



ANNUAL REPORT



2020-2021

FROM THE PRESIDENT'S DESK



Dear Friends and Supporters,

The COVID-19 pandemic brought with it unprecedented crisis on social, economic, and humanitarian levels, challenging everyone across the globe. Enable Health Society experienced significant COVID-19 related difficulties in the states where we have our field presence. The extent of the virus outbreak, as well as the response, varied in every location.

In the wake of the pandemic and the lockdown induced by it, our first priority was to keep drinking water facilities operational and our plant operators safe ensuring uninterrupted and risk free access to water for the communities. With remote monitoring of machine functionality, adherence to safety protocols and regular connect with maintenance staff, we best managed the lockdown scenario.

With easing of lockdown curbs, our field team members were ready to move in the field with required safety measures. Following mapping of the locations, the field activities were done following the social distancing protocols. Would like to take this opportunity to salute our field team who went on doing their jobs to remote locations, away from their families, risking their personal health. Our work from home teams were also continuously engaged using online mode. Rigorous and intensive internal team and capacity building exercises and workshops were organized.

Learning e-forums were also used, employees were provided links for online courses and webinars to strengthen their knowledge base and expand their skill set. The pandemic placed a significant burden on the mental health and wellbeing of people and their families. We set up a health desk and organised peer teams which could be approached by employees for support, queries relating to COVID.

However challenging the year has been, the pandemic provided us with the opportunities too. We initiated community managed drinking water solutions in Rajasthan, Maharashtra and Madhya Pradesh. Despite the challenges of 2020, we have continued working to increase access to safe water for millions of people in underserved communities. While the scenario changed around the world, our commitment remains unchanged. We are grateful for those of you who have supported our work and hopeful for a new exciting journey this year.

A handwritten signature in blue ink, appearing to read 'B.P. Singh'.

Dr. B.P. Singh
President

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1. About Enable Health Society

“Building Capacity for Quality”



EHS works to influence the behavior of individuals and communities towards using clean water, as well as their living environment through educating communities on health issues - focusing on prevention and motivating them to maintain healthy lifestyles. EHS also works towards providing affordable, accessible, pure water for the communities as it believes that safe drinking water is essential for maintaining public health and supporting healthy communities.

Since 2004, EHS has been building the individual and institutional capacity working in area of health with different stakeholders including government and non-government organizations, institution and communities, thus ensuring long lasting and sustainable efforts to enable better quality healthy lives. Our focus areas include: Need Assessment, Capacity Building, Development and Design of Training Curricula, Tools and designing community based solutions.





In collaboration with our technical partner **Piramal Sarvajal** (Piramal Water Private Limited), EHS has initiated safe drinking water projects for communities in different schools, villages and health facilities in the states of Maharashtra, Punjab, Tamil Nadu, Rajasthan, Himachal Pradesh, Madhya Pradesh, Uttar Pradesh, Haryana, Uttarakhand, Delhi, Orissa, Andhra Pradesh, Bihar, Karnataka, Telangana and Gujarat.

Community-level decentralized drinking water models, comprising of localized water purification and distribution through installation of water purification plants have evolved as a low-cost alternative to create affordable provision to safe drinking water within the community. Through this innovative model, EHS generates local employment opportunities by employing people from the communities and building their capacity to serve as machine operators, contributing to the local economic development.



EHS strongly emphasizes on bringing together the rural community, including the panchayats. From the planning stage panchayat members are actively involved to inculcate a sense of active community ownership. Community is also at the forefront during the awareness and launch events, being local experts to spread the messages on importance of safe drinking water.

2. Our Mission and Vision

Our Vision



Promote innovative, locally adaptive capacity building approaches enabling communities to lead better, quality and healthier lives.

Our Mission



Enable Health Society seeks to improve the health and well-being of people by building capacity of communities, promoting healthy practices, upholding gender equity, supporting locally adaptable technology, advocating for sound practices and policies, and inspiring people to assert their rights to better, healthier lives.

