

BHUTAN  
TOILET  
ORG

**BHUTAN**  
**TOILET**  
ORGANIZATION

# annual report



2023





## *Vision*

Universal access to clean, safe toilets for improved health, dignity, and quality of life.

## *Mission:*

To be an agent of change dedicated to advocating for universal access to clean and safe toilets to enhance health, preserve human dignity, and elevate the quality of life for every Bhutanese. In collaboration with the government, we strive towards achieving SDG 6, through widespread awareness, robust infrastructure development, strategic partnerships, and active citizen volunteerism.

**BHUTAN**  
**TOILET**  
**ORGANIZATION**

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## MESSAGE FROM *Chairperson*

As the Chairperson of Bhutan Toilet Org, it is with immense pride that I reflect on the progress and achievements of the past year in this annual report. The year 2023 marked a pivotal moment for us, emerging from the shadows of the pandemic into a period filled with hope and renewed determination. Our journey through these challenging times has only strengthened our resolve to serve those in need, guided by the invaluable lessons we've learned.

One of the year's highlights was our significant partnership with the Bill and Melinda Gates Foundation. This collaboration, facilitated through our regional network FANSA, was a testament to our collective commitment to improving sanitation in informal settlements in urban area. Additionally, our re-engagement with Japanese partners to introduce the Johkasou septic tank technology represents a forward-thinking approach to environmental conservation and public health.

Our focus on inclusivity and accessibility in sanitation has never been stronger. Through Project Nyamdrel, we have set new standards for toilet accessibility, ensuring that persons with disabilities, the elderly, and hospital patients can access clean and safe sanitation facilities. This initiative not only highlights our commitment to dignity for all but also serves as a beacon for change, inspiring others to follow suit.

The 'Toilet of Compassion' campaign has further exemplified the spirit of community and empathy that defines our work. Mobilizing support for the most vulnerable has shown the profound impact of collective action.

As we look ahead, I am filled with optimism. Our dedication to enhancing sanitation standards and our unwavering commitment to those we serve will drive us into 2024 and beyond. Together, we will continue to make a meaningful difference in the lives of many.

FOREWORD BY

## *Executive Director*

At the beginning of every new year, we pause to reflect on the past year and recount the lives we have touched through our efforts. That reflection is presented in the form of an annual report, which I am proud to present to you. The year 2023 felt like the beginning of a new era, imbued with a sense of freedom and gratitude after emerging from three difficult pandemic years. With the lessons learned from those uncertain times, we finally had the opportunity to focus on our core mandates. However, the lingering effects of the pandemic cast a dark shadow over our country's economy, significantly influencing our plans and activities.

Nonetheless, we began the year by signing a grant agreement in Kathmandu to receive over a hundred thousand dollars from the Bill and Melinda Gates Foundation through our regional network, FANSA. This funding has enabled us to work closely with Thimphu Thromde to address the sanitation issues faced by informal shanty settlements in various city pockets.

We reconnected with our friends in Japan to resume the adoption of the revolutionary Japanese technology, the Johkasou septic tank, a decentralized household sewer treatment system. This effort complemented our efforts to reduce sewer dumping into the Chubachu stream, supported by the GEF Small Grants Program.



Looking back, we are proud of the significant attention we have devoted to making toilets accessible to persons with disabilities (PwD), the elderly population, and hospital patients facing limited mobility. Through Project Nyamdrel, we developed Toilet Accessibility Standards and evaluated toilets across three dzongkhags against these standards. This initiative helped us publish a research report, which in turn enabled us to produce two advocacy videos targeting decision-makers and the public.

Furthermore, our 'Toilet of Compassion' fundraising campaign raised awareness of the daily struggles faced by PwD, the elderly, and bedridden patients in accessing toilets, engaging hundreds of kind-hearted Bhutanese in making bedside toilets available for vulnerable communities and hospitals.

We are happy to have touched lives across the country, but we are far from satisfied. There is much to do, and we shall strive to accomplish our goals. We look forward to 2024 with renewed optimism, eager to collaborate with government partners to raise the standards of toilets in the country.



## BRIEF HISTORY OF THE *Organization*

Established in October 2014, the Bhutan Toilet Organization (BTO) began as a citizen-engagement social media campaign led by Mr. Passang Tshering, an Educator and Blogger. It aimed to fix responsibility and accountability for the condition of public toilets in the country. Recognizing the need for broader action, the group evolved from blame attribution to proactive collaboration in the sector.

Between 2015 and 2016, BTO actively managed toilet facilities during events and seized opportunities for involvement in the sector. This period allowed the group to gain in-depth insights and establish partnerships with various stakeholders, including the Government, and other developmental partners.

In response to growing needs, BTO was officially registered and recognized as a Civil Society Organization (CSO) in December 2016. The organization was also honoured with the National Order of Merit (Gold Medal) and its founder, Mr. Passang Tshering, was conferred the title Chablop (Toilet Teacher) by His Majesty the King for their commendable work during the preceding two years, reinforcing the significance of its mission.

Since obtaining CSO status, BTO has achieved significant milestones. This includes establishing a permanent secretariat, forming vital partnerships with donors, implementing various projects, innovating toilet solutions, bringing in the best technologies and building a robust network of voluntary ambassadors and supporters across the nation.

