



JOURNEY SO FAR

Report 2019







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Message from the Chairperson



Chairpersonship of Bhutan Toilet Organization (BTO) board was a purposeful task I took upon myself, in pursuit of a vision I personally believe in and a cause that seeks to enhance the quality of life of our citizens. Having worked with civil society organizations (CSO) all my life, it is fulfilling to be able to continue contributing to the work of civil society in Bhutan.

BTO is a relatively young organization founded by a passionate person, Chablop PaSsu, who has single handedly brought the pressing issue of toilet to the attention of our government and the general public. In a short span of time, his willingness to dirty his hands has not only raised public consciousness and appreciation about the need for improved access to hygienic toilets, but also contributed immensely to making clean toilets easily accessible to school children, general public and the disabled.

The BTO Board and Secretariat are proud to present the first printed publication of BTO Annual Report. This in itself is an indication of the maturity that BTO has attained. Through this report, we provide an account of the achievements and differences we have made for which we acknowledge the agencies, funders, individuals and stakeholders who have supported and worked with BTO.

As a CSO, we expect the road ahead will be challenging. The BTO Board is cognizant of the fact that the organization's success and popularity is pivoted on one personality. While this is necessary to maintain momentum in the short run, the Board considers it a priority to strengthen the institutional capacity of BTO that is driven by team work and strategic direction.

We are happy to report that BTO has embarked in a five-year strategic plan that seeks to advocate for policy changes, pursue programmes that supplement the efforts of the Royal Government in the area of sanitation and hygiene, and to build a strong institutional platform for stakeholder involvement and public participation.

I want to thank the Board members and the BTO Secretariat for the success so far in bringing clean toilets closer to those that need it. We believe, this has directly contributed to health and quality of life of Bhutanese. Looking forward, I urge the partners in the Royal Government, funding agencies, stakeholders, BTO Ambassadors and the general public to lend continued support and cooperation to BTO in pursuit of the direction we have charted.

I wish the BTO success in transforming the landscape of toilets in Bhutan.

Dr. Lam Dorji

From the Executive Director's Desk



When Bhutan Toilet Org was first established in October 2014, it was just a Facebook page. We wanted to use the platform to raise awareness on the condition of public toilets and bring together stakeholders for resolving the cross sectoral issue. However, it later became clear that the issues were seen and known to everyone, concerns were raised and everyone seemed to be waiting for someone else to take action and lead the change.

In 2015, through the same platform we managed to raise over 300 volunteers in 18 dzongkhags and carried out public toilet cleaning campaigns. Over forty public toilets were rehabilitated, repaired and made useable. The overwhelming support we received did not seem like a random success, rather, a grand reception of an idea whose time has come. The responsibility fell on me, but I did not have the experience, resources or the time required to take it forward. To begin with, I left my

prestigious job at the Royal Academy to dedicate my time for the cause, and with time I knew the experience could be gained and resources built.

By 2016, we were going from place to place, arranging and managing toilet facilities during events. It was during one such event that I finally found my vision. My family and I were managing public toilet during Paro Tshechu with some twenty volunteers from Paro College, when His Majesty the king summoned me and gave his blessings and showed me the vision.

Following summer, during the closing ceremony of the Royal Bhutan Flower Exhibition, His Majesty addressed me as **Chablop**, which translates to, the toilet teacher. For the King to have noticed and observed my initiative, to have bestowed me with a prefix to my name in public, carried profound significance. I knew I had done so little to deserve it, I knew it wasn't for what I have done but for what I must do.

The title was to be attached with my name to remind me each day to work toward truly deserving and honoring it. Institutionalization of Bhutan Toilet Org began in early 2016 and we were granted registration on 17th December 2016, on the same day we were awarded the **National Order of Merit (Gold Medal)** by His Majesty the King. It was no coincidence but a deliberate effort from the Throne to let us know the seriousness of the cause we were pursuing and to help us overcome all the stigma and stereotypes associated with the work.

In this first formal publication of our annual report, we are proud to present our journey so far; the initiatives, services and activities that helped bring toilet issues to

the national forefront. We are proud to have established ourselves as a credible organization that knows and cares everything about toilets and an effective partner to the government in achieving SDG 6.

As we worked on this publication, our activities revealed to us that we were so driven by passion that we lacked strategic direction to pursue our goals surgically. The process helped

us appreciate the importance of a Strategic Document to realign our targets with our vision. We are now proud to present our Strategic Plan 2020-2023.

I take this opportunity to thank all our ambassadors, donors, volunteers, and institutional partners for your unconditional support and encouragements.

Chablop Passang Tshering

Board Members



Dr. Lam Dorji
Chairperson



Rinchen Wangdi
Member of Board



Karma Lhazom
Member of Board



Chimi Zangmo
Member of Board



Tharchen
Member of Board



Chhimmey Pem
Member of Board
2016-2019

Advisor



Sara Ogawa
Technical Advisor

Secretariat Staff



**Chablop
Passang Tshering**
Executive Director



Jigme Nidup Gyeltshen
Assistant
Programme Officer



Dorji Phuntsho
Finance Officer



Sonam Tshering
Internal Auditor
(Volunteer)



Ugyen Dorji
Designer | iBEST STUDIOS
(Part-time)

Former College Ambassadors - Temporary Staff



Drukpa Wangdi
Paro College



Chimi Dorji
College of
Natural Resources



Sonam Norbu
Samtse College of
Education

A Brief Background

The Bhutan Toilet Organization (BTO) was founded and formally established in 2016 as a Civil Society Organization with the vision of clean toilets for all across the country. The movement was spearheaded and led by Mr. Passang Tshering, an Educator, Writer and Blogger.

Before formal registration as a CSO, the group was loosely organized as a volunteer group operating through and building networks using social media platforms and the personal followership of Mr. Tshering as a notable Social Media Influencer through his work as a blogger and writer. The Group worked with various stakeholders and collaborators including the Government to address access to sanitation facilities especially in times of large organized national events and increasing accessibility to sanitation facilities for travellers. The volunteer group functioned from 2014 to 2016, driven by the zest and energy of its first voluntary members under the leadership of Mr. Tshering.

With the passage of time and a deeper understanding of the challenges in the area, the group identified wider areas of support that were needed in the sanitation and hygiene dimensions of human development. Moreover, the appreciation for the work carried out by the group was embraced and commended by the public and seen as a service that was much better delivered through the volunteer group.