Our Core Values



Quality: *Choosing the best people for our work, employing the best available practices, and always challenging ourselves to improve through innovation, strategic planning, collaboration and teamwork.*



Service: *Making sure that each person who seeks our services is treated with personal respect, courtesy, compassion and sensitivity.*



Integrity: *We always try to do the right thing. We are honest and straightforward with each other. We operate within the letter and spirit of the law.*



Human rights and justice: *All of our work is based on respect for the inherent worth and dignity of all people, and the rights that follow from this understanding.*



Respect: *Recognizing the value of every employee's contribution to the mission of Enable Health Society, honouring our diversity and working together as an effective team in which each person understands his or her importance to the team.*



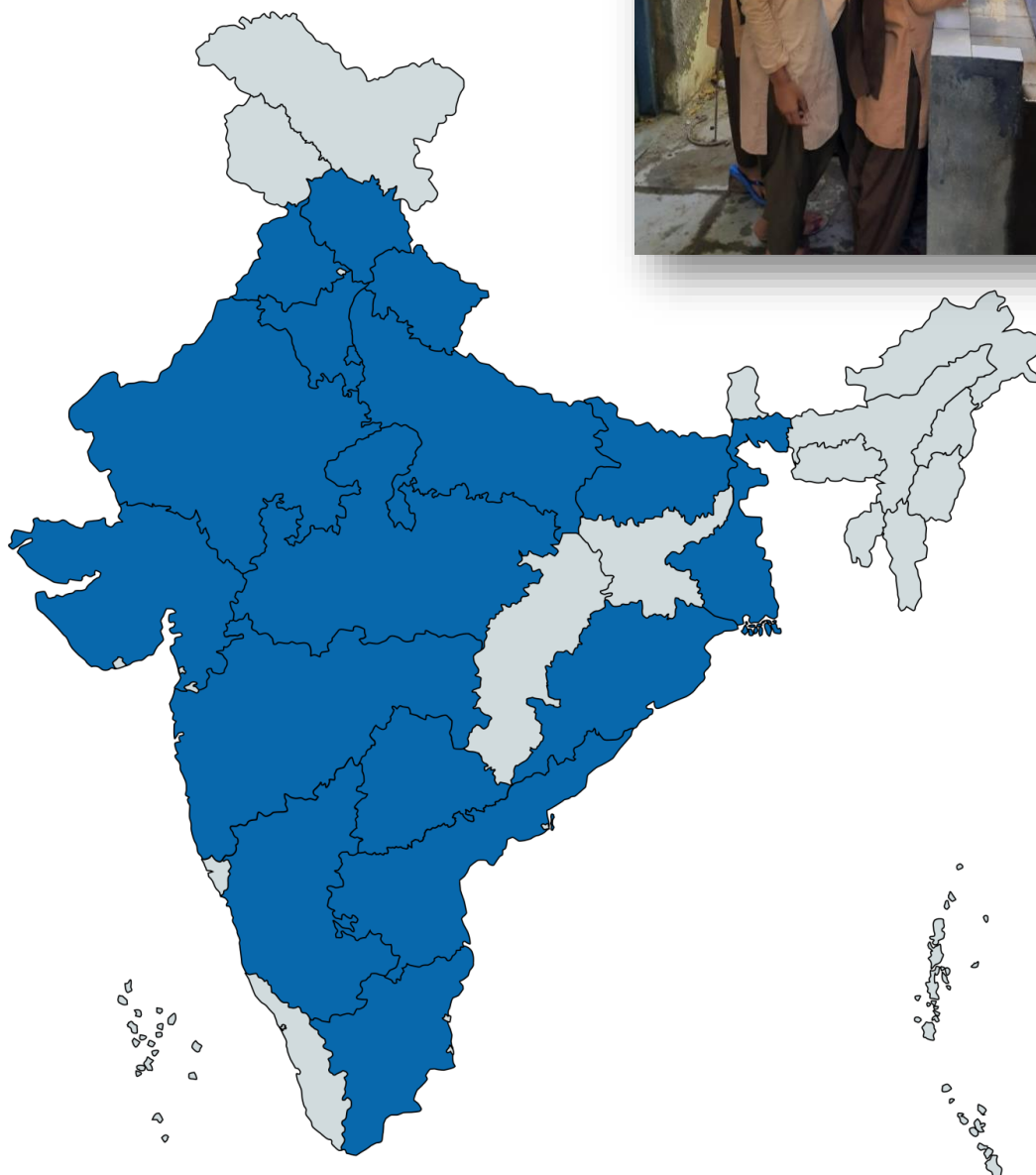
Communication: *A dedication to keeping all our partners informed and a promise to listen actively.*



