



Inclusive Urban Infrastructure Stakeholder Workshop Report

March 09, 2023 – Dhaka

Organized by

International Centre for Climate Change and Development (ICCCAD)

Report prepared by

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Background of the workshop

As part of the research for the Inclusive Urban Infrastructure (IUI) study, members of the project team at the **International Centre for Climate Change and Development (ICCCAD)** at Independent University, Bangladesh (IUB) has organized a one-day Stakeholder Meeting and Photovoice **Workshop in hybrid mode on 09 March, 2023** at BRAC Centre Inn, Dhaka, Bangladesh. The Project Manager, Md. Juel Mahmud and Researchers, Lutfur Rahman, Farhin Rahman Reeda and Shamrita Zaman (IUI Team) facilitate the program. In total 24 participants including 14 key stakeholders (ANNEX-1) and 10 photovoice participants attended this program.

The overall goal of this hybrid meeting was to bring key stakeholders and photovoice participants under one roof so that stakeholders are aware about the existing problems of the selected informal settlements, and show a pathway with possible solutions of the existing problems to the dwellers of this region.

The Stakeholder Meeting and Photovoice Workshop was organised with the following specific aims:

- **To share the overall project profile** including selected informal settlements, community profiles of the Dhaka-based informal settlements, status of basic service provisions including existing water sources and providers, land ownership, availability and agents of electricity supply, type of toilets, usual transport modes.
- **To bring together relevant stakeholders** from the different key NGOs including BRAC, UNDP, Shushilan, Dushtha Shahthya Kendra – DSK, Bijoy Bangla Foundation, government organisation like Dhaka Water and Sanitation Authority - D-WASA who are involved in planning and implementation of the development works at grassroot level.
- **To highlight specific issues related to three specific services** (housing, water supply - sanitation, and fuel) of the residents of informal settlements which will help them drawing attention of the key stakeholders. In this way the stakeholders will know the existing potholes in the provision of key services which will guide them to find where there are further work opportunities.

The next part of the report depicts the summary points from the stakeholders and participants.

Discussion Summary from Stakeholder Workshop (March 09, 2023)

The meeting started with a presentation conducted by Mr. Lutfor Rahman, Project Office of ICCCAD. The presentation highlighted primary information about selected informal settlements, community profiles of the Dhaka-based informal settlements, status of basic service provisions including existing land ownership, housing condition, water sources and providers, availability and agents of electricity supply, type of toilets, usual transport modes. After finishing the presentation, the participants were requested to unravel their problems to the stakeholders showing them the photographs related to housing, and water & sanitation.

Housing

According to the participants housing related problems are –

- During summer, the temperature inside the house rises so dramatically which causes excessive heat.
- Temporary floating houses are built on the banks of Gulshan Lake. The main materials of this type of house are bamboo and wood. Generally, after being submerged under water for many days, the bamboos begin to rot and the houses collapse.
- The fences of these houses are nothing but some broken tin. These fractures can lead to injury and amputation of children's limbs. Again, the tins have burst in various places which gives rise to concern for the safety and privacy concern of young girls.
- Rooms of the houses have been suffering with the lack of ventilation which turns the houses unrefined, dark and unhealthy.
- Tin is used as kitchen fence which is not fire resistant at all. Every now and then tins catch fire in Karail settlement.
- Staircases are so narrow that it hampers uplifting to the aged or physical disabled people, pregnant women and children.

Water and Sanitation System

According to the participants water and sanitation related problems are –

- In order to supply clean water to every house through pumps, the implementing agency of this project-D-WASA is digging the roads and laying water pipes under the roads. It has a positive and negative impacts both. Positive is the Korail community will ensure water availability 24-hours 7-days a week. Negative is the sewage line burst and damaged while laying the water pipe under the road. The foul-smelling water and filth from the sewage lines flows over the streets making the environment dirty and unhealthy.
- Owing to irregular waste collection system from the city corporation, dumping garbage on the banks of the lake has become a habit of the local people. It is very harmful habit as it degrades the water quality of the lake and spreads bad smell.
- Community latrines have been built-up under the UNDP project. The septic tank is well-maintained; when the septic tank is filled, the swipers come to clean the filths of the tank. It is a positive initiative.

