

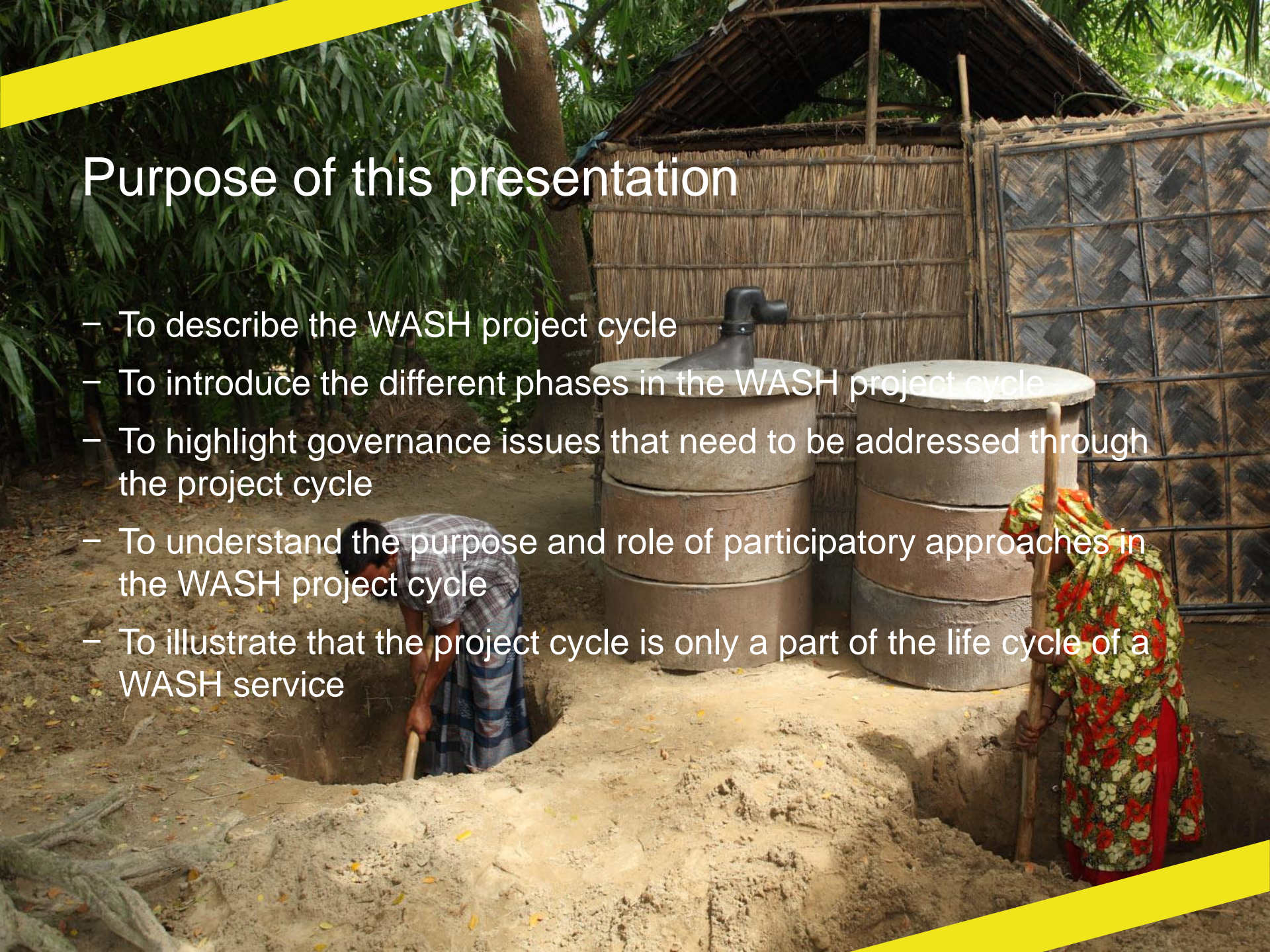
# Implementation of Water Supply Schemes-Identifying and Co-creating Solution

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# Purpose of this presentation

- To describe the WASH project cycle
- To introduce the different phases in the WASH project cycle
- To highlight governance issues that need to be addressed through the project cycle
- To understand the purpose and role of participatory approaches in the WASH project cycle
- To illustrate that the project cycle is only a part of the life cycle of a WASH service



# Infrastructure development

The overall goal of infrastructure development is sustainable water and sanitation services

**WASH** infrastructure projects cannot simply deliver infrastructure. They also need to ensure:

- Community needs are addressed
- Customer satisfaction
- Cost recovery
- Efficient operations and maintenance
- Improved health
- Economic spin-offs (where possible)
- On-going service provision (services that last)