Compassion: *Remembering that caring is important.*

3. OUR GEOGRAPHICAL COVERAGE

*We work in 17 states providing
116105 liters of safe drinking water
everyday*



**Haryana
Uttar Pradesh
Andhra Pradesh
Tamil Nadu
Madhya Pradesh
Himachal Pradesh**

**Gujarat
Punjab
Bihar
Telangana
Rajasthan
West Bengal**

**Delhi
Maharashtra
Karnataka
Orissa
Uttarakhand**

4. Adapting to Covid-19: The New Normal

During this year, due to COVID-19, we faced many uncertainties and challenges. To mitigate these risks, changes were introduced at an organisational level.

1. Work from home: With COVID cases swelling up and health and safety of employees being the prime concern, the organization granted 'Work from Home' to its employees as a safeguard measure. 'Work from Home' policy guidelines were issued to enable smooth implementation of working from home. Employees' wellbeing was also a major concern. We developed a communication channel and a helpdesk which could be approached by employees for support, queries relating to COVID. Need to diligently follow social distancing norms was emphasized. Employees were urged to download the Aarogya Setu app and report any COVID-related health concerns or COVID positive cases (either for self or family members) to the concerned within the organisation.

2. Insurance cover: A special insurance cover was introduced this year for our employees against COVID-19-related expenses incurred by them.

3. Maintenance of safe drinking water facilities: During and post lockdown period safety of facility and operator was ensured using the protocol. Sessions were held with operator to explain the measures to put in place to prevent the risk of infection to community while taking water from the facility. Sanitisation of the ATM premises and social distancing were done regularly. During the lockdown period as all our locations can be monitored remotely and using video conferencing tools, the local operator personnel was guided to mitigate and solve problems that arise, if any. We did not encounter any emergency situation, largely due to some proactive steps taken by us like connecting with our operators and beneficiaries on a regular frequency.



Sanitization on a regular basis



Social distancing for safety

4. Post Lockdown Field operations: EHS started the field operations in July 2020. Prior to that mapping of locations were done based on COVID scenario, bifurcating them into go-zones and no-go-zones. Only go-zones were allowed to conduct field work, given adherence to safety protocols. Even within the go-zones, field team was urged to put their safety first. Field visit guidelines were prepared and online employee training sessions were conducted in small groups. The training emphasised on sharing the safety guidelines and norms to be followed by the field staff during travel ensuring their safety.

Wearing of masks, face shields and hand gloves at all times was made compulsory during travel. The team carried sanitizer bottle, napkin/towel, water bottle and home-cooked food. During outstation travel carrying thermometer, blanket, pillow case and towel was advised.



Awareness drives were conducted with smaller groups to avoid gatherings. Our team ensured that social distancing is practised during any activities and meetings by conducting them in open field and ensuring wearing of mask.

5. Our Programmatic Journey 2020-2021

A. HIV & AIDS Programme

Enable Health Society team was requested by Piramal Swasthya Management and Research Institute (Part of Piramal Foundation) to conduct the training on HIV/AIDS domain for their team of helpline counsellors. Piramal Swasthya on behalf of the National AIDS Control Organization (NACO) runs India's first national AIDS helpline – 1097 providing information on HIV/AIDS, Counselling Services, Information directory/referral service accessible in multiple languages - Hindi, English, Telugu, Tamil, Kannada, Marathi, Oriya, Malayalam Assamese and Bengali. The training was done online using materials provided by NACO.

We are proud to be associated with Piramal Swasthya as EHS continues to train counsellors to build the capacity of 1097 helpline counsellors of four centers -- Hyderabad, Jaipur, Shimla and Guwahati -- to help them provide information on HIV/AIDS effectively to people across the country on HIV.



B. Safe Drinking Water

i) Community Managed Safe Drinking Water Solutions

With the completion of project tenure under Jal Jeevan project supported by Ashok Leyland in Tamil Nadu, the team began to prepare the handover of the purification units to the community in October 2020.

