

# Annual Review 2003



**CSARO**  
**Community Sanitation & Recycling Organization**



**Above: Mobile Outreach Team educating hygiene to waste pickers children near the public market at night time.**

# Annual Review 2003

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### **Community Sanitation and Recycling Organization (CSARO)**

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## Director's Message

The year 2003 brought increasing demands upon CSARO to contribute to the response of the government, private and development sectors to environmental and waste collection needs of the fast-growing municipality of Phnom Penh.

In June 2003, CSARO began the implementation selected components of *Income Generation for the Poor through Community-Based Environmental Improvements* (CAM-9023) in partnership with the Municipality of Phnom Penh (MPP). This project, funded by the Asian Development Bank through its Japan Fund for Poverty Reduction (JFPR) grant facility, is a three-year solid waste management and community development project aimed at low-income communities in Phnom Penh. Design of this project involved extensive consultations with CSARO and usage of models that have evolved from CSARO's programs with the communities.

The past year also witnessed the expansion of primary collection areas through a collaborative partnership with a private garbage collection company. Two new areas were covered, Sangkat Olympic and Boeung Trabek – where planning has been completed and implementation targeted for the year 2004.

CSARO also cooperated with the JICA study team in developing a *Solid Waste Management Master Plan* for the municipality of Phnom Penh. A pilot program was launched to encourage community involvement, using methods and processes that CSARO has utilized in its programs: organizing CDCs, building self help groups among waste pickers, door-to-door collection plans, etc. The pilot program is currently being implemented in two communities under the supervision of the JICA technical team and the MPP.

While CSARO's programs in community development and environmental hygiene awareness did not receive enough funding support in 2003, activities were still implemented based to available resources.

In March 2003, CSARO was invited by the Ministry of Planning to present its programs and participate in an exhibit at the launching activity of the Royal Government of Cambodia's National Poverty Reduction Strategy. This allowed for the wider public, other NGOs and government agencies to learn more about CSARO's programs and activities. His Excellency Prime Minister Hun Sen also visited CSARO's exhibit and expressed appreciation for CSARO's efforts in waste recycling.

Wider public awareness needs were also addressed. During the World Environment Day (in June 2003), CSARO – in collaboration with other international and local NGOs and the Ministry of Environment, launched an activity aimed at raising public awareness on environment hygiene. University students were mobilized for a massive clean up activity along the national road. This activity was well-received by the public and highlighted by local newspapers and television networks. It also enabled the youth to have direct participation in environmental hygiene activities.

In June 2003, CSARO conducted a mid-term evaluation with an aim of analyzing the progress of its programs and pinpoint areas for improvement. This evaluation has resulted in the development of a new three-year strategic plan for the period 2004-2007. As this new program era commences, CSARO looks forward to even greater opportunities to contribute to the development of urban poor communities, the general environment, and the country as a whole.

Heng Yon Kora, Program Director,  
Community Sanitation and Recycling Organization

# CSARO Profile

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The Community Sanitation and Recycling Organization (CSARO) has gone a long way since 1997 when it was established with the aim of providing assistance to waste pickers in the city. Today, it remains committed to improving the environment and the living conditions of urban poor populations in Cambodia.

The beginnings of CSARO can be traced to a request put forth by the Municipality of Phnom Penh (MPP), seeking the assistance of NGOs in initiating hygiene education programs and methods for improving drainage systems. In response to this request, a group of development workers launched a study on the sanitation conditions of low-income communities located near the open-air sewage canal, and the living conditions of the waste pickers in Phnom Penh. The results of this study showed the need for proper waste collection, support for socio-economic well-being of waste pickers, and upgrading the living and health situation of urban poor communities. It was with this impetus that CSARO was established. CSARO's activities commenced in July 1997.

**The Community Organizing and Community Infrastructure (CO/CI)** program aims to develop effective relationships with community groups and local officials. Approximately 30 Community Development Committees (CDCs) have been formed in low-income communities. CSARO provides support to the CDCs in planning and implementing small-scale community infrastructure improvement projects. These include rebuilding of sewers and drains, provision of clean water facilities, and paving of neighborhood alleyways.