WASH  
Project Cycle

# WASH project phases

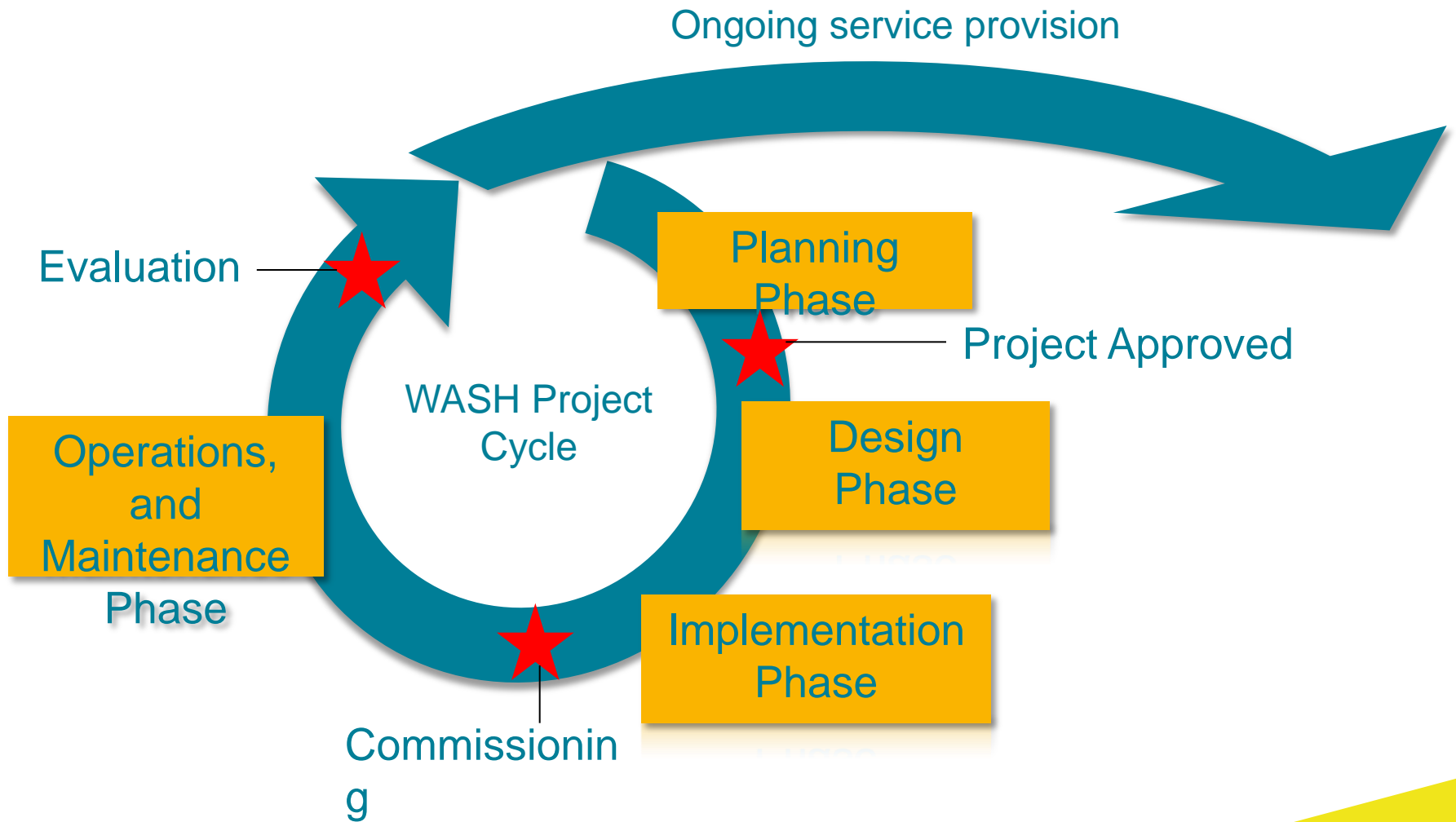
To ensure good governance in the management and implementation of WASH projects, the following phases (or similar phases) are generally followed:

- Planning
- Design
- Implementation
- Operations and Mentorship



Leading to ongoing service provision

# WASH project cycle phases



# Good governance through the WASH project cycle



# Governance for sustainable WASH services

Governance for sustainable WASH services includes all the relationships, mechanisms, processes, and institutions through which stakeholders can mediate their interests, exercise their rights and obligations and make decisions about the delivery and provision of services

# What is good governance?

- Good governance involves positive co-operation between the different sectors where the result is:
  - Efficient use of resources
  - Responsible use of power, and
  - Effective and sustainable service provision
- Good governance emerges when stakeholders engage and participate with each other in an inclusive, transparent and accountable manner to accomplish better services free of corruption and abuse, and within the rule of law