At the very beginning of the project, an exit strategy was envisaged jointly between the partners, highlighting that Village Water Committee (VWC) will manage the purification units operations after handover. Meanwhile with Tamil Nadu local elections, there was a change in the local priorities. In the interest of the sustainability and cost sharing, it was decided that the purification unit will be handed over to the Panchayat that will allow VWC in operations & management, serving the community with safe drinking water on a regular basis.

To begin with, an agenda was designed with VWC for their active engagement over handover procedures. Location specific issues along with probable solutions, expectations from community stakeholders were identified and way forward was planned with each of the VWCs. Purification units installed at 15 VWC locations in Krishnagiri, Thiruvallur and Namakkal districts of Tamil Nadu have been handed over to the Panchayat between the period between October and December 2020.



Handover of purification unit to Village Water Committee

ii) Community Ownership through Village Water Committee

This year EHS focused on scaling the community-owned community managed safe drinking water facilities in Northern regions of the country. The project supported by Standard Chartered Bank aims to catalyse community ownership by creating village-level institutions to plan and oversee water conservation efforts in addition to managing safe drinking water facilities.

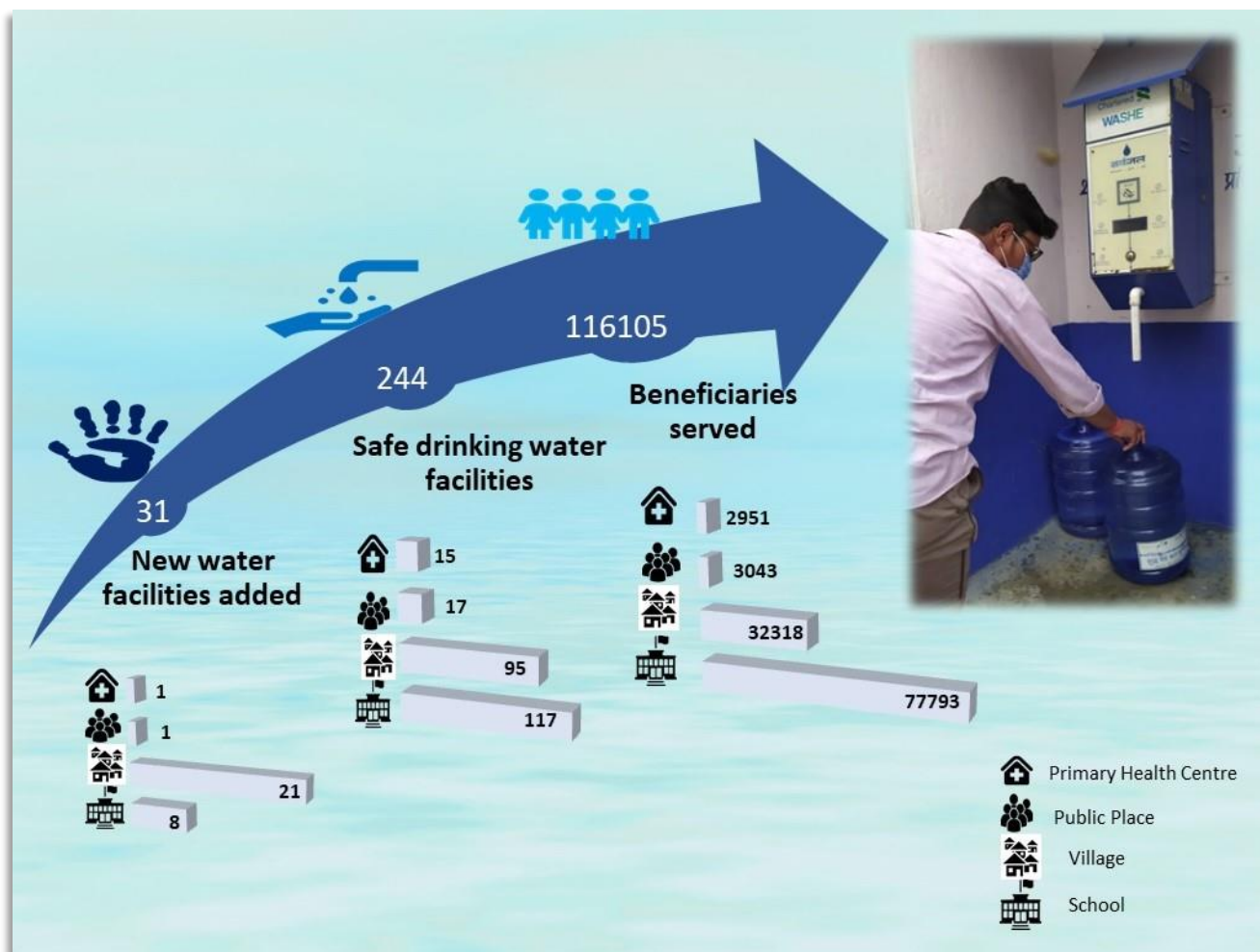
A solution has been created addressing the stress on water availability. source sustainability structures were constructed collaborating with technology partners, which would maintain the source water level for the purification unit for the uninterrupted supply of safe drinking water through the water ATMs. The structures allows water just below the ground (called shallow aquifer in technical terms) to enter the borewell and move vertically down to the bottom of the borewell. Water level inside the borewell will thus rise, reducing the risk of borewell dry out.