**The Environment Hygiene Awareness Campaign (EHAC)** educates children and adult mobile waste pickers on the importance of proper sanitation, food and personal

hygiene, clean water supplies, and other health issues like HIV/AIDS and the risks of abusive drug use. CSARO conducts regular sessions that employ creative teaching methods like role plays, group reading exercises, and sing-alongs. Illustrated booklets, educational videos and songbooks have been developed to support these sessions.

**The Waste Picker Development Center (WPDC)** provides training in literacy and life skills for child and adult waste pickers. Training on recycling techniques is available for interested adults. Toilet and bathing facilities are also made accessible to all waste pickers. The center has become a venue for waste pickers to meet and discuss common problems and issues affecting them. WPDC staff assists waste pickers to set up self help groups (SHG). These groups receive training and are assisted in setting up small income generation activities.

**The Waste Recycling Development Center (WRDC)** supervises the collection of garbage and the separation of compost and recycling materials. These activities have resulted in a reduction of 35 tons of materials from the waste stream each month. The recyclables and compost provide extra income for the waste pickers. Additionally, the WRDC provides steady jobs for waste pickers, and helps them organize into SHGs to oversee waste collection, sorting, processing, and sales.

**The Mobile Outreach Team (MOT)** program has established 15 regular meeting points in five of the city's seven districts, to date. Every week, more than 450 waste pickers gather to learn about personal hygiene, HIV/AIDS, children's rights and the environment. The MOT also provides literacy education, first aid care and food for participants.

# Community Organizing & Community Infrastructure

CSARO helps low-income communities in establishing mechanisms for responding to their own needs, particularly those that affect their environment, health and sanitation conditions. Through the establishment of community development committees (CDC), they are able to identify these needs and arrive at workable solutions to improving their situation. The CDC facilitates planning, resource mobilization and implementation of small infrastructure projects which are envisioned to improve the health and safety of the entire community. CSARO provides continuous support through provision of trainings, conduct of cross-community meetings and exchange visits for mutual learning.

## Community Development Committees

In 2003, the CSARO staff facilitated the formation of 9 new CDC, bringing the number of CDC formed since the program began to a total of 32. CDC are formed through an election process whereby residents choose community representatives who are then tasked with collecting socio-economic information about residents, facilitating discussions on the community's situation, and identifying community needs. Once these tasks were completed, the CDC participate in meetings with CSARO to assess community improvement priorities and identifying resources to enable its implementation.



In the past year, four quarterly meetings were conducted with 106 CDC participants. The meetings also provided an opportunity for CDC members and the CSARO staff to exchange ideas and share feedback. Discussion topics included the urban community development process, small scale infrastructure improvements, savings and planning strategies, and techniques for problem solving within the community.

## Training Workshops

CSARO held two training workshops for CDC members to increase their awareness about the importance of leadership in community development. Participants learned techniques to improve teamwork and communication among community members and with local authorities.

## Community Exchange Visits

Two community exchange visits were conducted in 2003. The purpose of the visits was for new CDCs to learn lessons from communities who have worked closely together to respond to their own infrastructure needs and how they have achieved fruitful collaborations with local authorities. A total of 25 CDC members participated in the community exchange program.



# Community Organizing & Community Infrastructure

## Small Infrastructure

In 2003, CSARO also continued to assist communities in completing small infrastructure projects:

- Sewage

A total of 521 meters of 30 centimeter pipes were laid along with 14 clean-out boxes and covers. The improvements were conducted in three separate communities, benefiting over 600 people. Sanitation levels in the community have improved by minimizing direct contact of community members with raw sewage water. The community provided all of the labor and up to 75% of the funding. CSARO provided the additional resources.



- Paving

In 2003, 778m<sup>2</sup> of road and alleyways were paved in two communities, benefiting over 200 people. The result has been a cleaner and more sanitary environment for residents of these communities. The community provided all of the labor and up to 90% of the funding while CSARO covered the remaining cost.

- Filling

Staff members from a local school, serving approximately 900 students, participated in meetings with CSARO's staff to prepare a budget and discuss technical matters for filling a flood area near the school. 30 truckloads of soil were used to fill the flood area. The construction was completed in early 2004. The school provided 80% of the funding for the project.