In 2016, the group decided to work towards the establishment of a Public Benefit Organization with the vision of adequate toilets for all across the country. This led to the formal founding of the Bhutan Toilet Organization on the 17th of December 2016 as a registered Civil Society Organization with the purpose, "to make clean toilets accessible for all and inspire behavioral change by building public awareness and citizen volunteerism. In 2016, in recognition of the volunteer groups work in championing accessibility to clean toilets, the BTO was awarded the National Order of Merit on the same day of its formal recognition as a CSO.

Along the same lines, in the two years of working on clean toilets, the group's efforts and activities gained much appreciation from Government Organizations, CSOs, development partners and most importantly from Society. These stories of engaged citizenry in the group gained much visibility both in mainstream media and social media, leading to growth in voluntary networks across the 20 Dzongkhags.

Since obtaining CSO status in 2016, the Organization has established a permanent secretariat at Thimphu with a total of 5 permanent employees, established partnership with donors from Japan, successfully raised funds from Local sources, collaborated with partners to establish toilet facilities along highways and at large organized events, provided bedside toilet services for vulnerable groups, innovated on developing local affordable portable toilets (which was launched in 2019), upgraded toilets in rural villages and schools to safely managed sanitation facilities, build a national network of voluntary Ambassadors and supporters through which the organization has been able to mobilize human resources and work towards building a voluntary network of committed citizens for change communication and activity implementation across the Nation. In its 2nd years of operations, the following initiatives have been implemented/ organized by BTO;

- Established Portable Toilet Services
- Event Toilet Management Services
- Bedside Toilet Services
- School Toilet Upgradation Program
- Camping Toilets
- Developed Chabto
- Rural Toilet Upgradation Program
- Consulting services
- Established a network of BTO clubs and Ambassadors
- Participated and engaged in advocacy with Collaboration partners.

All of these activities were initiated and developed over time with support of local donations, in kind and financial support from Saraya, Lixil, UNICEF Bhutan, Save the Children Bhutan, Ministry of Education, Ministry of Health and the Ministry of Works and Human Settlement.

The Bhutan Toilet Organization conducted a Strategic Planning exercise in June 2019 and during the course of review of its Vision and Mission, the BTO has reframed its Vision, Mission and Values for the period 2020-2023. This was done to ensure Organizational focus for the next 4 year period and ease of program development for the small and young Organization. Furthermore, this reframing also allows for the Organization to spearhead Sanitation and Hygiene concerns through the Civil Society Sector. The Vision, Mission and Values are discussed briefly below which will navigate the Organization for the next 4 years.



Vision: Adequate Sanitation and Hygiene for All.

Accessibility remains a hurdle for the sick, Persons with Disability, Gender, Public events, Educational Institutions etc. Additionally, there is also the need to upgrade to better sanitation facilities and there remains much to be done in regards to behavioral change for Sanitation Management, Menstrual Hygiene Management and Child Feces disposal.



Mission: To collaborate with stakeholders to make toilets clean and accessible for all and inspire behavioral change.

Sanitation and Hygiene is cross cutting across human development and the need to

synergize efforts to achieve and standardize sanitation and hygiene by the various stakeholders across sectors is pertinent to measuring the achievement of SDG 6. In this regard, the BTO will play a pivotal role in bringing together stakeholders and develop collaborations to streamline standards, data collection and harmonize Behavioral Change communication and materials.



Core Values

Transparency: BTO will be governed by Transparency as a core value and conduct its operations both external and internal with complete transparency and provide access to its workings and decisions via its website and social media platforms.

Accountability: BTO shall maintain a clear trail of decisions, financial records and ensure to meet all of the responsibilities laid out in the CSO Rules and Regulations and also provide timely access to the same through its website and social media platforms.

Innovation: BTO will seek to continuously innovate in how it operates to achieve efficiency, effectiveness and sustainability. It will also introduce, develop (inhouse) and launch, low cost solutions to address sanitation and hygiene issues at affordable prices through developing Social Enterprise initiatives.

Empowerment: BTO will work towards collaborating with Stakeholders and engage in community building through developing local and international networks and interact with the Public to create awareness and seek to bring about behavioral change through Active Citizenry.

Initiatives Report



Portable Toilet Service

There are hundreds of public events organized each year across the country and most of the event venues do not have adequate toilet facilities to cater to the huge numbers of people. It is observed that the toilet facilities did not receive much attention earlier but with the revolution we started, there is an increasing effort being made to provide clean toilet facilities during such events.

The event venues like Dzongs, Lhakhangs, parks, town squares, national stadium, and other important sites are only equipped with

facilities sufficient for their everyday users and investing in anything more is uneconomical. Therefore, we see the existing facilities being overwhelmed during public events resulting in undesirable and often unsafe consequences.

We have seen desperate effort made by organizers in setting up additional toilet facilities to cater to the masses by building makeshift infrastructures. While it's a laudable initiative we noticed that it's a wasteful investment for a one-time event, and moreover the facilities often land up being substandard.



Even private functions conducted at home like marriage, promotion, rimdro, funeral and so on are faced with similar challenges of limited everyday facility being overwhelmed by huge number of guests.

Our portable toilet service, which was initiated in 2015 came a long way; from wooden portable toilets we designed in 2015, to aesthetic Japanese folding toilets in 2016, donated by JCI, and finally to world-class imported toilets in 2018.

The service has been used by the government, businesses, private individuals and communities across fifteen Dzongkhags, and

we are proud to have been able to provide high-standard toilet facilities and generate interest and appreciation among people.

In terms of economy and sustainability we learned that it's the most cost-effective solution, with the efficiency for one structure to travel places to different events, thereby saving enormously on resources, time and manpower for the organizers. Besides the ease of setting up and the aesthetic value added, we have noticed that good facilities encouraged people to be mindful about the way they used it, which has a significant bearing on cultivating good toilet habits.

Bedside Toilet Borrowing



What is a bedside toilet?

The bedside toilet is a small sturdy portable toilet with a very simple system that is very convenient and easy to operate. It has a freshwater tank connected with flushing system, and a wastewater tank. The two tanks are interlocked and a manual valve helps in letting wastewater flow down into the tank and stop the backflow of smell. It can be used for over a week by a single user; the user can empty the waste and refill the fresh water.



Why?

There are hundreds of people living difficult lives on the daily basis because of their inability to move around easily, due to disability, illness, or old age. The number is only increasing.

With family support, most are living bearable lives until it comes to their toilet time. Their troubles in independently walking to toilet results in awkward and often humiliating routine; having to carry them to toilet, cleaning their clothes, having to use diaper, or cleaning the floor and family members having to deal with their filth each day. Every day is a pain for the families and worse for themselves.