Community participation and involvement is another important ingredient of the project. Followed by identification of the location, discussion with community level stakeholders, participatory rural appraisal helped to understand the community their culture and norms and the day to day drinking water challenges was done. Gram Sabhas were conducted with key decision makers in the village to discuss water-related issues and need of the community and project related information was shared. These meetings formed a platform where Village Water Committees (VWCs) were proposed and elected at the village level. Post contribution from the communities, purification units were installed and launched at the locations.

VWC is the focal point for connecting with community and take care of coordination, consultation and programming of village activities regarding safe drinking facility. It's important that these committees are trained to enable them to manage the facilities as a collective unit. The EHS field team begin the capacity strengthening of VWC by orienting the members towards their roles, functioning of VWC including the financial management. 23 village water committees (VWCs) have been created in the states of Madhya Pradesh, Maharashtra, Uttar Pradesh and Rajasthan.

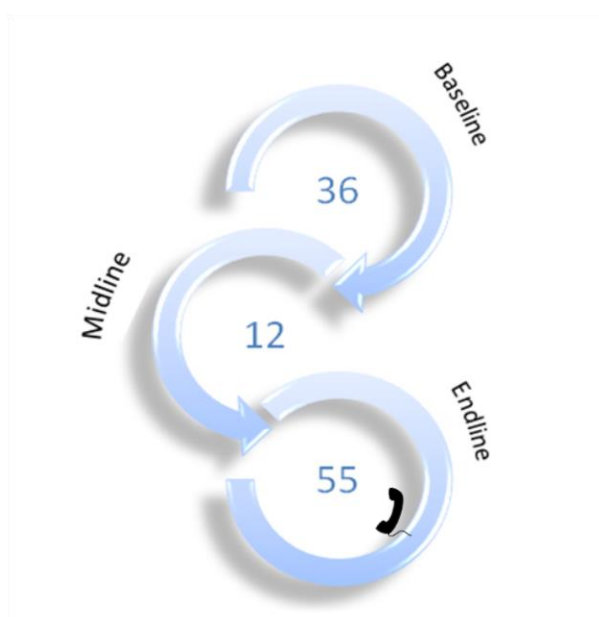


6. Our Achievement



7. Measuring Impact

Impact Assessment is a means of measuring the effectiveness of the program and to understand how our programs benefit the local population to whom we provide safe drinking water service. We use baseline, midline and endline studies to measure them and use the finding/learning from the studies to bring continuous improvement in the work we do. This helps us build momentum, capacity and community empowerment by demonstrating — with evidence — that our work is changing individual lives, families, communities and systems. The findings help us communicate effectively to our internal and external stakeholders. This year, a total of 103 surveys were done for 'Adopt A Village' (AAV) model.



With the advent of financial year 2020-2021 and onset of Covid-19 pandemic, when the field surveys became a challenge, our team shifted the medium from face-to-face to online/telephone surveys. Endline surveys were conducted between April and May via telephonic communication with water consumers to understand the attitude and practice around safe drinking water.

Moving forward field activities began with relaxation in COVID cases. Baselines studies were done for the new intervening locations and midline studies to apprehend the present drinking water scenario and understand the areas where improvement could be undertaken.