- Community Clean Water System

In 2003, CSARO helped three communities gain piped access to clean water. The CDC worked with CSARO in preparing and submitting an application to the Phnom Penh Water Supply Authority (PPWSA). Once the application was approved, the PPWSA installed 245 meters of water pipes and 35 water counters. Piped water was provided to 441 people. The communities provided up to 65% of the funding for this project.

# Environmental Hygiene Awareness Program



CSARO provides a variety of educational materials for use in hygiene and safety education classes for low income students and community members. The materials are used as teaching aids in formal education, workshops and Mobile Outreach Team street-side classrooms.

## School and Community Hygiene Activities

In 2003, 12 volunteer teachers participated in CSARO training sessions on waste collection and recycling, and in techniques for the development of good teaching materials and lesson plans to maximize student learning. The teachers conducted 198 classroom lessons to 5,352 students aged between 7-18 years. Each participant received support materials. In total, 3,920 handouts and 5,950 storybooks were provided to the students. Study topics included proper disposal of school garbage, recycling, source separation of waste. Teaching techniques included role plays, small group discussions and applied learning.

The hygiene education staff worked with the CDC to organize 208 training sessions within 23 urban slum communities in Phnom Penh. Volunteer community members and the CSARO staff worked together to plan the sessions. Subjects included waste separation,

food hygiene, and clean water supply. A variety of participatory learning techniques were utilized, including role-plays, group sing-along, and group reading activities. A total of 2,828 people participated in the trainings. 3,164 handouts and 887 storybooks were provided as support materials for the participants.

Three waste separation and compost workshops were held (2 workshops for school students, 1 workshop for community residents). 61 students, 29 community residents, and 5 volunteer teachers took part in the workshops.



## Public Campaigns

CSARO collaborated with local NGOs, government agencies and the private sector in organizing the “Clean the City Day” on June 5, 2003 (World Environment Day). Seven hundred (700) people participated in the event. The goal was to promote waste recycling activities and protection of the environment. University students, community residents, waste pickers, NGO members, and government representatives took part in the activities. The event was highlighted in local and international newspapers and broadcast on local television networks.

## Mobile Outreach Team

The Mobile Outreach Team conducts training sessions for adult and child waste pickers. The program uses non-formal education activities to improve personal hygiene and approaches to other health issues that affect them and promote awareness of their rights as citizens. Literacy and numeracy skills are integrated in these sessions, and young waste pickers are also encouraged to return to school. Activities include role-plays, group discussions, and story telling through the use of pictures. The MOT also provides first aid treatment to waste pickers with injuries.

In 2003, the MOT conducted 1341 non-formal street side education sessions to 450 mobile waste pickers. In total, 10 daytime and 5 nighttime classes were offered at different locations throughout the city to provide assistance to as many waste pickers as possible. Sessions were conducted on food and body hygiene, the importance of clean drinking water, the dangers of drug use and hazardous garbage, and human rights issues.

First aid treatment is taught to the participants so that they can administer this to fellow waste pickers when the need arises. The MOT provides waste pickers with medical supplies such as gloves, iodine and bandages. For individuals with serious injuries, the team provides referrals to appropriate health service providers. In 2003, 896 waste pickers received first aid treatment through the MOT program, and five individuals were referred to local clinics for treatment of serious injuries.



In June 2003, the MOT organized a group of 65 waste picker children to participate in the “International Children’s Rights Festival” in Phnom Penh. Many other NGOs also participated in the activities. CSARO distributed shirts and caps featuring messages on the dangers of drug use.

In December 2003, 54 waste picker children from the MOT non-formal education program were taken to Kompong Som province. The objectives of the educational field trip were to learn about Cambodia’s natural environment and to provide the children with an opportunity to see a different part of the country.

# Waste Picker Development Center



The CSARO Waster Picker Development Center (WPDC), established in \_\_\_\_\_, works to improve the quality of life for waste pickers. The center provides sanitation facilities, conducts education activities and trainings, and organizes members into Self Help Groups (SHG). Monthly meetings are held at the center between CSARO staff and SHG members to monitor progress and facilitate problem solving. An average of 60-70 people visit the center everyday.

In 2003, the WPDC conducted training workshops to teach waste pickers techniques on how to make useable products from paper, plastic, and tire waste. 77 waste pickers participated in 5 training workshops during the year.