Noteworthy initiatives include portable toilet services, event toilet management, bedside toilet initiative, standardizing public toilet facilities, upgrading school and monastic institution toilets, introducing household sewer treatment tanks, improving rural toilet construction, pressing for better toilet at construction site, temporary settlements and camping sites, working on mainstreaming accessible toilets, emergency toilets for disaster response and several others, all made possible through generous support from local and international partners.

BTO's work has garnered acclaim from government organizations, CSOs, development partners, and society at large. Its presence has grown extensively, with active networks in all 20 Dzongkhags.

The organization remains committed to its mission of providing universal access to clean and safe toilets, upholding human dignity, and improving the quality of life for every Bhutanese. Through continued dedication and collaborative efforts, BTO strives to make a lasting impact on sanitation in Bhutan.

# THE BOARD OF *Directors*



Ms Sonam Pem  
Researcher  
Board Director



Mr Rinchen Wangdi  
CEO, NHDCL  
Board Director



Ms Sara Ogawa  
Advisor  
Japan



Lop Kinley Penjor  
Manager, RHP  
Board Director



Dr Lam Dorji  
Environmentalist  
Chairperson



Mr Karma Wangchuk  
CPO, MoESD  
Board Director



Ms Sonam Pem  
Executive Director,  
Tarayana  
Board Director



Mr Passang Tshering  
Executive Director, BTO  
Member Secretary



# PROFILE OF THE

# Staff Members



Chablop Passu  
Executive Director



Tshedrup Dorji  
Project Coordinator



Jigme Nidup Gyeltshen  
Assistant Program



Kezang Tshomo  
General Manager  
Toilet Enterprise



Dechen Tshomo  
Adm Assistant



Pema Dorji  
Assistant  
Finance Officer



Sonam Tenzin  
Assistant Finance  
Officer



Jigme Dema  
Intern



Sujan Gurung  
Intern



Late Norbu Dema  
Manager  
Tamchog Facility



# THE TOILET OF *Compassion*

In 2022, we embarked on a remarkable journey, one that would forever change the lives of many. It was a journey of compassion, one that revolved around a seemingly simple yet profound idea – the Bedside Toilet. The Bedside Toilet stands as a beacon of independence, a lifeline for bedridden patients, individuals with disabilities, and our cherished elderly. It's a portable toilet that gracefully finds its place beside the bed, granting a newfound sense of autonomy. These bedside toilets have proven to be a game-changer, empowering patients by granting them easy access to a hygienic toilet located right next to their beds when they cannot reach a usual toilet.

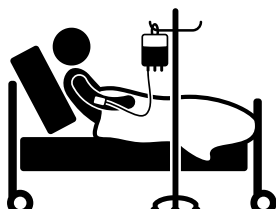
We initiated a fundraising campaign for "The Toilet of Compassion – Transforming Lives with Bedside Toilets" in collaboration with the Royal Society for Senior Citizens and the Ability Bhutan Society. The two-month-long campaign to raise Nu. 3.4 Million was launched on the Bhutan Crowdfunding platform hosted by RSEBL. It's to put bedside toilets in 250 healthcare centres and allocate 120 bedside toilets each for senior citizens and PwD through our partners. We couldn't achieve the target on time, but we are going ahead with whatever is possible with what we have raised.



In the quiet corners of hospitals and homes, there are individuals battling with the weight of immobility. For them, every day brings its own challenges, yet the simple act of managing their toilet routine shouldn't add to their suffering.

The Bedside Toilet stands as a beacon of independence, a lifeline for bedridden patients, individuals with disabilities, and our cherished elderly. It's a portable toilet that gracefully finds its place beside the bed, granting a newfound sense of autonomy.

No longer will caregivers have to bear the weight of uncomfortable tasks like diapering or tending to soiled linens. With the Bedside Toilet, dignity is restored. It's a promise of relief, a gesture of empathy, and a testament to the power of compassion.



# TOILET NEAR THE *Classroom*

We have had sleepless nights after we heard stories of how some children with disabilities in both schools in Drukgyel are struggling to reach and use the regular school toilets that are located far away from their classrooms.

Their passionate SEN teachers broke down when they shared stories of some students avoiding food and drinks to limit their toilet visits. Imagine the struggle.

We spent over a week figuring out how to improvise a solution; we combined a few ideas and technologies to create a small yet efficient facility. We have finally put the toilets next to their classes.

