

## WaterAid Nepal

### Terms of Reference:

## Consultancy to Implement “The Listening Project: Voices of Sanitation Workers” in Lalitpur

### Overview

WaterAid Nepal (WAN) is seeking a qualified NGO partner to implement *The Listening Project: Voices of Sanitation Workers* in Lalitpur from **July 1, 2025, to March 31, 2026**. The project aims to amplify the voices of sanitation workers, raise awareness of their challenges, and promote positive change in their working conditions through capacity building, public engagement, and policy advocacy to influence positive change in occupational safety, dignity, and inclusion.

### Introduction

WaterAid is an international not-for-profit organization, established in 1981, determined to make clean water, decent toilets, and good hygiene normal for everyone, everywhere within a generation. It aims to change millions of lives every year, working in 28 countries to provide clean water, decent toilets, and good hygiene. Since it started in 1981, WaterAid has remained resolutely focused on tackling these three essentials that transform people’s lives. Without all three, people can’t live dignified, healthy lives. WaterAid’s work covers service delivery as well as research, learning, capacity building, and advocacy related to Water, Sanitation and Hygiene (WASH), based on a system strengthening and programmatic approach to ensure service delivery and promote advocacy in the WASH sector.

### Background

Sanitation workers are the backbone of urban sanitation services. Yet, they often face occupational hazards, poor working conditions, and deep-rooted stigma and exclusion. Their contribution remains largely invisible, with limited recognition, legal protection, and access to state benefits.

While Nepal has made significant strides in sanitation, gaps remain—particularly in faecal sludge management and inclusion of frontline workers in sanitation discourse. A more inclusive sanitation approach, which incorporates the voice and dignity of sanitation workers, is essential to achieving Sustainable Development Goal (SDG) 6 on safely managed sanitation.

This project is part of WAN’s holistic approach to the sanitation value chain and is aligned with the country’s commitment to achieving safely managed sanitation and universal WASH access. The project seeks to empower sanitation workers through participatory storytelling, capacity building, and advocacy to improve their working conditions and influence policy change.

## Goal and Objective of the consultancy

The main objective of this partnership is:

To raise awareness and empower sanitation workers to advocate for their rights and dignity while influencing public and policy-level change.

### Objectives:

- To build the capacity of sanitation workers to articulate their challenges and advocate for their rights.
- To support in documenting their lived experiences using participatory videography and photography.
- To engage policy makers for improved recognition, protection, and benefits for sanitation workers through evidence-based advocacy.

## Activities

### Output 1: Awareness and empowerment of sanitation workers

- Identify the project location and select four sanitation worker champions.
- Form four groups (max 6 members each) led by the champions.
- Build the leadership and facilitation skills of the champions.
- Organize awareness-raising sessions on occupational health, legal rights, and financial literacy.

### Output 2: Participatory documentation and storytelling

- **WAN will lead storytelling through videography and photography**, supported by the NGO partner.
- The NGO partner will coordinate with sanitation worker groups and facilitate their participation.
- Ensure group mobilization, logistical support, and regular communication with WAN and Community Voices team.
- Assist in collecting contextual information for blogs, captions, and narratives.

### Output 3: Policy advocacy and engagement

- Organize interaction events between sanitation workers and policy makers.
- Support WAN in showcasing the photo and video stories in exhibitions and advocacy events.
- Facilitate dialogues that result in at least one concrete policy or practice change (e.g., SOPs, insurance schemes).

## Key Deliverables

- Selection and training of four champions and formation of worker groups
- Reports of awareness sessions conducted
- Logistical and coordination support for participatory video and photo documentation
- At least six worker stories or testimonies developed in collaboration with WAN

- Organization of one national policy interaction event
- Final report including achievements, lessons learned, and evidence of policy influence

### Methodology

The selected NGO will use a participatory and inclusive approach, emphasizing collaboration with sanitation workers and WAN. Specific methodologies include:

- Community mobilization and group facilitation
- Participatory learning and action (PLA) methods
- Rights-based and empowerment approaches
- Close coordination with WAN on documentation activities

### Responsibilities of WAN

- Provide strategic direction and oversight
- Lead storytelling, videography, and photography processes
- Ensure quality assurance of documentation
- Facilitate linkages with media and policy stakeholders
- Lead advocacy and national-level dissemination

### Responsibilities of Consultancy Company

- Mobilize and support sanitation worker groups
- Coordinate with champions and support capacity building
- Facilitate access, logistics, and scheduling for WAN documentation team
- Organize awareness sessions and policy interaction meetings
- Monitor progress and submit periodic reports to WAN

### Timeline

**Project Period:** July 1, 2025 – March 31, 2026

A detailed work plan with milestones must be submitted within two weeks of the contract signing

### Required Qualifications and Experience

- Legally registered NGO in Nepal with operations in Lalitpur or surrounding areas
- Minimum 5 years of experience in community development, WASH, labor rights, or related sectors
- Proven record of working with Sanitation Workers/desludging
- Strong coordination, facilitation, and reporting capabilities
- Experience in supporting storytelling, documentation, or rights-based campaigns is an asset
- Familiarity with local context, language, and sanitation issues

### Documents for Submission

- Organization profile with company registration, and latest year tax clearance/ tax exemption certificates
- Technical proposal including approach, methodology, and timeline
- Financial proposal (NPR, including all taxes)
- CVs of key personnel

### Reporting

The implementing partner shall report to Senior Policy Advocacy and Campaigns Coordinator who will work in close co-ordination with Head of Policy and Advocacy.

### Selection Criteria

#### Evaluation Criteria Weightage

Technical Proposal 70%

Financial Proposal 30%

#### Technical Evaluation Includes:

- Quality of proposed approach and understanding of the assignment
- Experience in relevant thematic areas
- Staff expertise and organizational capacity
- Feasibility and clarity of work plan

### To Apply

Interested NGOs are invited to submit their proposal (technical and financial) **via email** [nepal-procurement@wateraid.org](mailto:nepal-procurement@wateraid.org) with the subject line: **“Proposal for The Listening Project – Voices of Sanitation Workers, Lalitpur latest by June 19, 2025.**