42

Total families who use bedside toilet 2019



How?

If they can't walk to the toilet, then we must take toilet to them. With bedside toilet, we can enable them to independently manage their toilet troubles and empower them to deal with their setback with confidence, dignity, and personal hygiene.

We will lend bedside toilets to beneficiaries after training them and their caregivers on how to use them. We collect a minimal fee of Nu.20 per day to sustain and enhance the program.

The toilet will be returned if the beneficiary could find an alternative or if it's no more required. In case, a beneficiary could afford to pay for the toilet then we shall accept full payment to buy a replacement.





Chabto Giveaway

There are many people who are confined in their rooms and on their beds due to disability, illness, accident or old age. With limited mobility, they face difficulty in carrying out basic activities, among which the most difficult being going to toilet. The inability to independently manage their toilet routine becomes the problem of the whole family, undermining the health, dignity and family bond in the long run.

Therefore, we innovated Chabto. It is a personal portable toilet unit that is designed using a combination of technologies and local materials to make it user-friendly, safe, odor-free, water efficient and easy to manage and dispose. It is manufactured at Pasakha, Bhutan.

Chabto can be kept right next to the bed. It will enable the patient to manage their toilet independently or with little support from the caregiver. It will enable the patient will live in sanitary condition, with dignity and without burdening the family members.

Since the Chabto initiative has no funding source and its sustenance has to depend on the generation of income through its sale and use, it has to be operated as a social enterprise. Chabto is priced at Nu. 8700.00,

38

Units of Chabto sold to institutions
(To RBP via Rotary Club)
Nu. 332,880

7

Units Chabto sold to individuals
Nu. 61,000

9

Units Chabto given as sample
**OGZ- 3, RBP-3,
JDWNRH-1, Kuenphen
Meddical-4**

However, most of the people who need Chabto cannot afford it, therefore, we created Chabto Giveaway program, seeking help of generous donors to sponsor Chabto for the vulnerable people

Handwash Barrel

Bhutan Toilet Organization has designed a hand wash station by reusing oil barrels which has the capabilities to address the pressing issues faced by the schools, due to lack of adequate infrastructure.

The simple solution was created by our staff as part of UNICEF WASH Innovation challenge 2017, where we received the highest Recommendation from the jury.

Following are the three features of our barrel hand wash station:

- It's simple and cheap to build, which the schools can afford and replicate. (Affordable)
- It's portable and can be placed at the most accessible locations. (Portable)
- It has its own tank to fetch and store water to address water scarcity and inconsistency (Reliable)

This idea was openly shared with schools and we encouraged each school to have a few of them.

Reusing Shampoo Containers as Handwash Soap Dispensers





Camping Toilet

Our country is considered one of the most exotic tourist destinations in the world and we have a farsighted policy governing tourism; toward low volume, high value. To deliver high value we must pay attention to the details.

Understanding the various problems faced by Bhutanese tour operators in providing adequate toilet facilities to their guests while camping in the wilderness, we have worked on a working model of simple flush toilet that will enable them to assure guest satisfaction with minimum efforts.

This innovation was designed around SATO pan, received as donation from Lixil.

What makes it a great camping toilet?

- It's small, light and easy to carry
- It's simple to install. Just dig a small pit and put it over the pit.
- It takes very little water to flush. One bucket can flush over 20 times.
- There is no smell back-flow, therefore zero smell in the tent.

Most tour companies have their own toilet tents that they have been using over crude pit toilet, so we only provide the toilet pan with flooring that enough to cover the pit.

Portable Urinal for Sport Fields

Sport fields across the country lack adequate toilet facilities, and in general the facilities are overwhelmed and often shutdown during major sporting events. Considering all the healthy lifestyle motto of games and sports, it's a shameless contradiction to let people practise open defecation. Even Changlimithang National Stadium shares the same fate.

While there is a need for major enhancement of toilet facilities in the sport fields, it requires proper planning and will take time and money. Therefore, we have introduced portable urinals for sport fields to ease the pressure on the limited toilet facilities.

Since there are only men's urinals available in the market, we are targeting major men's events such as archery. We are hoping that it will help men enjoy their sport without having to go far looking for toilet and stop them from urinating openly around the sports fields, thereby bringing the much-needed decency to the gentlemen sports.

With the introduction of this urinals in major archery matches in Thimphu, we see good prospect of other organizers across the country replicating this good example from the capital.

The urinal is hired at Nu.3000 per day.



Event Toilet Management

Managing toilet facilities during the public events was one of the first initiatives we took since 2016. Initially we went to events with our volunteers and helped clean the existing toilets at the event venues.

It was from these experiences that we learned the general lack of adequate toilet facilities for the masses.

We then began innovating different methods of building temporary toilets during the events, to supplement the existing toilet facilities at the

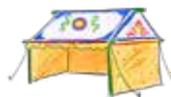


venues. We discovered a revolutionary idea to use sawdust in conventional pit latrines to conceal foul smell, then used the same idea with an enhanced form of pit latrine called trench toilet, where instead of pit we dig a trench to accommodate multiple toilets.

Over the years, we innovated different prefab wooden toilets to fasten the process of setting up toilets, and improve the aesthetics to make toilets welcoming. This continuous effort saw the innovation of another type of toilet using water-proof ply board and stainless-steel toilet pots with flushing mechanism.

By 2017, we received SATO pan and found yet another innovative way to build effective temporary toilet for the masses.

Tourism Council of Bhutan (TCB) provided a generous support of Nu. 1.4 million annually to help us provide our services at all major tourism events. The support has helped us reached out to over 27 events in 2017 with some 1410 volunteers, and over 37 events in 2018 mobilizing 2630 volunteers. TCB support was withdrawn in 2019 but despite that we reached out to 29 events.



27+

Events in 2017
with 1410+ volunteers

37+

Events in 2018
with 2630+ volunteers

29

Events in 2019

Toilet Construction & Management

Government agencies have constructed all the permanent public toilet facilities in the country, and we have only contributed toward rehabilitating old facilities and making them reusable where possible. While we aspire to support government in designing and building new facilities, the current procurement rules do not allow CSOs to engage with the government.

Despite the procedural difficulty, we have engaged ourselves in the construction of three small toilet facilities;

Drakarpo Toilet

Funding Support: Mr. Dendup Norbu, Jampel High School, Haa

Voluntary Support: BTO Club, Paro College of Education

Hundreds of pilgrims visit and circumambulate Drakarpo each day, however the popular pilgrimage site didn't have a toilet facility. The growing number of people practicing open defecation has posed high risk of disease outbreak.