8. Finding Ways to Reuse Water

Fertigation - A Pilot Project

Regulatory issues on RO reject and concern surrounding RO water among communities and donors have been two key challenges for RO players. Therefore it was necessary to address concerns regarding reuse of reject water in a meaningful way and fertigation was found to be one of such efficient ways to achieve this.

Thus, EHS conducted a pilot to reuse the RO reject with an objective to 'Assess the Safety, Efficiency and Effectiveness of RO reject based organic solutions in Fertigation'. Under this, 6 organic solutions were prepared using traditional techniques using different qualities of water and were applied on test crops namely tomato and brinjal which were medium sensitive to salinity. The growth of the test crop was observed and the nutrient profile of the fruits was analysed. Impact of these solutions on the soil profile was also observed through baseline and endline testing.

During the entire process, hand holding was done by Shashwat, a non-profit organization based in Ahmedabad that also prepared the project report as a third-party consultant. The reports concluded that the qualitative and quantitative figures measured during the entire project cycle have variations across test beds when compared with standards and control test bed. However, there was no significant negative impact of these solutions was observed except for the increase in the pH value of the soil.



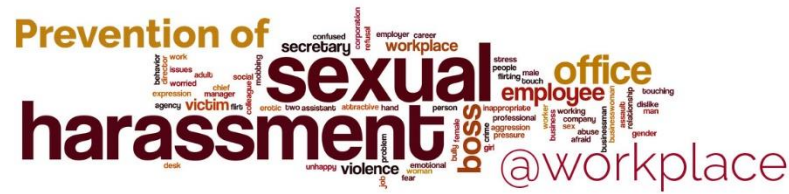
9. Investing in “Our People - Our Strength”

Our people are the key to delivering our strategy. During this year of the pandemic, we continued to invest in our people by equipping our employees with the knowledge and skills they'll need to adapt to a changing world of work and continue impacting the lives of communities.

By leveraging the virtual platforms, we designed and conducted structured learning journeys for the managerial and field team cadre with an objective to improve the knowhow of community awareness activities encapsulated in 4 different tracks.

The learning journeys were contextualized and designed in a manner that helps them get a background and an understanding about what each of the community awareness track entails aligned with organisational vision of enabling communities to lead better healthier lives.





Workshop on Prevention of Sexual Harassment (POSH)

Sexual harassment issues at the workplace have become common place, and many organizations have faced the brunt of the same. In support of the Prevention of Sexual Harassment (POSH), a new act was passed in India in 2013 by the name of “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal).

Every organisation wants to create a safe and healthy working environment that enables employees to work without fear of prejudice, gender bias and sexual harassment. There is an increased need for awareness on workplace harassment particularly related to gender issues. A clear understanding of issues and framework on POSH will create the working environment a safe and motivated place for all employees to work. POSH awareness sessions were conducted in September for the entire team of EHS. In compliance with POSH act, an Internal Committee has also been constituted to handle and redress complaints on sexual harassment.

10. Our Ground Stories

Breaking Stereotypes - Pooja, Plant Operator, Dhikwar Village, Rajasthan

Dhikwar village in Rajasthan was recently adopted by Standard Chartered Bank in collaboration with Enable Health Society and its technical partner Piramal Sarvajal to provide easy access to safe and affordable drinking water. As in all other SCB partnered locations the emphasis was to find a women operator and for Dhikwar the team was introduced to Pooja. When the team met Pooja the first thing they sensed was her insecurities. “Madam, will I be able to do this job? Even though her family recently moved from Gurgaon to Dhikwar, in the village she was expected like any other daughter-in-law to cover her head with saree and speak.

Her training started with visiting each of the households in the village. Each house she was being introduced by our team – “This is Pooja, she is our operator and if you want to join this program, or if you want to buy a card, or if you want to know how to take water from ATM, you just need to meet her.”

This shadow learning opportunity during the interactions with the community was just what Pooja needed. She was indeed a quick learner. It was amazing to see a drastic change in her from a subdued lady; she turned into a strong person with each household visit to the next. Her willingness to learn made her shed her inhibitions; a strong willpower was witnessed by everyone in the team when she spoke to the villagers and when she accompanied our team. As the proverb says, “you can’t be what you can’t see”. Even though everything was so new to her – the technology, the ATM cards, operating a machine etc., working side by side, watching and learning from the team made the right environment what she needed for making the choice.