# Good governance through the project cycle

In each phase of the project cycle there are technical, institutional, financial, environmental and sustainability issues that need to be addressed



Three activities that strengthen **good governance** through the project cycle:

A mechanism for good governance– project steering committee (PSC)

Community participation and awareness (CPA)

The importance of identifying the most appropriate water services provider (WSP) prior to project commissioning

Good governance through the project cycle

**Mechanism for good governance - MGG**

**Project Steering Committee -PSC**

**Community participation and awareness - CPA**

**Water service provider arrangements - WSP**

# Mechanism for good governance: Project Steering Committee (PSC)

- A representative structure of all key stakeholders is a mechanism to ensure good governance for WASH projects
- A similar representative structure can ensure stakeholder participation in WASH project planning, decision-making and implementation throughout the project cycle



# Project Steering Committee

- The PSC is responsible for communication, facilitating participation and decision making, and monitoring project progress
- It is also responsible for ensuring good links between the different stakeholders and for conflict resolution
- The PSC should ensure that the project is transparent and accountable and addresses the needs of the community



# Community participation and awareness(CPA)



- CPA refers to all activities to ensure that the community is empowered to participate as an equal stakeholder in the project cycle and beyond
- CPA activities are on-going activities throughout the project cycle

# Community awareness and participation

## **Main activities involve:**

- Providing information about the project and how it will be implemented
- The role of the community in the project
- Assessment of community needs, preferences and affordability levels
- Communication and facilitating participation
- Ensuring that community members are empowered to contribute to informed decision making
- Awareness creation on water, sanitation, health and hygiene issues

# Benefits of community participation

## Improves project design by:

- Giving more accurate data on environmental, social and cultural issues
- Giving better understanding of stakeholders' felt needs and priorities

## Helps resolve/ manage conflict by:

- Identifying common ground
- Finding solutions that serve the needs of all

## Strengthens local institutional capacities such as:

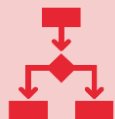
- Management skills
- Self-reliance
- Self-esteem and confidence
- Transparency and accountability
- Access to greater resources

# Benefits of community participation



Provides better monitoring of benefits of improved water supply, so that:

Remedial action can be taken quickly and easily  
Fairness and commitment  
Improved credibility of processes

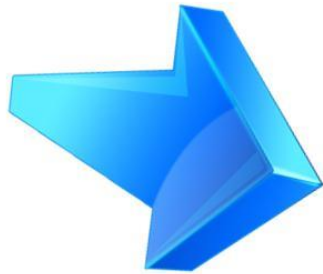


**People are more likely to accept responsibility when they have been part of decision-making and taking action.**



**WASH Services are sustained and used better when all segments of the community (Women/Men/Poor/Rich) have the opportunity to participate in decision-making, management and benefits.**

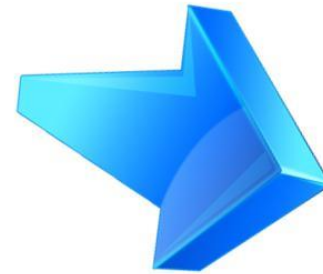
# Water service provider (WSP)






- Who will be the WSP for the on-going service provision?
- There are many different institutional arrangements for water and sanitation service provision
- For example the local government itself, a utility, a private sector entity, a CBO, or a combination of entities
- The selection of the WSP should ideally take place as part of the WASH development planning process, rather than on a project by project basis

# Water service provider

- Particularly with rural water projects, where the WSP tends to be a CBO, the WSP is often selected and established during the project cycle
- When the WSP is a CBO, it is important that the WSP members participate throughout the project cycle
- These members will also need to be trained
- By the end of the project, the CBO must have all the necessary systems, skills and procedures in place to be able to provide the service
- The capacity of the WSP is critical to the sustainability of the on-going WASH services