We were alerted by several visitors, who requested us for an urgent support to address the problem. Through our Facebook page we managed to raise Nu. 50,000 from a private donor, to build a two units eco-friendly toilet that uses sawdust instead of water since the site has water scarcity.

Unfortunately, without a dedicated caretaker, the toilet has fallen into disuse. We hope to come up with a smart solution in the future.



Chelela Toilet

Funding Support: Tourism Council of Bhutan

Voluntary Support: Local Guides of Haa led by Sonam Wangdi, Ap Phub Dolay, local shopkeeper

Chelela Pass at 3988-meter altitude has become a tourist hotspot with hundreds of regional tourists visiting each day to experience the crisp mountain air and panoramic view of the Himalayas. However, the pristine mountain didn't have a toilet facility to cater to the visitors and many tourists resort to open defecation.

We wrote to TCB and with their support we build a two units sawdust based toilet facility as an urgent need. The toilet was built in a furniture house in Thimphu, using polished paneling and transported to Chelela in two pieces. It was designed to sync with the mountain environment and please the tourists. The facility was handed over to Ap Phub Dolay for management, since he visits the pass regularly to sell fast-food to tourists.

Wangsisina Toilet

Funding Support: Bank of Bhutan

In our efforts to increase access to toilet facilities along the highway, we approached Bank of Bhutan to support us in building six toilets along Thimphu-Paro highway. We received funds to construct a two-unit toilet at Wangsisina. We outsourced the construction to a contractor and handed over the toilet to the five vegetable vendors in the area. During the construction phase, we experienced numerous bureaucratic challenges that caused huge delay in the completion of the project. The project that was supposed to take two months took us eight months. We still have issues with the gewog administration who wants the toilet removed. We have asked the five vendors to defend the toilet since it benefits them the most.



Managing Tamchog Toilet Facility



Tourism Council of Bhutan constructed an exemplary toilet facility at Tamchog in 2018 and they needed a smart management solution to ensure that the new facility doesn't suffer the fate of many other facilities they have built before.

Under a contractual agreement we took over the management of the facility. Through various trial and error methods, we managed to run the facility effectively and formulate standards for toilet management. Based on our experiences, we have submitted our feedback on the need of a home for caretaker and a small canteen to go along with the facility. TCB agreed to incorporate that in all new facilities they build in the future. Same model will be applied at Tamchog

Toilet for Construction Workers

It is observed that the booming construction industry employs thousands of labourers who are subjected to substandard toilet facilities or suffer the lack of toilet at the site. While it is mandated by the international labour laws and also covered under our national standards to give adequate sanitation facility to their workers, it's generally violated without a stronger enforcing agency.

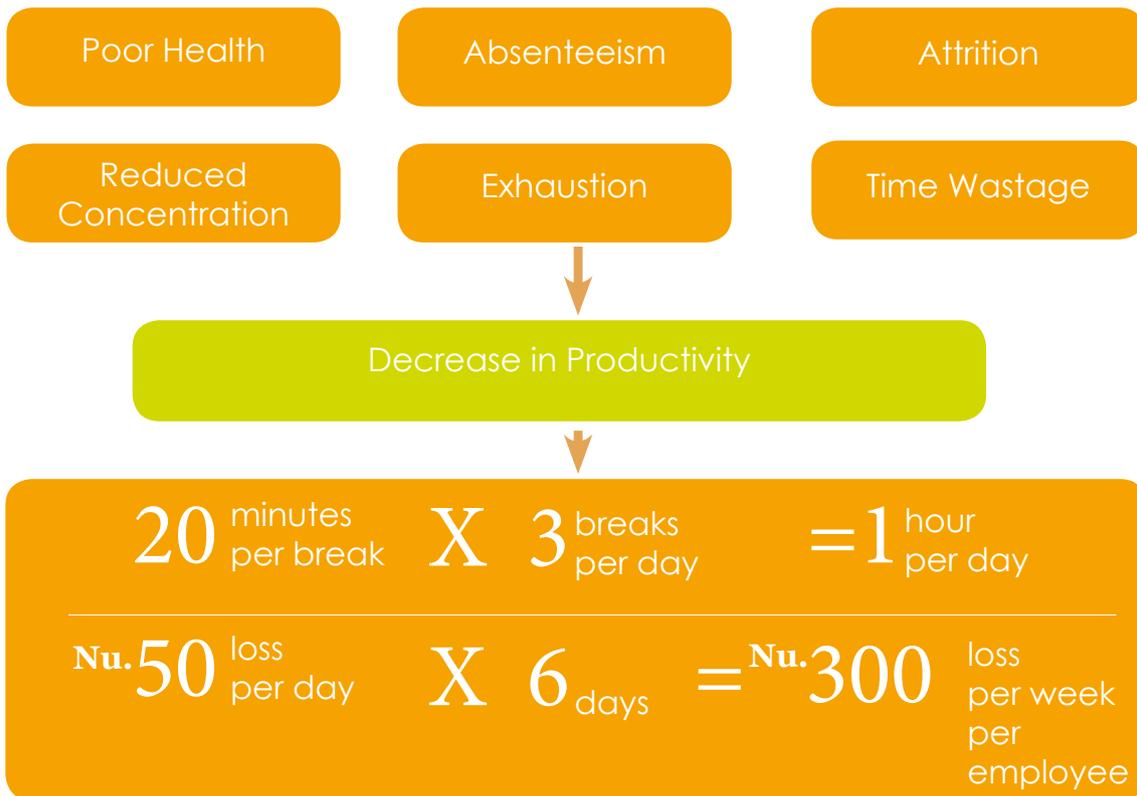
As a CSO, we don't have the legal authority to enforce this requirement but because it's a critical factor affecting the health and livelihood of the workers, we took it onto ourselves to approach the issue differently so that the construction owners and contractors

take ownership of the problem and play active role in addressing it.

We worked out how a lack of toilet could reduce the efficiency of the workforce that will directly spell loss for the company. Based on international calculations we designed a poster showing the impact of lack of toilet on the workers and therefore the impact on

the productivity of the business. Without a clean toilet on site, a company could lose up to Nu.300 a week per worker. The poster also shows the global figures to substantiate the claim. The poster was taken to every possible construction related events including the Construction Fair and is also widely share on social media.

