Problem: Easy payment and a tool to incentivize people to use community toilets

Problem Statement:

Community toilets are provided in slum areas where there are issues of space and tenure. In order to meet the operation and maintenance costs, charges are levied for use of the facility. Proper and well-maintained community toilets will attract users and prevent them from defecating in the open. The payment mechanism is rather cumbersome and also prone to manipulation and corruption. Further, even in cases where a household pays the monthly user charges, some household members may be going to the open. An easier payment mechanism would not only facilitate improved usage but could incentivize all household members and every household dependent on the community toilet to use it.

Description of envisioned solution:

A central repository that has details of the households dependent on the community toilet (Household details include number, gender, age and mobile number of the head of the household). Every time a member of the household uses the facility, s/ he needs to record their use (finger scan) which is then captured as records of household usage. At the end of the payment, an alert is sent to the head of the household (through text message) for the payment due for the use of the facility. The user then needs to make the payment through either the payment gateway (set up to receive the payment) or at convenience stores that service such payments. Further, if all the members of the household are using the community toilet (confirmed through the record of use), the head of the household could receive an incentive such as free talk time or redeem for food / medicines. Additionally, from the records, households not using the facility could be targeted for awareness generation and behavior change communications (to induce behavior change).

Intended audience and Device:

The intended audience is urban households dependent on community toilets; and city officials.
A mobile device is needed to record the use of the community toilets (finger reading systems) and transmit to a central server. A tool that can transmit information about the payment due for the use of the facility to the head of the household as well as analyze the usage pattern and recognize those user households where all the members (through an alert linked with free talk time and / or redemption for provisions / medicines) would be required. Households also need to have a mobile that is capable of receiving text messages.
Other devices required include finger scanner and server.

Idea development: Krishna Gopal and Harkiran Sanjeevi, GIZ.