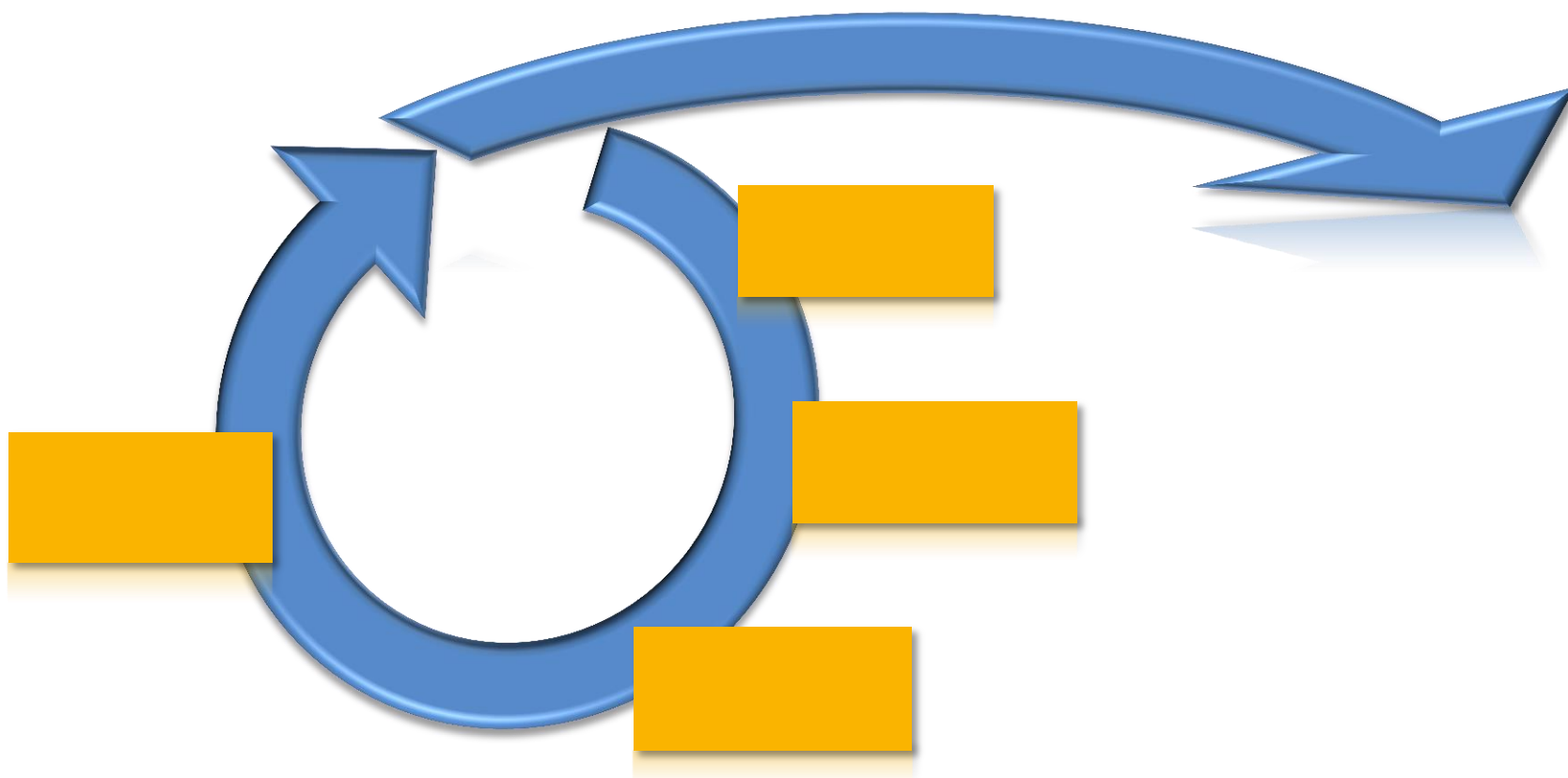


# Example of a participatory method: Pocket chart voting evaluation of the module

			
<b>Approach</b>			
<b>Content</b>			
<b>Facilitation</b>			
<b>Learning</b>			

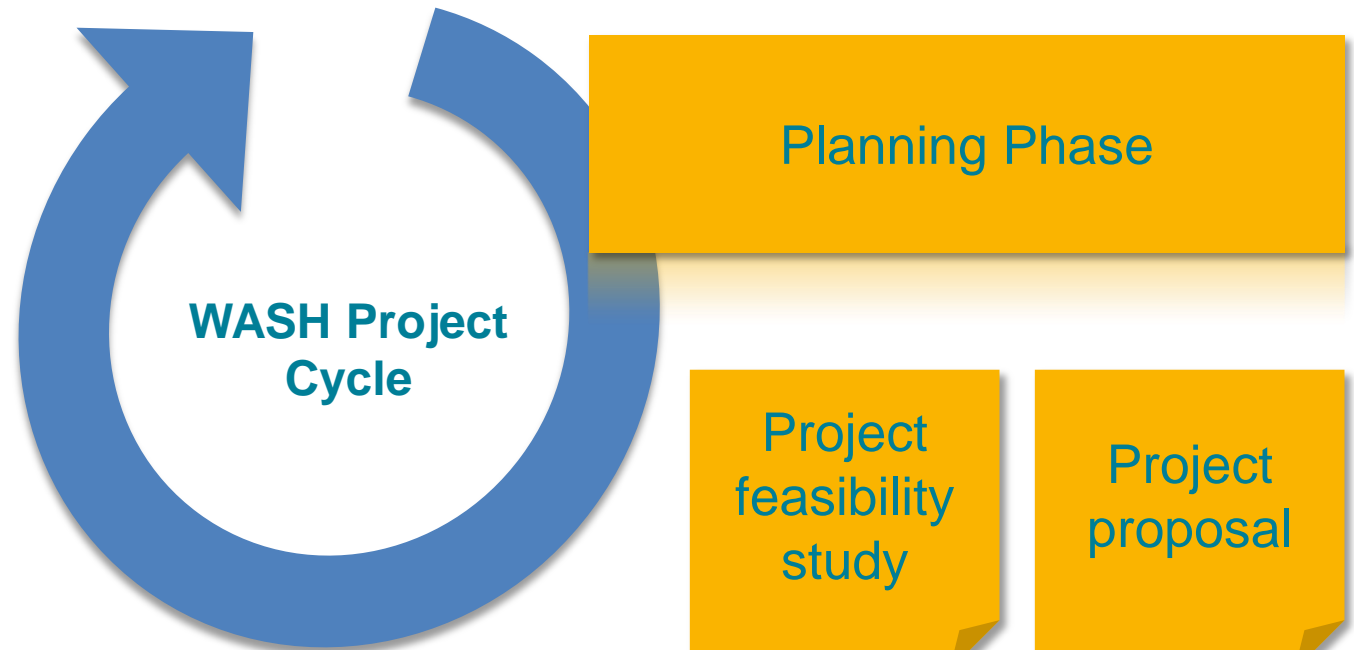
# Phases of the WASH project cycle

## A more detailed view



# Phases of the WASH project cycle

## A more detailed view



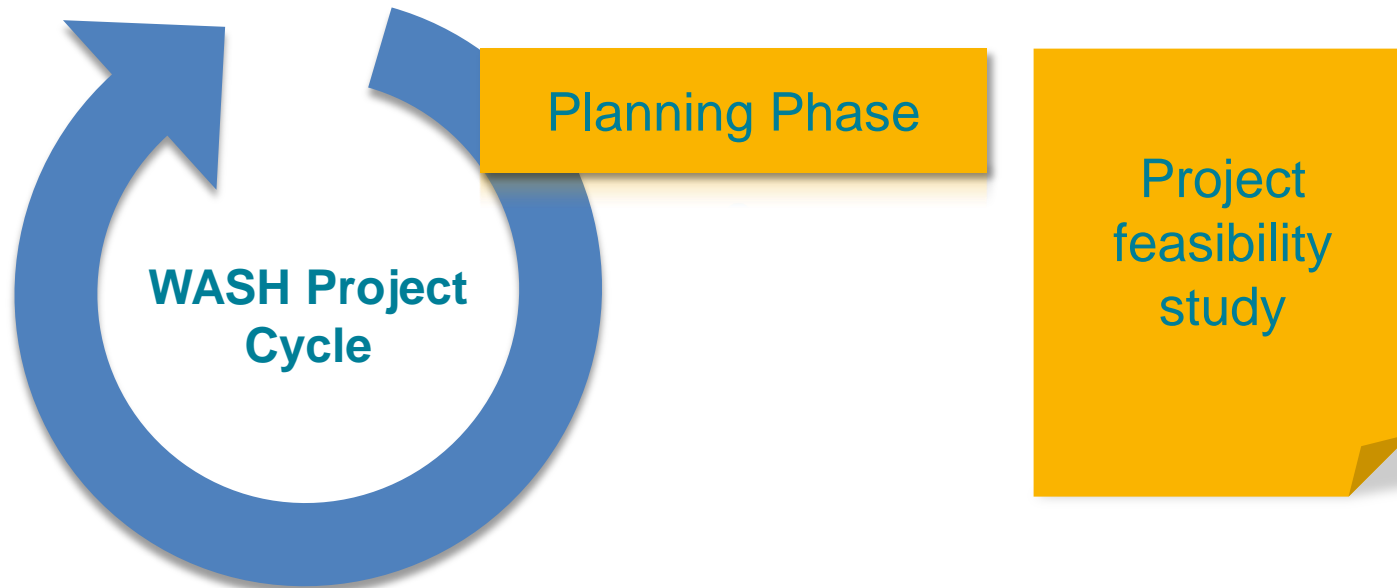
The planning phase comprises two major outputs:

- Feasibility Study
- Business Plan

# The purpose of the planning phase is to:

- Ensure there is real demand for the water /sanitation services
- Ensure that stakeholders understand the purpose of the feasibility study and their different roles and responsibilities
- Ensure there is a mechanism through which community members can be consulted about their preferences for the future water services
- Ensure communication links between the different stakeholders
- Assess the feasibility of the project including technical options and options for a water services provider (WSP)
- Prepare a project proposal (application) for the project with recommended technical and WSP options

# Feasibility study



The purpose of the feasibility study is to

- Assess the current situation (status quo)
- Identify the most appropriate solutions to provide sustainable water services to the project area