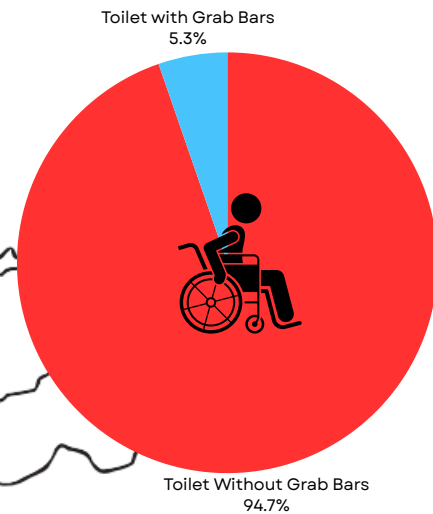
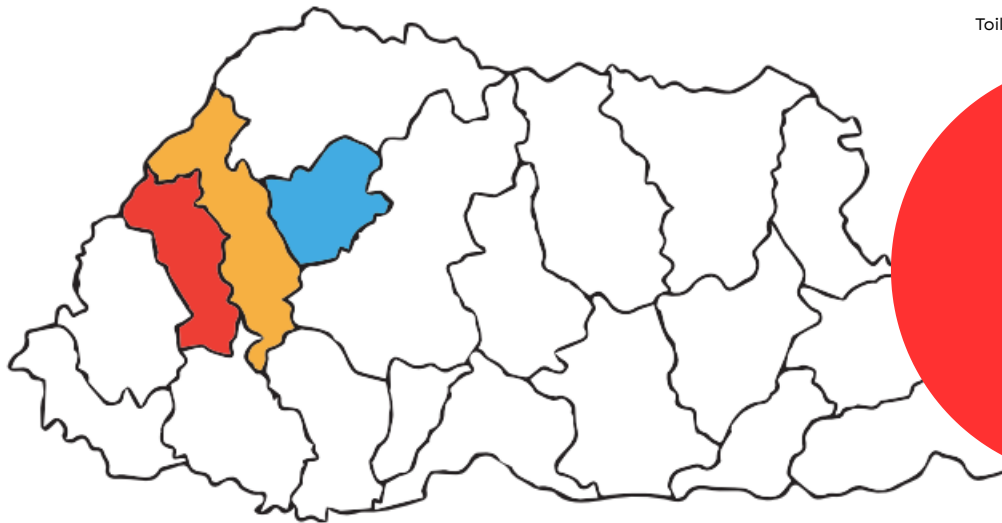
The two toilets were supported by Aiwibi Bhutan

**aiwibi**



# MAINSTREAMING

# Accessible toilets



Our project, "Mainstreaming Accessible Toilet," embarked on a crucial journey to uncover the untold stories of persons with disabilities living without proper access to toilets. The project funded by EU-Helvetas Bhutan focused on three key areas;

- To create awareness of existing policies and gaps in achieving the mainstreaming of accessible toilets.
- To sensitize government agencies to the need for mainstreaming accessible toilets in public infrastructure.
- To educate the general public to invest in inclusive/accessible toilets at home.

A small case study was conducted to understand the current situation/standards of public and private toilets in Thimphu, Paro and Punakha. The assessments of over 129 public and institutional toilets, revealed a poignant reality - persons with disabilities were navigating their lives without the basic dignity of accessible toilets. Their struggles were hidden from plain sight, overshadowed by a lack of awareness and understanding in the broader community. The key findings from the study are as follows:

1. Only 5.3% of toilets have grab bars to help people in wheelchairs transfer to the toilet seat. This is a major barrier to accessibility, as grab bars can help people with disabilities maintain their balance and prevent falls.
2. Only 36.1% of toilets have soap accessible to someone in a wheelchair. This means that many people with disabilities may not be able to wash their hands with soap after using the toilet
3. Only 45.9% of toilets have adequate lighting. This can make it difficult for people with disabilities to see and use the toilet.
4. Only 45.9% of toilets have slip-resistant floors. This can be a safety hazard for people with disabilities, as they may be more likely to slip and fall.
5. Only 15.8% of toilets have hygiene signage in the toilet. This can lead to people with disabilities not washing their hands properly after using the toilet.



**HELVETAS**  
BHUTAN



## NATIONAL STANDARDS FOR



# Accessible toilets



Through this project, we had an opportunity to engage with families and individuals facing these challenges. We became messengers of hope, sharing insights on the various options available to make their toilets accessible. The project not only shed light on the problem but also provided practical solutions, empowering families to take tangible steps toward creating a more accessible environment.

Armed with our case study report and lived experience of PwD, we produced two impactful advocacy and awareness videos. Through these videos, we could spark a nationwide conversation, breaking the silence around the challenges faced by persons with disabilities. We shared our findings and videos with actors and decision-makers from various sectors and witnessed a positive response.

The government officials showed a keen interest in the subject, recognizing the urgency and importance of addressing the lack of accessible toilets. The strong interest displayed by the government signalled a potential shift in policy and a commitment to creating a more inclusive society.

The stories of those we encountered became compelling evidence that accessibility was not just a luxury but a fundamental right, denied to many.

At BTO we established a set of standards for accessible toilets in Bhutan, a comprehensive guide that has the potential to become national standards. These standards are not merely a set of guidelines but a roadmap toward inclusivity, ensuring that every individual, regardless of ability, can access basic facilities with dignity.



# ACCESSIBLE TOILET *begins at Home*

To truly achieve universal access to sanitation, we must advocate mainstreaming accessible toilets, beginning with our homes, then institutions and public spaces. Despite adequate awareness of fundamental human rights, PwDs often encounter obstacles that limit their access to these essential services, curtailing their economic, educational, and social experiences.

Looking at the issues critically, we realised that every home deprives its elderly members of accessing their family toilets. Often, the victims were the ones who made the decisions and investments in building the facilities when they were in their prime.