A lack of toilets at your work-site has sever impacts upon your business through problems in the workforce



Loss of productivity due to illnesses caused by lack of sanitation is estimated to cost many countries (Hutton 2012)



In India, the time spent looking for a toilet or finding somewhere to go in the open costs the economy (World Bank, 2016)



Worksite death caused by lack of sanitation. (ILO, 2003)

Smart Toilet Innovation Challenge



We collaborated with College of Science and Technology (CST) and Junior Chamber International (JCI) to organize the first ever Smart Toilet Innovation Challenge in the engineering college.

This competition was aimed to serve as a platform for engineering student to practically express their technical knowledge. It was also targeted at initiating the first ever attempt to develop and produce “Made in Bhutan” toilets with Bhutanese architectural elements, promote innovation and investment in toilet infrastructures to draw attention to sanitation,

- Promote innovation among the future engineers
- Deepen knowledge on sanitation and hygiene and its solution.
- Come up with design relevant to our culture and geography
- Promote healthier and more environment focused toilet designs in the country.

Over 40 teams comprising of 200 engineering students applied for the competition, out of that 23 teams were selected to submit their concepts. Based on their concept paper we shortlisted top 10 teams to work on their designs. Nu.5000 each were provided as grant. On May 2, 2018, the ten teams exhibited their designs and a panel of jury evaluated them based on the set criteria; Portability, Durability, Ease of Work, Eco- Friendliness, Cost Effectiveness, Aesthetics and Innovations.

The teams were expected to produce smart working-prototypes but it was disappointingly discovered that every team has worked on smaller samples with theoretical explanation of how their toilet will function. It was much like a science exhibition seen in the schools, when we actually expected the engineers to break the barriers.

Nonetheless, we awarded cash prizes, amounting to Nu. 110,000, to top five teams, knowing that the month-long process where they were engaged in research and development, fulfilled most of our objectives.



Projects

Strengthening Bhutan Toilet Network

Project Funded by: EU Helvetas

Funding Amount: Nu. 2,285,000.00

Timeline: 18 months

Bhutan Toilet Organization despite being a young and understaffed organization, has been able to execute hundreds of activities across 20 dzongkhags and made significant impact on sanitation condition within a short span of time because of our volunteer network.

Our network is formed by 20 Dzongkhag ambassadors, 2 Dungkhaq ambassadors and 8 college ambassadors. Each of these ambassadors has 10-40 members volunteering for toilet cleaning campaigns, toilet managements during events, creating awareness on sanitation and hygiene, and facilitating underprivileged families to build toilets.

The network was built using social media, and thus far, all communications were done through social media or phone. We never had an opportunity to meet face to face to share experiences, knowledge, skills, and learn together. The capacity and team building to strengthening our network, form partnerships, design and develop our strategy has been shelved due to lack of resources and other challenges.

We do not have coordinated and uniform activities across our network of volunteers. This has led to huge disparity in number and quality of initiatives taken by different dzongkhags and clubs. Therefore, we availed the CSO Grant facility to build the capacity of our volunteers and club members, strengthen the Network by establishing formal relation with all relevant stakeholders and partners for effective collaboration. It is also to design and develop strategies to implement activities more effectively and uniformly. And develop reporting mechanism and data collection tools to measure outputs, outcomes and impact. The evidence based reporting would then be used for higher level advocacy to influence policies and strategies of the government and public intuitions. The network would also be used to share best practices to enhance overall efficiency of the activities and create mass awareness on sanitation and hygiene.



BTO Ambassadors across Bhutan





Phub Dorji Bumthang



Dawa Gyeltshen Lhuntse



Kinley Gyeltshen Trashiyangtse



Kezang Jamtsho Monger



Sancha Bdr Rai Zhemgang



Nima Zangmo Pemagatshel



Karma Trashigang



Sangay Khandu Samdrup Jongkhar



Pema Choden Gelephu



Jangay Basnet
College of Natural Resources



Thinley Phuntsho
Gedu College of Business Studies



Sangay Thinley
Sherubtse College



Khandu
Taktse College of Language and Cultural Studies



Ugyen Choden
College of Science and Technology



Tshering Dema
Samtse College of Education



Dawa Tashi
Jigme Namgyel Engineering College



Yeshi Tshomo
Royal Thimphu College

Zhemgang School

WASH Assessment

Project Funded by: Save the Children

SATO pan supported by: LIXIL

Awareness program funded by: SARAYA

Timeline: 2 months

Project Area: Zhemgang

While implementing the Small Mitigation Action Project in Zhemgang Dzongkhag, Save the Children-US and Bhutan had realized the importance of addressing WASH-related disasters as a top priority in line with the project's overall goal of decreasing the impact of hazards on some 4,700 children's education in the Dzongkhag.

Save the Children is carrying out the disaster mitigation project in partnership with the Zhemgang Dzongkhag administration, Ministry of Education and the Department of Disaster Management. The stakeholders anticipate that the WASH related interventions be prioritized and carried out in the identified schools.

In this regard, Save the Children contracted Bhutan Toilet Org (BTO) to conduct a detailed assessment in the identified schools and provide actionable recommendations that may be implemented under the project. Specifically, the tasks involved the following:

- Conduct WASH assessment in the identified schools in Zhemgang
- Dzongkhag Based on the assessment results, produce WASH assessment report with appropriate WASH solutions and suggestions
- Provide WASH technical support in the design and implementation of the WASH-related activities selected for implementation under the project

- Deliver training/awareness session of WASH knowledge, skills and education in all the schools selected for the WASH mitigation action

Accordingly, we carried out WASH assessment in the 8 identified schools appropriately endorsed and supported by the Dzongkhag administration and the Education sector. The team also conducted similar exercises in the 5 Early Childhood Care and Development (ECCD), which are mostly located in close proximity to the identified schools and are placed under management of the respective schools. As a preparatory exercise, BTO developed questionnaires that capture useful data and information from the identified schools.

Based on the physical monitoring of the WASH facilities, the team segregated the required interventions into those that can be carried out by the school administration and those that require outside support. The school WASH focal persons, who are also the school health in-charges, were briefed on the interventions that the team felt can be carried out by the schools without major outside support. Some of these activities include fixing a broken ceiling, repairing a cracked washbasin, toilet doors, broken water taps or replacing light bulbs. The team recommended the project to help schools with the activities that require major funding. They may include building more toilets, redoing the old toilet interiors and installation of handwashing stations.