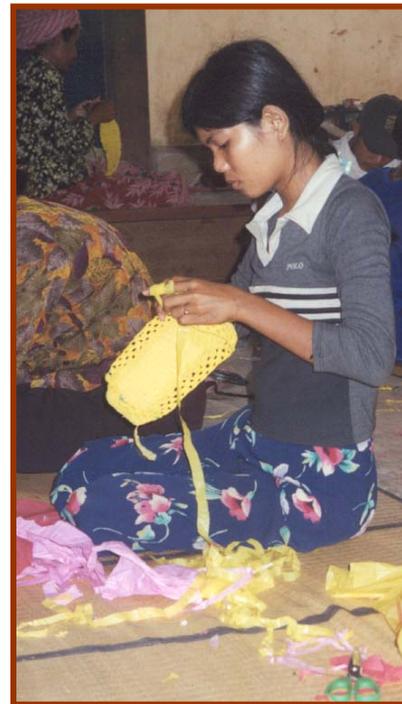
Two SHG capacity building trainings were conducted at the WPDC during 2003. The trainings covered subjects that included group negotiation, recycling techniques, waste separation and collection methods, and strategies for cooperation with government and private companies. WPDC distributed



educational materials developed by Environmental Hygiene Awareness Program to participants in the trainings.

In 2003, CSARO held monthly meetings with SHG. 137 waste pickers from 15 SHG participated. The meetings provided an opportunity for SHG members exchange feedback and advice about their groups and to receive training in management, problem solving, and the creation of contracts and legal documents.

The WPDC took new SHG members on a 2-day exposure visit to Kompong Som province. The goal of the trip was to provide waste pickers with exposure to life outside the city and the natural environment. This field trip also provided a free environment for SHG members and CSARO staff to develop communication and trust.



In 2003, SHG were re-organized into smaller groupings (from an original number of 10 to about 5 or 6 members) and an activity involving small business loans was introduced. These loans are intended to assist SHG in setting up small income-generating activities around waste recycling products and composting.

# Solid Waste Management (SWM) & Waste Recycling Development Center (WRDC)

The Solid Waste Management Center was established in \_\_\_\_\_. It organizes waste pickers into Self Help Groups that collect solid waste and then removes the materials, which can be recycled or composted. In addition to activities which were already being implemented in CSARO's pilot areas, collaboration with a private garbage collection company has allowed for SHG members to earn income from their services in primary waste collection. The sale of compost and recyclable materials provides a secondary source of income for SHG members. CSARO's program involving separation of materials for composting and recycling has resulted in decreased deposit of waste in landfills – ultimately benefiting the environment and the community.

In 2003, SHG members from the WRDC provided waste collection services for 30,000 people, collecting an average of 18-20 tons of garbage daily.

The compost produced at the SWMC is composed primarily of coconut husks, tree leaves and kitchen waste. This material is manually separated from solid waste and then stored in ventilated composting bins. When the composting process is complete, the product is packaged and sold. In 2003, 280m<sup>2</sup> of kitchen waste was collected resulting in 14 tons of finished compost.

In 2003, SHG members removed 201 m<sup>3</sup> of materials for recycling, including metal, plastic, glass and cardboard.

The income that waste pickers received from compost and recycled goods was about 6,800,000 riels (\$1,693.77 US dollars). A portion of this money was used for equipment maintenance and the remainder was deposited into a group savings account.

All SHG members participated in quarterly meetings at WRDC where they gave

feedback about their groups and participate in discussions about waste collection, hygiene, and group problem solving.

In 2003, sixteen new pushcarts and one recycling machine was purchased, and 10 new compost bins were constructed. This new equipment is being tested to determine if it is appropriate for community based SWM systems before it is introduced on a wider scale in Cambodia.



Based on the experiment of the Waste Recycling Development Center, CSARO has applied for government approval to build new solid waste management facilities and expand its garbage collection services. CSARO is also negotiating with a local garbage collection company to arrange for this expansion. The expansion project targets 4,000 households. 14 SHG members will serve the new zone. CSARO is currently training the SHG members in primary waste collection techniques. The Japanese Fund for Poverty Reduction (JFPR) and the Asian Development Bank (ADB) provided funding for the expansion of one additional WRDC. Plans and designs have been completed and construction is scheduled to begin in early 2004. The new WRDC is expected to be operational by mid-2004.