With support from IDEA International, we have conducted a study to find out the accessibility of public toilets and toilets in the homes of PwDs. We have published the research report, and informed by the findings of the research, we have produced two awareness videos to drive the message home;



**Bhutan Toilet Org and PaSsu Diary**  
★ Favorites · December 5, 2023 · 🌐

Our problem is that we don't acknowledge the problem until it affects us directly. But the hard truth is it will affect all of us, and if we don't be a part of the solution now when you have the power to do so, it will be too late.  
The elderly don't usually regret what they have done; they regret what they haven't done when they could.  
Please design your toilets for the elderly in your family. If an old person can use it, then everyone can. One day, when you become one, you... [See more](#)

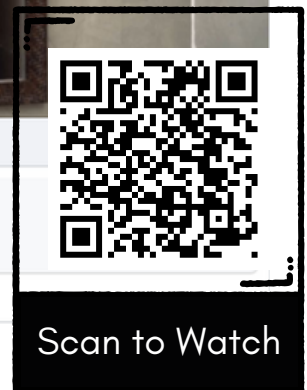


Regret

Creation team


 Bhutan Toilet Org  PaSsu Diary

 Kay Tee, Chimi Tenzin Ongmo and 4.3K others




**Bhutan Toilet Org**  
★ Favorites · December 3, 2023 · 🌐

It's so painful to watch this 5 mins clip from a life of a wheelchair user in Thimphu. Imagine their daily struggles even to get to place nearby, let alone accessing a toilet. We are partnering with relevant stakeholders to make [#toilets #accessible](#) but there is no point when every other infrastructure is inaccessible. ... [See more](#)

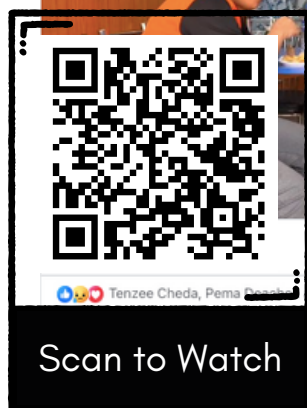


Boost again

 Tenzee Cheda, Pema D... and 4.7K others

89 comments 163 shares

Comment Share





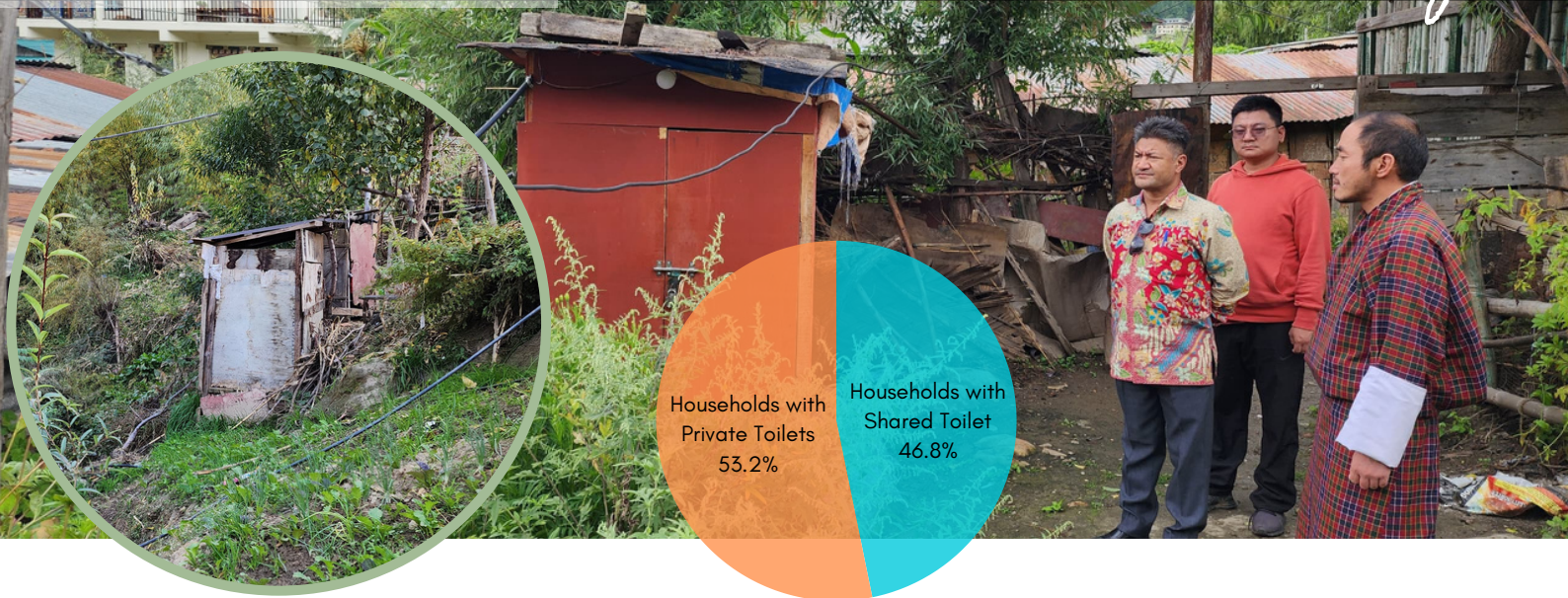
Freshwater Action Network (FANSA) is a semi-formal network of civil society organizations active in the WASH sector in South Asia contributing towards achieving inclusive, equitable and climate-resilient WASH facilities and services for ALL in South Asia through meaningful engagement in WASH advocacy particularly focusing on the key vulnerable populations. For over 12 years, FANSA has contributed to and helped shape, the regional WASH agenda at national, regional and international forums.