The team had submitted a preliminary report, which provides two levels of recommendations – to the individual schools and Save the Children, while they were still in the field. Subsequently, based on Save the Children's feedbacks and suggestions to segregate what are some of the actions that can be done within May 2019 and what are the long-term proposal, the team submitted a list of what can be done immediately and waitlisted those requiring longer time and possibly more fund aside, to be proposed as future activities to Save the Children and its donors. Based on that, Save the Children decided to further

break down what it feels is really possible with the available funding and stipulated timeframe.

The final assessment report was submitted with list of interventions required for each school with estimated budget and timeframe, under the following sub categories;

- Schools can do on their own
- Requiring support from Save the Children or the government
- Requiring immediate actions
- Long-term activities

Further we are asked to make a list of activities that can be carried out within the next two

months, and we submitted a list of 37 activities of which 11 activities were approved for immediate implementation in 11 different schools; construction of handwashing stations, installation of water storage tank, laying of new water pipeline, fixing toilet doors, and most of all upgrading old pit/AP toilets. Besides carrying out the 11 physical and structural activities we took the opportunity to talk to the students of the project schools on the important roles they must play in maintaining the sanitation facilities in their schools. The sanitation education program was carried out with funding support provided by SARAYA.

Some 99 pit latrines and aqua-privy toilets that were upgraded to pour-flush toilets used SATO pan that was donated to BTO by LIXIL through JCI.



School Toilet Up-gradation

Funded by: MoE- UNICEF

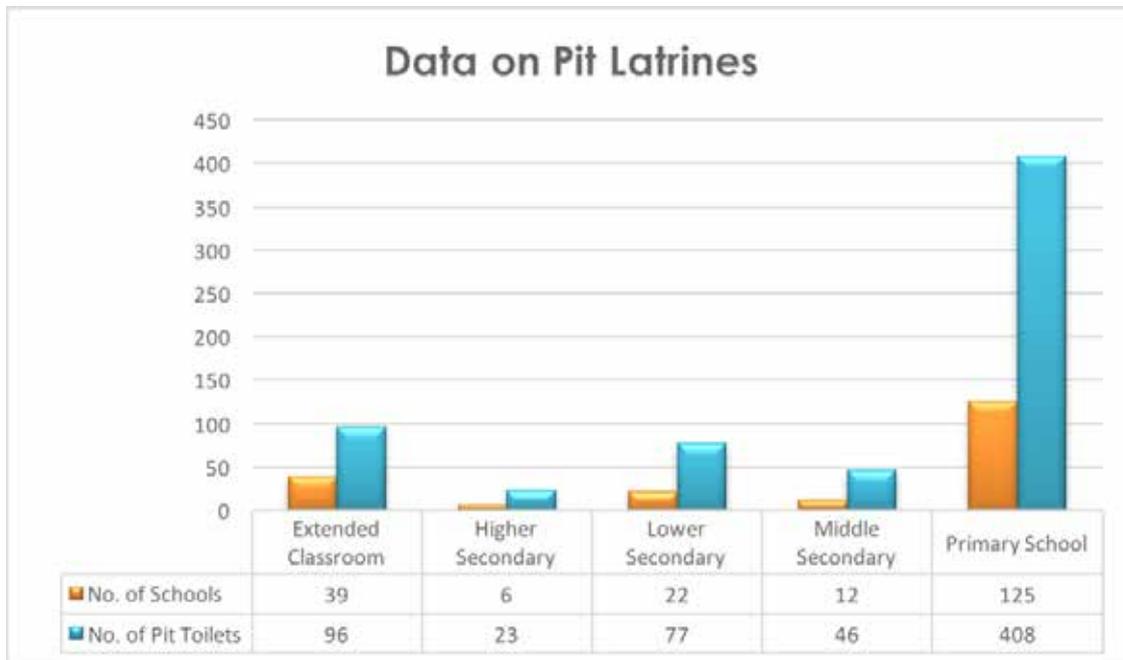
Pilot project and Awareness Program Funded by: SARAYA

SATO Technology donated by: LIXIL

Timeline: 2019-2020

Target Area: Whole Country

Education Monitoring and Information System (EMIS) data from 2017 show that there are 204 schools in Bhutan that still use pit toilets. 650 pit toilets are in use in these 204 institutes.



Pit latrines are unhygienic and not at all suitable in schools. The foul odour and filthy sight discourage children from using the toilet and developing good toilet etiquettes. The open pits are favourable breeding grounds of flies and mosquitoes that leads to spread of diseases in the community.

Therefore, eliminating pit toilets and upgrading them to flush toilets is an urgent matter begging our attention. Health of thousands of young children can be improved by doing so. JCI APDC assisted Bhutan Toilet Org to receive a donation of 1000 SATO pans from Lixil. This simple and robust toilet pot can effectively convert pit toilet to flush toilet at a significantly low cost, without changing superstructures. They have also assisted us in securing support from SARAYA to fund school toilet education

program, which is to follow the installation of SATO pans.

To showcase the effectiveness of the project and influence the decision of Ministry of Education with practical evidences, we used the funds from SARAYA to pilot the project in three schools; Dechentshemo Central School, Dechencholing Higher Secondary School and Changzamtog Middle Secondary School. The results were outstanding. 64 units of pit/aquaprivy toilets were upgraded within a week, and schools have reported that it has stopped the foul smell completely, and made the facilities safe for children to use.





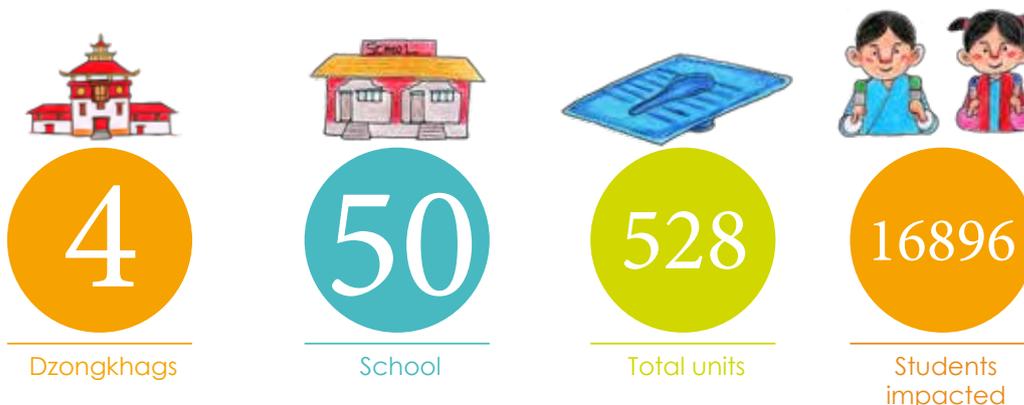
The pilot project in the three schools revealed that most toilets in the schools, that were earlier recorded as pour flush toilets, were actually aqua-privy (AP) toilets. This toilet type looks like pour flush toilet with ceramic pot but it is observed to be emitting foul smell like pit latrines because it has the pit underneath with open access. Since the septic tank of AP toilet is directly underneath, it is found that the same technology can be used to upgrade the toilet. Therefore, we wrote to Ministry of Education (MoE) and UNICEF indicating that AP toilets too need to be upgraded along with pit latrines. The convincing results of the pilot project won us their trust and thus we signed a Memorandum of Understanding (MoU) with MoE.