# Decision making during the feasibility study

- The Feasibility Study is the process through which all the major decisions concerning the project are made
- All key stakeholders need to participate in the Feasibility Study process, particularly the community that is to benefit from the services



# The feasibility study needs to assess:

- Existing water sources and the quality thereof
- Existing water balance
- Existing water services infrastructure
- Existing service levels
- Socio-economic status quo (consumer profile, affordability)
- Sanitation health and hygiene status quo and needs
- Water services provider arrangements
- Environmental and sustainability factors
- Financial feasibility

# Feasibility options

The feasibility study needs to examine different options towards making recommendations in terms of:

- Technical options
- Level of service options
- Water services provider option
- Financial arrangements
- Training and capacity building support required to ensure sustainable water and sanitation services

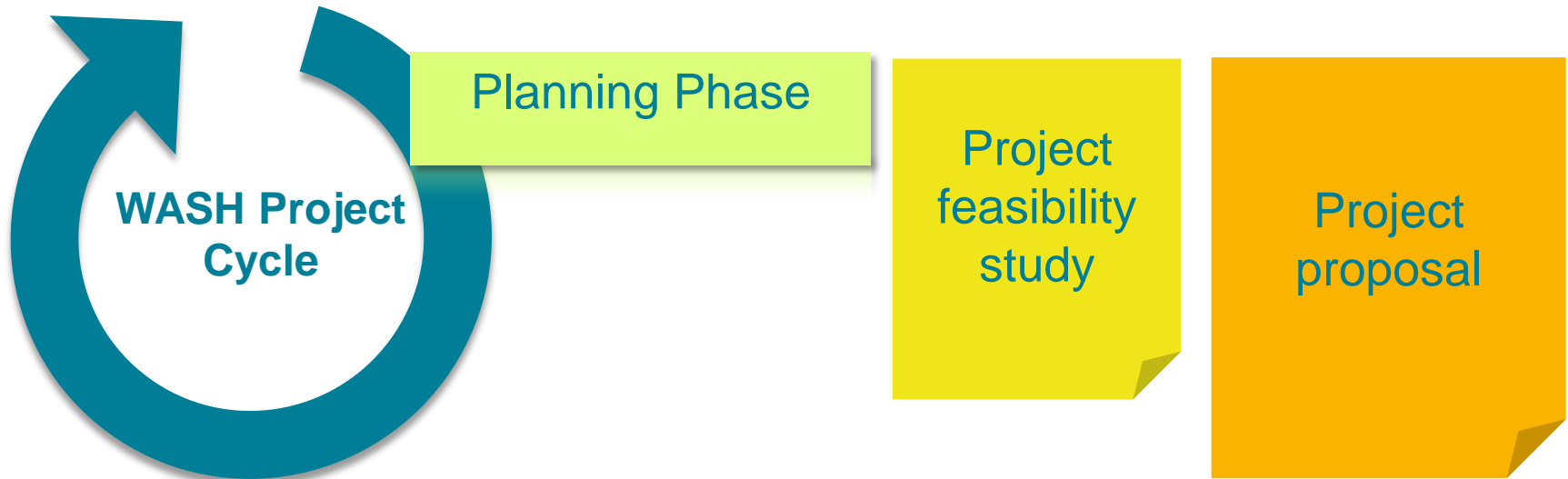
# Deciding the water services provider

- One of the most important decisions that needs to be taken during the feasibility study is who will undertake the on-going operation and maintenance of the WASH services.
- In other words, who will be the WSP?
- This requires its own assessment. This is covered in the Module on institutional arrangements for water services provision

# Feasibility study report should include:

- A description of the consultation process including community awareness
- A description of community and stakeholder participation in the study
- The technology choices and the option chosen
- The project budget (capex)
- Ongoing O&M costs
- Different water service provider options and the recommended option
- All factors that need to be addressed to ensure sustainability