# Staff Training and Capacity Building

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CSARO recognizes the need for continually upgrading the skills and capabilities of its staff members. It encourages not only learning and growth within its internal organization, but also for its staff to access learning opportunities outside the organization. Program and administrative staff are given assistance and support in accessing trainings, workshops and other learning activities in and out of the country:

- CSARO-WPDC staff completed a course on Analyzing Development Issues which was organized by Cooperation Committee of Cambodia (CCC)
- A program staff member involved in CSARO's community development program also completed a course on Provincial Rural Appraisal, a 40-hour course conducted by SILAKA
- CSARO's office assistant and driver completed an 88-hour course on English language skills at the Norman Institute.
- Car driving training was provided for a program staff of the Mobile Outreach program
- The Mobile Outreach team leader was given assistance in availing of computer training courses at the International Rabbit Center. He completed an 80-hour course to improve his computer skills.
- CSARO/JICA supported the participation of a SWM program staff in a training course on methane collection and charcoal production from solid waste. This was conducted by the Cambodia Fuelwood Saving Project in Takeo province.
- Sor Nyphana, CSARO's WPD program officer, joined two other Cambodian participants in a 10-day study visit to India and Bangladesh. They visited programs involving solid waste collection and income generation from small scale waste recycling and composting. The trip was supported by Waste-Econ Project/CIDA.
- CSARO's Director participated in a conference in Vientiane, Lao PDR on the Waste Economic Project which covers Cambodia, Vietnam and Lao PDR. The conference allowed for the sharing of experiences across the three countries on issues surrounding waste management, community involvement, and governments' role and responses. CIDA funded this activity
- A conference on Clean Production was held in Malaysia, focusing on industrial and medical waste management. In this global meeting, CSARO was invited to present its activities and experiences in mobilizing the informal sector/waste pickers in waste collection, recycling and composting. CSARO's Director made the presentation and also engaged in the conference discussions. This activity was organized by Greenpeace and the Global Alliance for Incinerator Alternatives (GAIA).

# Financial Statement 2003

**Community Sanitation and Recycling Organization (CSARO)**  
Statement of Revenues, Expenditures and Changes in Fund Balance  
for the year ended 31 December 2003

	<b>2003</b>	<b>2002</b>	
	<u>US\$</u>	<u>US\$</u>	
<b>Opening Balance:</b>			
Outstanding Advance	950	-	Cash on
hand	177	103	
Cash in bank	72,121	36,713	
	<u>73,249</u>	<u>36,816</u>	
<b>Receipts for the Year:</b>			
<b>Funds Received from Donors</b>			
INTERCONSUL	-	28,936	
CORD AID (A)	63,391	92,580	
S.K.N.	18,470	16,593	
MANOS UNIDAS	53,685	-	
ADB-JFPR	26,000	-	
<b>Miscellaneous Receipts</b>	25,838	5584	
	<u>187,384</u>	<u>1443,693</u>	
	<b><u>\$ 260,633</u></b>	<b><u>\$ 180,509</u></b>	
<b>Expenditure</b>			
Community development & Infrastructure program	14,093	22,001	
Hygiene awareness program expense	15,967	19,739	
Outreach & non formal education program expense	21,767	27,445	
Waste picker development program expense	23,410	14,599	
Solid waste management program expense	29,467	14,559	
Micro-credit Lending program expense	4,551	-	
Institutional development expense	3,192	8768	
Monitoring & Evaluation expense	5,418	-	
Miscellaneous expense	-	150	
	<u>117,864</u>	<u>107,261</u>	
<b>Closing Balance:</b>			
Outstanding Advance	300	950	
Cash on hand	265	177	
Cash in bank	142,204	72,121	
	<u>142,769</u>	<u>73,248</u>	
	<b><u>\$ 260,633</u></b>	<b><u>\$ 180,509</u></b>	
<b>Program Director</b>			

\_\_\_\_\_  
**Mr. Heng Yon Kora**  
Date: January 27, 2004

## **Annual Review 2003**



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