Since signing the MoU on 4th July 2019 we have upgraded 528 units of toilets in 50 schools across four dzongkhags. About Nu. 1.58 million was spent on the project so far. If the same number of toilets were to be renovated or reconstructed in the conventional way it could have cost the government Nu. 79.2 million.

Besides the cost factor, SATO technology is highly water efficient, and could potentially save thousands of liters of water each day. As part of the project, some 90 units of toilets in 50 schools were converted into accessible toilets using SATO 204, which is a stool type toilet that enables children to seat on it.

The project has ensured the sustainability by giving skill development training to two officials from each school, the health coordinator and a caretaker. They were practically engaged in the SATO installation training, and were tasked to carry out the project in their schools. They have been trained to carry out maintenance whenever it's require hence.

To enhance the role of the students in the maintenance of the school toilet facilities, mass awareness programs were carried out with the students, and all project schools were supplied with WASH education posters to be displayed on the toilet walls. Both these activities were funded by SARAYA, and will be continued with the rest of the schools in the country.



Monastic Toilet Up-gradation

Funded by: UNICEF

Timeline: 2019-2020

Target Area: Whole Country

Following the effectiveness of School Toilet Upgradation project, the officials from Zhung Dratshang sought our support through UNICEF to carry out similar project. They had the data on the monastic institutions toilets ready. Therefore, we signed an MoU with Zhung Dratshang to collaborate on upgrading monastic toilets.

The first phase of the project cover three dzongkhags of Paro, Thimphu and Punakha.



26

Numbers of monastic institution



99

Units of toilet upgraded



Strategic Planning

Funded by: Saraya Global

Timeline: June to Dec 2019

The development of the Strategic Plan 2020-2023 began in June 2019 and as of December 2019, the Consultant made the submission of the draft of the plan to the board during the 6th Board Meeting held in December 2019. The comments were incorporated and a final draft was discussed with the Chair and Executive Director in January 2020.

The planning exercise and internal

deliberations led to the agreement of potential mission drift of the Organization from its initial objectives of Clean Toilet for All and the possible implications of both human capacity, resources and ineffectiveness of inclusion of the Water Agenda in the Organizational strategic pursuit.

The reframed Vision, Mission and Values for the Organization have already been discussed in the earlier section of this report. The table below provide a snap shot of the strategic goals and objectives that have been identified as priority for the BTO for the period 2020-2023 corresponding with the end of the 12th Five Year Plan of the Royal Government of Bhutan.

Goal

1

Support the improvement of sanitation and hygiene facilities for all

Objective 1.1: Support the up-gradation of existing sanitation facilities in Schools and Monastic Institutions to improved sanitation and hygiene facilities.

Objective 1.2: Support the up-gradation of existing sanitation facilities in rural areas to improved sanitation and hygiene facilities.

Objective 1.3: Advocate/support the construction/ upgradation of public sanitation facilities in the Municipalities.

Objective 1.4: Advocate/ support the installation of improved sanitation facilities at temporary settlements.

Objective 1.5: Advocate/ support the construction of adequate public sanitation facilities along National Highways.

Objective 1.6: Provide Sanitation related services at Events and Public Gatherings.

Objective 1.7: Make available portable toilets solutions

Goal

2

Advocating behavioral change

Objective 2.1: Advocate and sensitize stakeholders for Sanitation and Hygiene Policy/ Bill by the 2021 .

Objective 2.2: Expansion of the BTO Club and Ambassadors initiative

Objective 2.3: Citizen Engagement through Crowd Sourced Rate and Review

Objective 2.4: Advocacy and Sensitization for Menstrual Hygiene Management and safe disposal of child feces.

<p>Goal</p> <p>3</p> <p>Innovate Sanitation and Hygiene Sector through Social Enterprises</p>	<p>Objective 3.1: Establish a platform to introduce innovative, low-cost solutions to sanitation management.</p>
<p>Goal</p> <p>4</p> <p>Strengthen Institutional Capacity and Networks</p>	<p>Objective 3.2: Develop in-house solutions to local sanitation scenario.</p>
	<p>Objective 4.1: Ensure financial viability for the operations and initiatives of the Organization.</p>
	<p>Objective 4.2: Engage and build partnerships with International Sanitation Organizations and Programs.</p>
	<p>Objective 4.3: To cultivate an organizational culture of open communication, growth and team work.</p>

The Strategic Plan 2020-2023 has been developed based on the premise of bringing together stakeholders involved in the Sanitation and Hygiene Sector to harness the benefits of collaboration among agencies, consolidation of compartmentalized approach towards solving challenges in the sector and

enhance communication among stakeholders for better and innovative solutions in the sector. The Strategic Plan 2020-2023 will be uploaded to the Organizational website once finalized which shall contain detailed information on the type of activities that will be carried out in the span of four years.