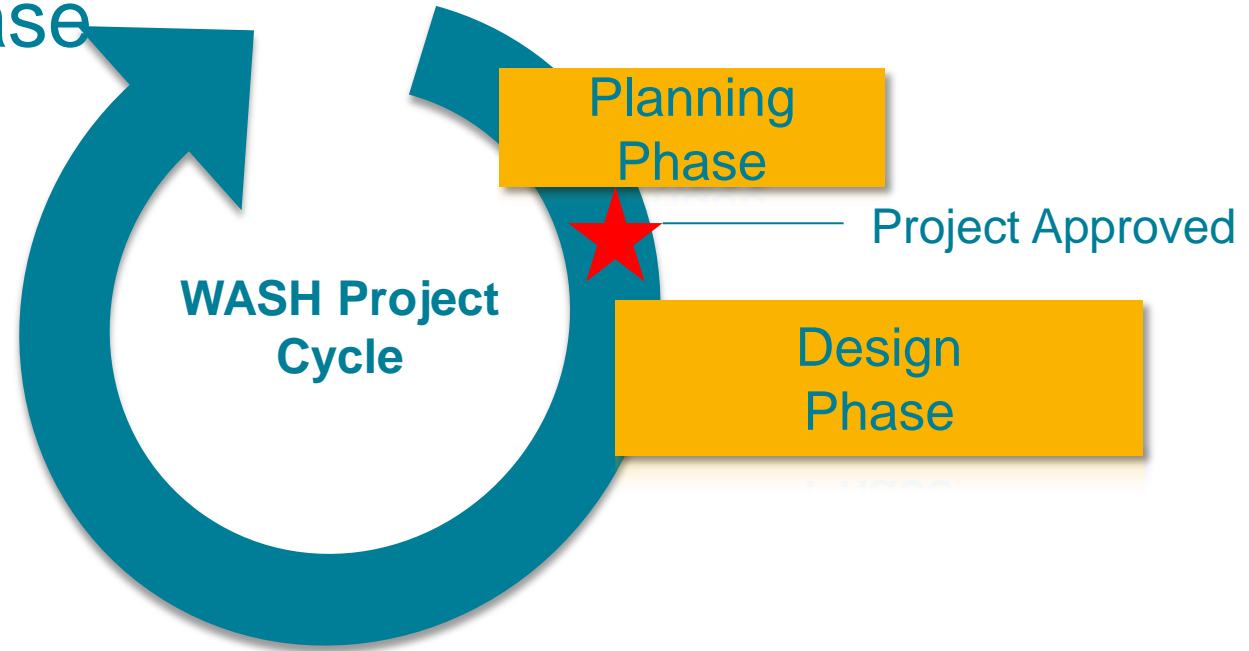
# Project proposal (application)



The proposal serves two purposes:

- It serves as a description of the project (based on the recommended best options from the Feasibility Study) including the services to be provided, implementation of the project, the capital budget required, cash flow and key milestones.
- Is often the formal mechanism through which the project funds are accessed by the local authority from national government or donors

# Design phase



- This is the phase where the detailed technical design is prepared for the project including detailed costs
- However the design phase must also address sustainability issues for the project