Since 2019, the FANSA Bhutan chapter has been hosted by Bhutan Toilet Organisation with secretariat support to implement regional WASH-related activities and projects. We have taken initiatives in the area of advocacy and education on the rights of sanitation workers, and access to inclusive public sanitation facilities through capacity-building training, workshops and evidence-based advocacy such as policy reviews contributing to achieving global and national development goals.

Currently, we are in the middle of implementing a three-year project known as 'Rising for Rights for Strengthening Civil Society Network in South Asia to achieve SDG 6' supported by the Bill and Melinda Gates Foundation through the FANSA regional network. We have on board together the relevant civil society organizations and government agencies as the implementing partners of this project to pursue three broad outcomes; Firstly, to contribute to policy actions (formulation/review) through evidence-based advocacy efforts focusing on ensuring WASH rights of the poor, vulnerable, and marginalized communities. Secondly, to strengthen the accountability mechanism through capacity building, and partnership for improved and reliable sanitation services. Finally, to create a vibrant advocacy network at the national level to advocate for safely managed sanitation services that are inclusive and sustainable.

# UNDERSTANDING URBAN POOR AND SANITATION SERVICES IN THIMPHU

## *A Case Study*



Thimphu, the capital city, has more than one hundred fifty thousand people, accounting for roughly 20% of the country's total population. People from all across the country travel to Thimphu for various purpose such as seeking job, economic opportunity. Thimphu Thromde caters the public service to whole of city in the area of education, transportation, water, sanitation, hygiene, and health. With rising urbanization, cities have a variety of issues in providing adequate services to all segments of society, and Thimphu is no different. Thus, a brief case study was conducted to understand what life is like for the urban poor in Thimphu, and how inclusive sanitation services are in these deprived neighborhoods.

A team of enumerators interviewed 95 households from 65 temporary settlement communities across Thimphu using structured and semi-structured questions. The case study's primary conclusions include the following:

1. Most people in Thimphu's temporary settlements are migrants from neighbouring regions or districts who work as support staff or elementary service personnel for state agencies.
2. The Thimphu city have the most camps around Thimphu city, positioned along streams and outskirts.
3. The majority of them have been working in the sanitation sector earning an average income of Nu. 15,000 a month.
4. Approximately 53.2% of families have private toilets, while 46.8% share a toilet with neighbours. 13.8% of houses have sewer network connections, 14.9% use pit toilets, and 6.4% illegally connect to open drains or nearby streams.
5. While 63.8% of respondents reported receiving no sanitation subsidies, 36.2% received basic materials such as cement, CGI sheet, gravel, free water supply, and electricity.



# TOWARDS *Citywide* INCLUSIVE SANITATION

City-wide Inclusive Sanitation (CWIS) is a holistic approach for developing and delivering sanitation services in an inclusive, equitable, and sustainable way by strengthening basic public system functions such as accountability, responsibility, resource planning, and management. The focus of the Sustainable Development Goal is on the entire sanitation service chain, not limited to only access to a domestic sanitation facility. As a result, addressing sanitation issues requires an all-inclusive approach.

Bhutan has declared open defecation free completely, and efforts are being made to address the unique sanitation difficulties that the rising urban population faces in order to attain the new SDG target of safely managed sanitation for all. In this view, the CWIS method will be an effective instrument for advancing safe, equitable, and sustainable services throughout all cities, with an emphasis on ensuring services reach women, girls, and low-income populations.

To increase the capability of sanitation workers, FANSA Bhutan held an introductory workshop on the CWIS approach for participants from relevant CSOs and Thimphu Thromde. We have engaged 20 individuals working in the sanitation sector at all levels, including members of the community, to educate and raise awareness about the CWIS framework, which allows every actor to participate in the process of developing inclusive and sustainable sanitation services. The CWIS framework, when contextualized and applied in a sanitation planning program, will help redesign urban sanitation to guarantee everyone has access to properly managed sanitation by advocating a range of alternatives.



BILL & MELINDA  
GATES foundation



# ADVANCING SAFE, EQUITABLE, AND SUSTAINABLE *sanitation practices*

We have organized a panel discussion this year with the theme "Strengthening Systems and Partnerships for Accelerated Action on Safely Managed Sanitation and Hygiene" in an attempt to provide an open forum for discussion and cooperation to work together to find creative solutions to improve the sanitation and hygiene standards. Engaging stakeholders from diverse sectors, the conversation focused on enhancing sanitation, fortifying Civil Society Organizations (CSOs), emphasizing the significance of government-CSO cooperation in shaping policies, and galvanizing community involvement to realize Sustainable Development Goal 6.2 (SDG 6.2) - "Achieving sustainable and safe sanitation facilities for all."