Publication of Yalama Apa

Title: Yalama Apa

Language: Dzongkha and English

ISBN: 9789998085602

Story: Chablop PaSsu

Illustration: Yellow Box Animation

Design and Layout: iBEST STUDIOS

Script and Translation: Nawang Phuntsho

Dzongkha Script Review: Dzongkha
Development Commission

Printed at: United Printing Press, Thimphu

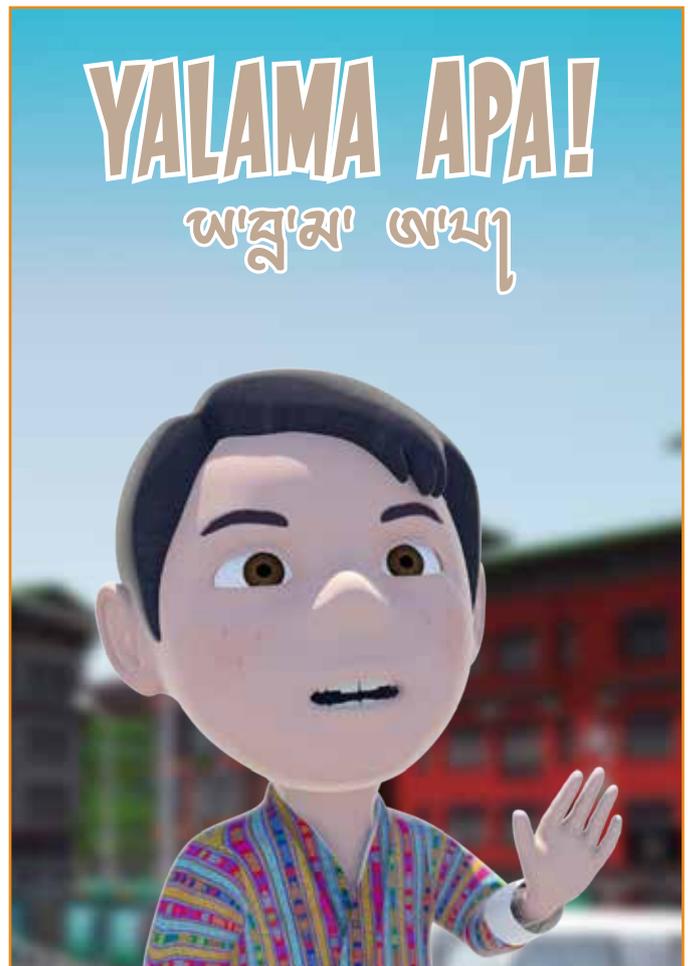
Bhutan Toilet Organization's animation video is published in a form of a book to target primary school children with a firm believe that to make an immediate and lasting impact with our sanitation and hygiene campaigns we must target the children, because not only are the children our immediate future but also, they are the soft spots in our demography through which we could influence the whole family and eventually the society at large.

It's aimed at building basic toilet etiquettes like flushing, using toilet paper or water, and keeping the toilet clean for the next user to bring about significant change in the condition of our toilets and therefore the impact on the public health. In connection to toilet usage, the book also touches on the importance of handwashing with soap after going to toilet in preventing spread of diseases.

When a child in the family has the above knowledge then they have the tendency of innocently and persuasively imposing their knowledge on the rest of the family members. And with the book in the hands of every primary school children we see a huge potential of influencing positive habits among the general population.

The book is a joint effort of Bhutan WASH Cluster to create awareness on proper and responsible usage of toilets, and it's guided by Resolution 13 from 2nd BWAASH Cluster Meeting.

The publication is supported by UNICEF and



The essence of the book is captured and published in a form of a poster to be distributed along with the book, which can be pasted on the toilet doors to remind users of the etiquettes. The publication of the poster is supported by SARAYA



SATO Toilet in Laya : Wayforward for Rural Toilets



Thinley Rabgay
BTO Ambassador in Laya

Ahead of the 2019 Royal Highland Festival, BTO Ambassador in Laya, Mr Thinley Rabgay, teacher in Laya Central School, took the initiative to upgrade 70 pit latrines in the village to SATO toilets that's smell-free, water-efficient and easy to install.



Pit latrine to SATO toilet

1

2

3

What makes SATO a perfect solution for Laya is its lightness that makes it easy to be carried by people, and its resilience against freezing temperature.

It was first piloted with eight toilets in Yangthang, Haa in 2018.



70

Pit latrines up graded

Nu. 500

Contribution from each households

Thank you

Individual Donors

Dasho Tshering Tobgay | Dasho Benji | Dhendrup Norbu |
Aum Phub Zam | Aum Dago Bidha |
Lhaki Dolma & Kuenga Lhendup | Karma Jigme & Sonam Choki |
Dr. Tashi Zam | Hishey Tshering | Kitsho & Rikar | Twinz |
Dr. Lam Dorji | Jigme Thinley & Family | Ashi Khendum Dorji | Dr. Smithi Chong |
Jigme Zangmo & Friends | Dorji Wangchuk | Tshokey Tshomo | Misty Terrace |

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Tashi Namgay Resort | ELC High School | Bhutan Kidney Foundation |
GNH Center Bhutan | Mawongpa Water Solution | Radio Valley |
Druk Waste Management | MStudio | Oie Drive | iBEST STUDIOS |
SABAH Bhutan | Bhutan Smart Lottery | Druk Host | TPZ |

Partners



The trust and faith of our supporters and donors had in us became the wind beneath our wings.

Audited Financial Report

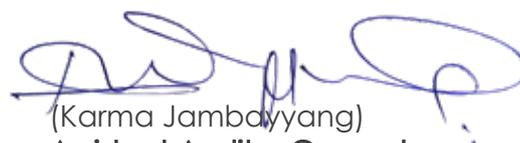
July 2018 - June 2019

Particulars	Schedule	Receipt	Payment
Opening Balance			
Cash		11,376.00	
Bank 1		2,817,526.36	
Bank 2		191,750.32	
Income from Other sources			
Portable Toilet hiring	Schedule 1 & 1	917,580.00	
Bedside Toilet Hiring	Schedule 2	64,600.00	
Sale of Portable Toilet	Schedule 3	862,400.00	
Sale of Bedside Toilet	Schedule 4	15,000.00	
Sale SATO 204	Schedule 5	19,680.00	
Donation			
Donations	Schedule 6 & 2	1,797,470.85	
Project and Program Support			
Projects	Schedule 7 & 3	3,994,293.00	
Recoveries and Remittance			
Other Sources	Schedule 8 & 4	272,655.25	
Advance and Adjustment			
Advance Receivable	Schedule 9		69,000.00

Expenses			
Current	Schedule 10		3,437,615.00
Capital	Schedule 11		1,806,233.54
Bank Charges			150.00
Closing Balance			
Cash			2,120.00
Bank			5,649,213.24
TOTAL		10,964,331.78	1,096,4331.78



(chimmi Dorji)
 For Karma & Associate
 Date: 21.10.2019
 Place: Thimphu

(Karma Jambayyang)
 Assistant Auditor General
 Corporations & Financial
 Institutions Division

“

It is not a question of whether we can do something or not, whether we have enough or not, whether we are permitted or not. The question is, are we going to do it or not? ”

-His Majesty the King, 7th June 2016

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To Donate
BOB Acc : 200426043