Group Activity: Opportunity to Explore Agents and Possible Solutions Behind the Problems

A group activity was conducted forming three groups, and each of the three groups was consisted with ten members including five key stakeholders and five photovoice participants. The aim of the group activities was to explore how stakeholders from different NGOs could interact with grassroots communities to show them a way-out from their problematic issues that have been discussed previous sections. The assessment has been done based on the three following questions –

1. Who could be the possible agents to address the problems?
2. What could be done or the possible solutions to solve the problems?

Group No.	Issue	Agents	Solutions
1	Housing	<ol style="list-style-type: none"> 1. Public Work Department (GoB) 2. National Housing Authority (GoB) 3. Donor Agencies (BRAC, UNDP, PKSf, POKA) 4. Financial Organisations Provide Loans with Low Interest. 5. Elected Political Leaders 	<ol style="list-style-type: none"> 1. Implementation of safe housing 2. Ensure tenure security by the government through acquisition or purchasing the lands. 3. Timely acting by the housing departments and organisations. 4. Awareness raising 5. Monitoring and Accountability. 6. Savings.
2	Water and Sanitation	<ol style="list-style-type: none"> 1. Dhaka WASA 2. Water Aid Bangladesh 3. DSK 4. BRAC 5. BASA 	<ol style="list-style-type: none"> 1. Install new pumps to ensure water availability. 2. Apply for new water connections and legal meters to Dhaka WASA LIC department. 3. CBO can help the community to propagate the

			application process. 4. Monthly coordination meetings with local ward councillors
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Recommendation

At this stage of the workshop, the stakeholders would like to pose recommendations about the raised up issues.

Mrs. Sonia Akter from BRAC NGO states that though the organisation had constructed drainage system, it is now inactive as because of the lack of proper operation and management by the community. They also highlighted that government and NGOs should assemble together to develop master plan and this tenure insecurity of the informal settlements would be solved.

Fatema Akhter from Nagar Daridra Basteebashir Unnayan Sangstha (NDBUS) emphasized bottom-up and top-down collaborative approaches among community, local representatives, NGOs and higher-level government official in terms of the tenure security. **She** noted that all kinds of NGO initiatives to secure housing would be futile if security of tenure was not ensured. She also said that project regarding housing should not be period-specific rather the outcome of a housing project has to be sustainable for the longer-term benefits of the informal settlement.

Mr. Jahid Hasan from D-WASA underlined to work D-WASA and NGOs together to solve the water related issue. He also informed the photovoice participants from the informal settlements to go to LIC zone of D-WASA to solve water billing related issues and go to MODES zone of D-WASA to solve water supply related issue. **Mr. Md. Nazim Uddin from DSK** added with Mr. Jahid's point adding DSK has an agreement with D-WASA to supply water in the informal settlement to the minimum costs. **Mr. Ashik Noor from BRAC** highlighted to increase the number of water meters. There are about 5000 households which have got legal water supply through installing water meters; 5000 households are yet to be brought under the legal water meter connection.

Mr. Kazi Faisal Kabir from Shushilan NGO pointed out that to solve a problem at first an individual has to know which department of the government can take prompt action to solve this problem. Also, Mr Kabir highlighted that sustainable development of informal settlements will be ensured if development activities are carried out equally across all areas instead of compressing NGOs activities in a single cluster of the informal settlements.

Mr. Kazi Mazhar Ali Rana from SEEP suggested that it is mandatory to check whether every resident in an informal settlement has the access towards national identity card (NID) and safety net? Also, he expected to assess the potential of renewable sources like solar energy, human excreta to produce electricity and thus ensure huge demand of electricity in the informal settlements.

Concluding Remarks

The IUI team turns a wrap of the whole program thanking the participants to give their valuable time and sturdy thoughts. Assembly of the diverse range stakeholders help to co-produce knowledge through generating multi-sector dialogue and forging new connections. Also, the community leaders from the informal settlements got a chance to engage directly with, and be heard by, stakeholders who are engaged in service delivery in the communities. This allows a platform of knowledge sharing, and provides opportunities for identifying relevant scopes to fill the gaps in service provisioning in the selected settlements.

ANNEX-1: Photo Gallery



Figure 1: Inauguration of the program



Figure 2: Key stakeholders extracted ideas about the prevailing gaps of basic service provisions in the informal settlements from the photovoice participants.



Figure 3: Group activities between the Key Stakeholders - participants and report back on the group activities.



Figure 4: Group photo