On the launch day post her training, Pooja was completely seen as a new person with full confidence. She demonstrated the unit functioning and could perform her role with her head held high. The villagers appreciated her and congratulated her for getting the opportunity to



showcase her talent - finally you found something that deserves your dedication, they wished her. One of the government senior school teachers told our team member that “You have chosen a deserving person.”

What resonates the most is the moment of contentment felt when the community accepts the fact that a woman can take up leadership role in the community. Yes they can challenge and break stereotypes. Ms. Pooja is empowered to live a dignified life now, and her financial needs are being met. Apart from financially independent she would now be able to constantly expand her horizon.

Water is Tasty- Vennila, Plant Operator, Kattur Village, Thiruvallur District

Vennila hails from a place called Irukkam where the water is tasty...You take a boat to reach our place, she remembered. Eighteen years ago when she was married, she moved to Kattur, her husband’s place. Her husband runs a tea shop. The family also has some land on which they cultivate various crops. Nothing worth a mention and nothing could take the family out of the debts, she sighed. She took odd jobs to supplement her meagre income. The last one was that of a cashier at the Electricity Board, which was a leave vacancy. Soon the time had come for her to hand the job back to its owner who returned after leave. She was out of a job again.

She has studied till 8th standard, but Kattur being a remote village did not offer anything in terms of work other than the hundred days work scheme which has the entire village competing for. Now, her son is in the 3rd year of college and her daughter is doing her 11th grade. Last October, there was talk of the water ATM plant being set up in Kattur village. She was identified for the operator’s job by a village water committee member. She had handled cash, but had not handled technology. However, after speaking to the team from EHS/ Sarvajal, she was confident that she could learn it – she was willing to stretch herself for a job.



Naren, Junior Field Engineer (JFE) from Sarvajal, spent time teaching her how to operate the machine and the recharge cards. *I don't know English, but JFE brother went over and over again to teach me the process. Initially it was difficult as I could not remember the sequence and my mind would go blank. JFE brother was a strict teacher. I soon realised that only because he was strict, I was even putting the effort, if not, I would not have learnt how to recharge the cards. He did help me for a week after too, she recalls.*

My routine starts with filling the tank and helping people who come to the ATM from 7.30 in the morning to 11.00 a.m. I go to the village for enrolling people as members. I go home for lunch and return at 3.00 p.m. and I am here till 7.30 p.m. This routine is convenient. If anybody needs me otherwise they do call me and I can be at the water plant in minutes. When I need help I call the JFE brother.

This job has given me three things that I wanted
a) a workplace near my house, I have got it now.
b) I like helping people, and serving water is the best that I can do as service and c) I make friends quickly and I know this village well. People trust me and would listen when I talk to them about the new water ATM. They would hand over the money for membership without thinking twice about it.

With the agriculture and the tea shop, it was hard to make ends meet. Now, being an operator, I will be able to ensure a steady income for my family. My children can continue to pursue their education.

Water from ATM is tasty ...just like that from my mom's village. After drinking salt water for the last 18 years, this water plant has brought us good water.



World Water Day, 2021

“VALUING WATER”

On World Water Day, Enable Health Society hosted various activities for community members, focused on the theme ‘Valuing Water’, to encourage water conservation and its importance for future generations. These activities including wall painting, drawing, rangoli making competitions, plantation drives and group discussions along with pledge taking, witnessed active participation from the community members.

In the slums of Holambi Kalam, in NCR of Delhi, a series of activities were conducted with children, men and women to mark the World Water Day by the community awareness team. The poster making competition involving children and adolescents culminated into beautiful posters along with messages. One of the groups with a little boy shared a beautiful message while explaining the poster, which read – ***“if you save water, water will save you.”***

Spoon race was also organized with women with the theme “Save water”. Women and men were encouraged to understand and value water in their everyday lives.

Rangoli competition was conducted at primary school in Narayanpur. The activity was done with school children, who would take messages of safe water behaviours to their families, especially to their siblings and to their friends. Children came up with beautiful, vivid rangolis. Towards the end, few children narrated short essays on importance of saving water.