As a result of the consensus on the shared objective of achieving safely managed and inclusive sanitation services, the following key outcomes emerged prominently during the discussion:



1. Recognizing the critical role that CSOs play in promoting inclusive and equitable sanitation solutions, it is necessary to provide them with the means to access resources, information, and networking prospects.

1. In light of the significance of achieving a common objective through collaboration with diverse partners, it is necessary to establish an environment conducive to dialogue and deliberation regarding the WASH sector, especially with regard to policy influences from government agencies.

1. Recognizing the inexorable significance of community engagement and participation, it is critical to mobilize community involvement through a variety of participatory tools in order to advance the goal of achieving safe and sustainable sanitation management.



June 6

# A ROYAL Birthday Gift

To commemorate HRH Eeuphelma Choden Wangchuck's 30th Birthday, Red Dot Bhutan partnered with us to launch an inclusive portable public sanitation facility for people with disabilities. The facility will be used during public events.

This facility ensures accessibility, dignity, and independence for all. It includes the unique menstrual hygiene needs of women with disabilities. Inclusive toilets provide proper amenities and privacy, empowering women to manage their periods comfortably. By embracing inclusivity in public spaces, we create a more equitable society where everyone can participate fully.



Welcome to

## Menstrual Hygiene Friendly Toilet



- It's clean with a reliable water supply to ensure hygienic and safe conditions for menstruating women.
- It has adequate privacy with secure doors and partitions to ensure dignity.
- It has a proper disposal bin for menstrual waste.
- You can access basic menstrual products, such as sanitary pads, within the facility during emergencies.

Red Dot Bhutan.

Q X

Menstrual Hygiene Friendly Toilet Certification was informally launched on the same day in Khuruthang.

We look forward to the nationwide adoption of this certification to ensure that all public facilities are equipped to allow women to safely use them during their periods.

# SAVING Chubachhu



Phajoding Ba

The residents, labour camps and temporary settlements along the Chubachhu streams in Thimphu are potential defaulters dumping their untreated sewer directly into the stream. This is due to the inadequate sanitation service hindered by geographical conditions and other socio-economic factors. Some residents are not connected to the city's sewer network while others live in temporary settlements that don't receive much attention to sewer management. Such complex issues require a multi-faceted approach both policy/regulation and technological solutions.

Many environmental organizations have conducted water quality tests of the Chubachhu Stream before us and raised flags on the dangerous levels of pollution, especially the presence of faecal matter. We referred to the data collected by Clean Bhutan and RSPN to identify the point sources of discharges and charted out 14 sites, starting from Phajodhing base to Tarayana Park. We mapped the communities along the stream and noted the potential defaulters.

With technical support from Clean Bhutan and Thimphu Thromde, and verified by RCDC, we procured an easy-to-use microbe detection device, specifically to test for E.Coli bacteria in the stream water.

The test results were shocking. The stream water was thoroughly polluted with faecal contaminations and from the number of sewer leakages we have discovered along the stream, it was obvious. As outlined in our project objectives, we mapped the defaulters to engage them in the process of resolving the issue, but in some cases where the sewerage was deliberately dumped into the stream, immediate punitive actions were taken with support from the Thromde Environment Office.

We also discovered that two of the major point sources were the leakages from the central sewer system pipeline, which we reported to the Thromde Office and both were promptly repaired.

Under this project supported by GEF-SGP UNDP Bhutan, we shall now engage the community and empower them to resolve the issues. The defaulters will be offered options to adopt safer methods of managing their wastewater.

With co-financing from our Japanese partner, JOYLET Japan, we piloted the efficacy of Johkasou septic tank technology in Motithang to enable households and small communities to manage their own sewer and reduce untreated sewer discharge into the stream.





# Q PILOTING *Johkasou* X

At the moment we have experimented with two Johkasou tanks covering two households at a labour camp that belongs to Thimphu Thromde. We have collaborated with Thimphu Thromde and the Private sector to install the tanks with the support of our partner, JOYLET Japan. We have presented the preliminary report of the evaluation to the Hon'ble Prime Minister. He was impressed by the technology and advised us to focus on three things;

1. Make People Aware of the magic it does
2. Make it Available so that we have options
3. Make it Affordable so that people can opt for it.

The introduction of the Johkasou technology is anticipated to alter the manner in which Bhutanese households and communities manage wastewater and contribute to reducing related environmental pollution.

The technology provides a decentralized approach to wastewater management, permitting households and communities to independently manage their wastewater without relying on expensive and extensive central sewer systems. Consequently, it empowers citizens to manage the disposal of their household effluent, promoting a cleaner and healthier environment.

The pilot evaluation which is an ongoing activity will pave the way for a comprehensive evaluation of its efficacy and benefits for Bhutanese communities in preparation for future expansion across the country, allowing for safe and sustainable wastewater management in areas where a central sewer system is impractical.

# BETTER TOILETS *For Monks*

BTO in collaboration with the Religion and Health Project (RHP) under Zhung Dratshang signed a MoU (Memorandum of Understanding) in which BTO provided technical assistance, technology and training. The collaboration aimed to transform the toilet culture and improve health and hygiene in the monasteries by upgrading the pit latrines and aqua-privy toilets to safe pour-flush toilets using SATO pan. In phase I of the monastic toilet project, 95 units of pit latrines and aqua-privy toilets were upgraded. In phase II, 25 units of pit latrines and aqua-privy toilets were upgraded.

