necessary for the management of solid and liquid waste (other than faecal sludge) at the household and institutional levels, In the case of management of faecal sludge, other appropriate technologies including concrete toilets connected to systematic septic tank have been used, Waste (solid and liquid) produced from urban or urban oriented areas have been properly managed, Sanitary landfill site construction plan has been formulated by identifying it for solid waste management in urban and urban oriented areas, Plan of systematic sewerage system (faecal sludge management or scientific wastewater treatment system) has been formulated. 	<ul style="list-style-type: none"> Observe whether or not local technology has been used according to the need for solid and liquid waste management Ask whether or not solid waste management plan has been formulated in urban and urban oriented areas, and observe the same for confirmation See the sewage management plan Observe whether or not slaughterhouse is clean and hygienic Observe and ask whether or not all have access to WASH facilities and they are in proper use See whether or not systematic sewerage system with treatment facility has been constructed and is in operation Observe whether or not sanitary landfill site is in operation in a systematic manner Observe and conduct test to ascertain whether or not natural water quality of rivers/streams, ponds and reservoirs has been maintained Observe whether or not appropriate greenery and parks have been developed in settlement and neighborhood Ask whether or not solid and liquid waste have been reused after treatment and observe their use
Total Sanitation Oriented Area	
Indicators	Criteria and Tools of Authentication
<ul style="list-style-type: none"> User-friendly toilets have been built, There is access of all to drinking water as per the National Drinking Water Quality Standards, In the case of management of faecal sludge in rural and dispersed settlements, concrete water seal toilets connected to systematic septic tank including other appropriate technologies have been used, 	<ul style="list-style-type: none"> Observe and ask whether or not all have access to WASH facilities and they are in proper use See whether or not systematic sewerage system with treatment facility has been constructed and is in operation Observe whether or not sanitary landfill site is in operation in a systematic manner Observe and conduct test to ascertain whether or not natural water quality of



<ul style="list-style-type: none"> • Systematic sewerage with treatment facilities have been constructed in urban and urban oriented areas, • Sanitary landfill site has been constructed as necessary and is in operation for solid waste management, • Less waste is produced and they are reused and recycled as far as possible in urban and urban oriented areas • Rainwater is collected and used, • Natural water quality of rivers/streams, ponds and reservoirs has been maintained, • Appropriate greenery and parks have been developed in settlement and neighborhood. 	<p>rivers/streams, ponds and reservoirs has been maintained</p> <ul style="list-style-type: none"> • Observe whether or not appropriate greenery and parks have been developed in settlement and neighborhood • Ask whether or not solid and liquid waste have been reused after treatment and observe their use •
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Schedule-4: Minimum Issues to be included in Water, Sanitation and Hygiene (WASH) Plan

1. Background:
2. Location:
3. Present Condition (Water, Sanitation and Hygiene):
4. Goal Setting (Water, Sanitation and Hygiene):
5. Working Process:
6. Analysis of Opportunities and Challenges:
7. Activities:
8. Cost Estimate:
9. Action Plan
10. Identification of Stakeholders, Mapping and Analysis of Contribution:
11. Monitoring and Evaluation
12. Necessary Maps

Schedule-5: Minimum Activities Required for Capacity Development

1. Orientation Symposium
National, Regional, District, Rural Municipality or Municipality levels
2. Training of Trainers (TOT)
National, Regional, District, Rural Municipality or Municipality levels
3. Orientation for Mediapersons
4. Orientation for Transport Workers
5. Orientation for Sanitation Workers
6. Orientation for Managers and Employees of Hotels, Restaurants, Eateries and Canteens
7. Orientation for Entrepreneurs and Promoters of Private Sector
8. Orientation for Teachers
9. Orientation for Water and Sanitation Users' Committees and Cooperatives



Schedule-6: Sample of Stickers to be Pasted in Households and Organizations of Local Levels (Rural Municipalities, Municipalities) upon Declaration of a Clean and Hygienic Area and a Total Sanitation Oriented Area

1. Upon declaration of a Clean and Hygienic Area, the sample of sticker to be pasted on the house will depict a model of a silver/blue color house with a national flag of Nepal on the front part of the roof with stars in both its edges and a faucet, handwashing basin with soap and water, pit for the disposal of waste etc.
2. Upon declaration of a Total Sanitation Oriented Area, the sample of sticker to be pasted on the house will depict a model of a golden/green color house with a national flag of Nepal on the front part of the roof with stars in both its edges and a faucet, handwashing basin with soap and water, pit for the disposal of waste etc.

The sample of stickers will be issued after their design is developed on the basis of the details mentioned in Pont (a) and (b) above.