In 2023, Phase III extended to eastern dzongkhags of Tashigang, Tashiyangtse and Bumthang. We upgrade 8 units of aqua-privy toilets in Petshaling Monastery, 10 in Gomphukora, and 7 in Dangchhu. We built a 5-unit SATO toilet in Kanglung Shedra and converted their old toilet to an 8-unit bathhouse.



# SCHOOL TOILET Standards



The school toilets are the first communal toilets that young children encounter. Consequently, the design and condition of these toilets significantly influence children's perceptions and usage habits. In essence, a well-maintained school toilet can teach young students to value and responsibly use the facility, whereas a poorly maintained toilet can have the opposite effect.

Since 2019, we have upgraded over 3,000 units of outdated school toilets, which had exposed septic pits. We utilized a Japanese SATO pan to make the toilets clean, safe, and odor-free. This initiative was carried out in collaboration with the Ministry of Education and its partners, UNICEF and Save the Children. Having covered the entire country in the last five years, we now anticipate a major shift towards setting new standards for school toilets.

To significantly improve the standard of toilets in the country, we must start in the schools and with the school children. Although the renovated toilets are clean, they are still far from making a positive impression on the young students. The only way forward is to establish a new standard or guideline for school toilets that matches the best in the world, assess every school based on these parameters, and gradually upgrade the toilets to meet the new standards.



To this end, the Health and Wellbeing Division under MoESD, in partnership with us and UNICEF Bhutan, organized a three-day consultative workshop with District Education Officers (DEOs), School Principals, Health Coordinators, the National Standards Bureau (NSB), and the Religion Health Programme (RHP) to formulate a strategic plan to transform school toilets in the 13th Five-Year Plan (FYP). The priority was to review and revise the existing 'Manual on WASH in Schools' and develop new guidelines to ensure the overall standards of toilet design, management, and sustainability.

A working group was established to draft the new guideline, which is due to be published in 2024.

# TOILET DURING *Events*



One of our first initiatives was the portable toilet service, which aimed to ensure adequate toilet facilities during public events. Since 2016 we have introduced various kinds of portable toilets and ensured everyone had access to them through our hiring program. However, for bigger national programs where the number of portable toilets is not adequate, we initiated the construction of semi-permanent SATO toilets, which are found to be the most efficient.

In 2023, we catered to many events both public and private; while we charged a fee for private events, most of the public events were provided with free service to enable access to basic sanitation facilities. We leverage such opportunities to make people aware of the importance of sanitation facilities and influence their behaviour. It's also to advocate with event organizers to make toilet facilities a vital part of the event planning. We have seen a significant change.



The highlight of the year was the National Day preparation; the organizing committee had reached out to us and involved us in planning for the toilet facilities both for the foreign guests and public. We took part in redesigning the toilets in guest pavilion to international standards. And for the public we coordinated with Deesup ALPHA team to build 20 units of SATO toilets. On the D-day, we learned that we could have done more but by all measure we have done the best so far. We now have enough prove to guide our future preparations.

# TOILET SOLUTION

*Store*

Our first social enterprise was the Toilet Enterprise unit which was initiated with direction from our Board of Directors. We began by selling SATO products and gradually expanded to bedside toilets and other products that help in addressing certain toilet issues Bhutanese face.

Realizing that we are selling more than just products but solutions, we are now rebranding the enterprise to Toilet Solution Store. We shall strive to explore and sell solutions that are not in the market.



Bedside Toilet  
(For elderly, PwD and patients)



Toilet Stool  
(To prevent pot climbing and help squatting)



SATO Pan  
(Plumbing-free, water efficient pan)



Commode Chair  
(For elderly, PwD and patients)



Baby Holder  
(Baby safety chair while parents use toilets)



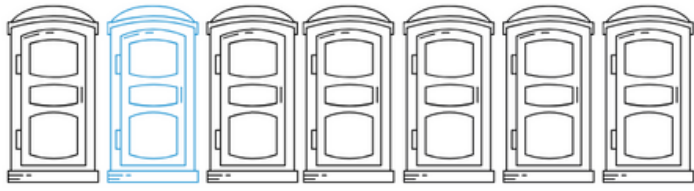
Diaper Changing Station  
(Diaper changing station for public toilet)



Potty Chair  
(To make adult toilet safe for kids)



# JOYLET



## TOILET HIRING SERVICE

Joylet is a social enterprise our Japanese partners initiated in Japan to help us. It was through this initiative that Ms Sara Ogawa coordinated with her friends to bring in Johkasou septic tanks. We also have a few other plans to enable Joylet to generate funds for BTO.

We have now registered Joylet in Bhutan as a social enterprise and moved our portable toilet service under it. It will be operated independently under a standard operating procedure and pump 60% of the income generated to BTO.

In the future, it will expand the scope of business to other services related to sewer management and other related services with technical support from Joylet Japan.



# TOILET Angels



The Bhutan Toilet Org has ignited a wave of solidarity and purpose, rallying individuals who recognize the profound impact of a mission often overlooked. Our undertaking—to revolutionize how toilets are perceived and utilized across Bhutan, and to spearhead a radical improvement in toilet infrastructure and services—has resonated deeply with many.

These are not just supporters; they are visionaries who see the dignity in what we do. They have stepped forward, not only with words of encouragement but with actions that speak louder. From offering their time as volunteers to providing financial support, their generosity has been nothing short of inspiring.

Moved by this outpouring of support, we are proud to launch the 'Toilet Angel' initiative. This is more than a campaign; it's a community, a collective of individuals who believe in making a tangible difference, month by month, contribution by contribution. As Toilet Angels, they stand with us in our mission to elevate the standard of sanitation in Bhutan, ensuring a healthier, more dignified future for all.

If you feel a call to be part of this transformative journey, to be more than a bystander in the face of change, we invite you to join us. Become a Toilet Angel today by filling out the SI form. Together, we can achieve the unimaginable.



*Scan the Code to become our Angel*



## Angels Benefits

- Membership certification and recognitions.
- Tax exemption on PIT.
- 10% discount for all products from Toilet Solution and Joylet Service.
- Internship opportunities
- Regular project updates and impact reports.
- Exclusive newsletters and behind-the-scenes content.
- Personalized updates from BTO leadership.
- Invitations to webinars and events.

**STANDING INSTRUCTION (SI) ON DEPOSIT  
(AUTHORIZATION)**

Kindly arrange to create Standing Instruction for a sum of Nu.   
(**Ngultrum** \_\_\_\_\_) Monthly from my Savings  
Account No.  and credit the same to Current  
Account No. **200426043** of Bhutan Toilet Org w.e.f.

\_\_\_\_\_  
**SIGNATURE**  
(Must be same with the bank account)

Full Name

CID Number

Phone Number

Email

Thank you for choosing to become a Toilet Angel, where your support can make a lasting impact in the communities we serve. We need collective efforts to bring about significant change. The Toilet Angel initiative aims to build a sense of community and engage individuals in our mission to create clean, safe, and accessible toilets. Toilet Angels form a dynamic community committed to fortifying our collective resolve to revolutionize sanitation in Bhutan, aligning with His Majesty's vision for prosperity.

For details on Toilet Angel membership benefits, please visit our website (Scan the QR Code)



# thank you OUR PARTNERS

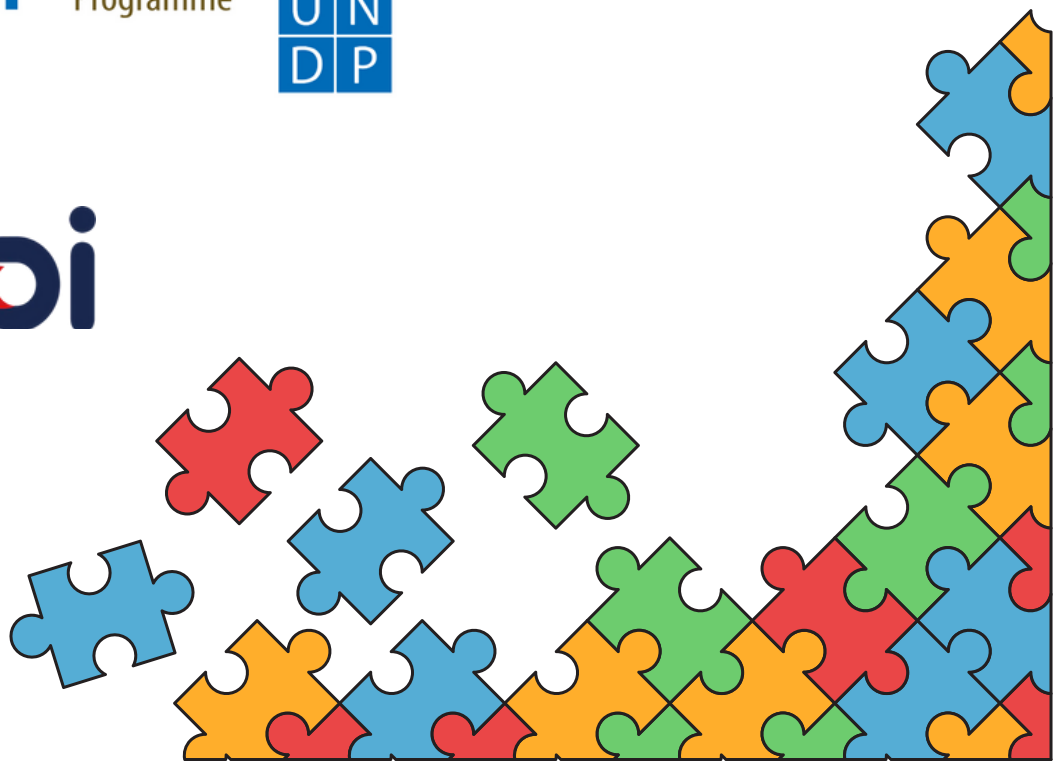
BILL & MELINDA  
GATES foundation



Freshwater Action Network  
South Asia



aiwibi



BECOME A  
*toilet Angel*



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