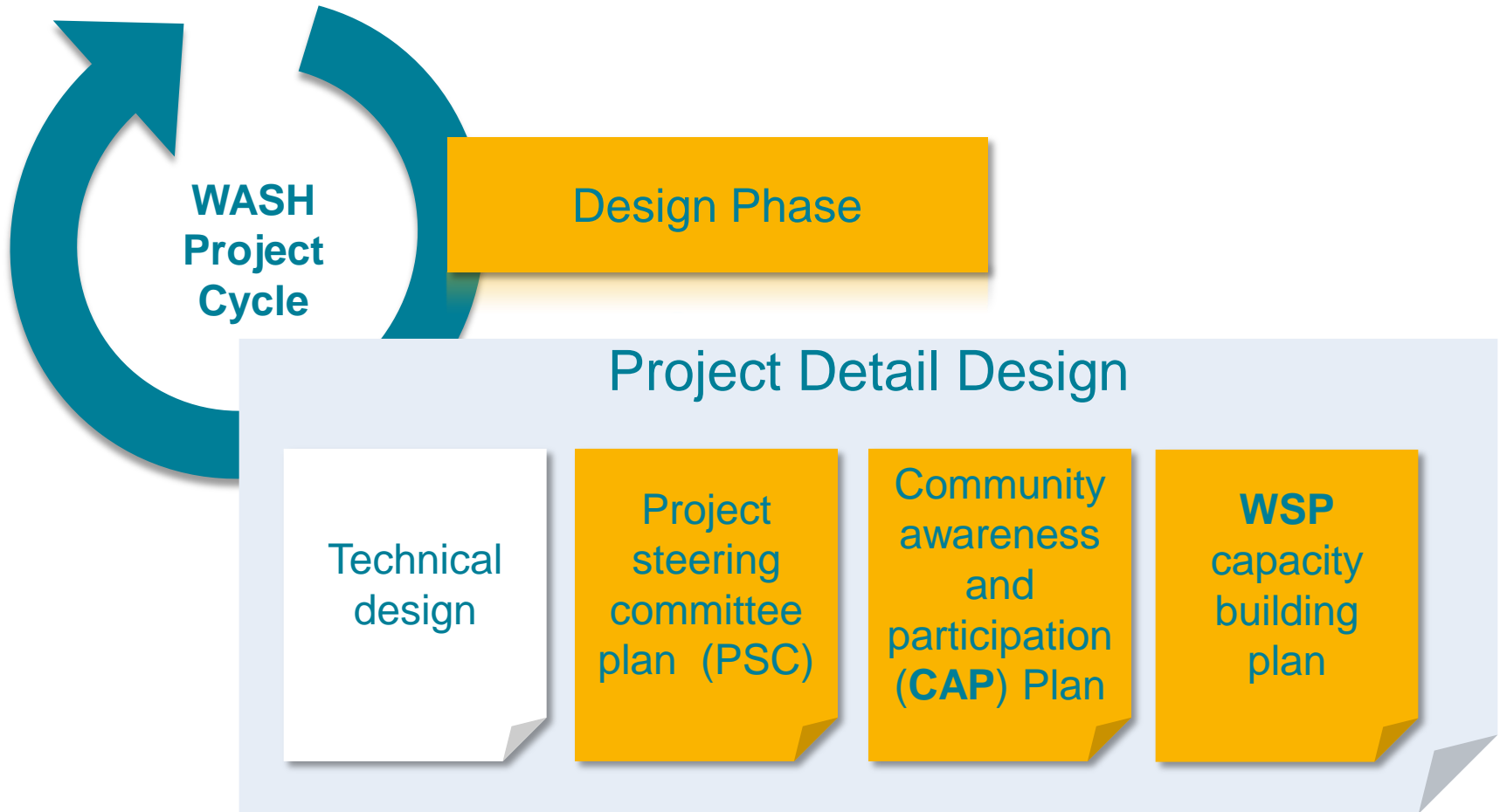
# Design phase



- During the design phase the following takes place:
- The detailed design for the project is undertaken
- A tender is issued for the project (for construction and for addressing ‘governance’ type issues such as community awareness, participation, and WSP issues)
- The tender applications are adjudicated
- The tender is approved

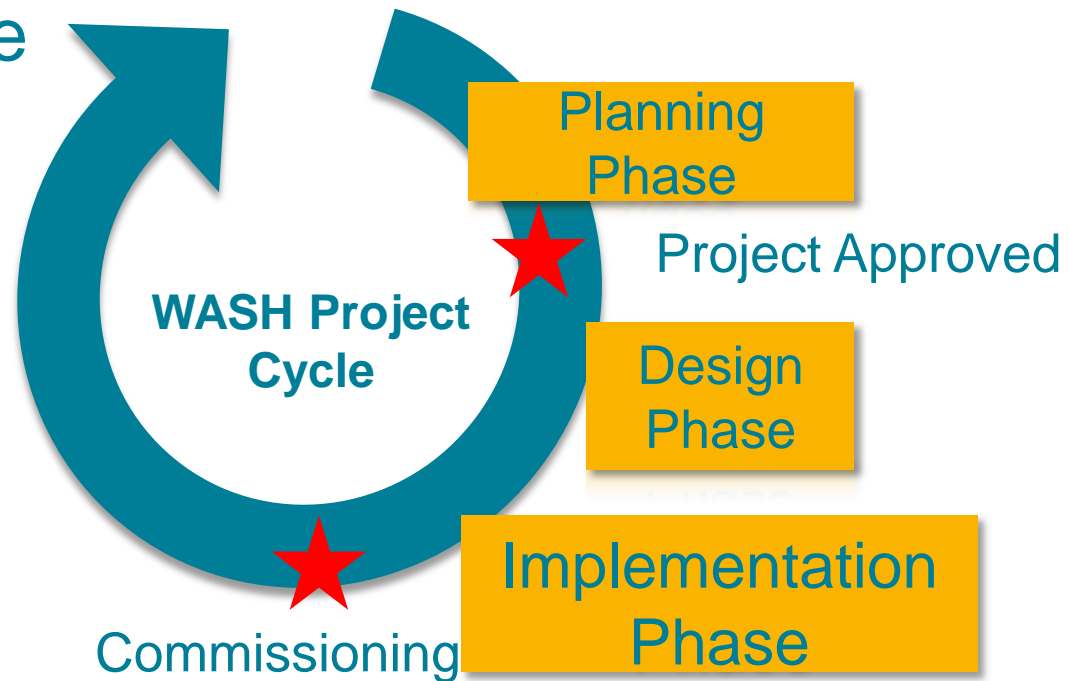
# Key issues in the design phase

- Apart from the technical design, it is important to also address all the other factors that are essential to ensure on-going sustainable services provision
- For example:
  - Ensuring **stakeholder participation** throughout the project cycle
  - **Community awareness** around the project and related issues such as health and hygiene
  - Ensuring that an appropriate **water service provider** is in place to operate and maintain the services



- This is an *example* of issues that need to be addressed in the detailed design and budgeted for.

## Implementation phase



This is the phase when the actual construction commences.

It is also the phase when capacity support activities take place:

- The effective functioning of the PSC
- Community awareness and participation (CAP)
- Establishing and/ or supporting the water services provider (WSP)

# Implementation phase

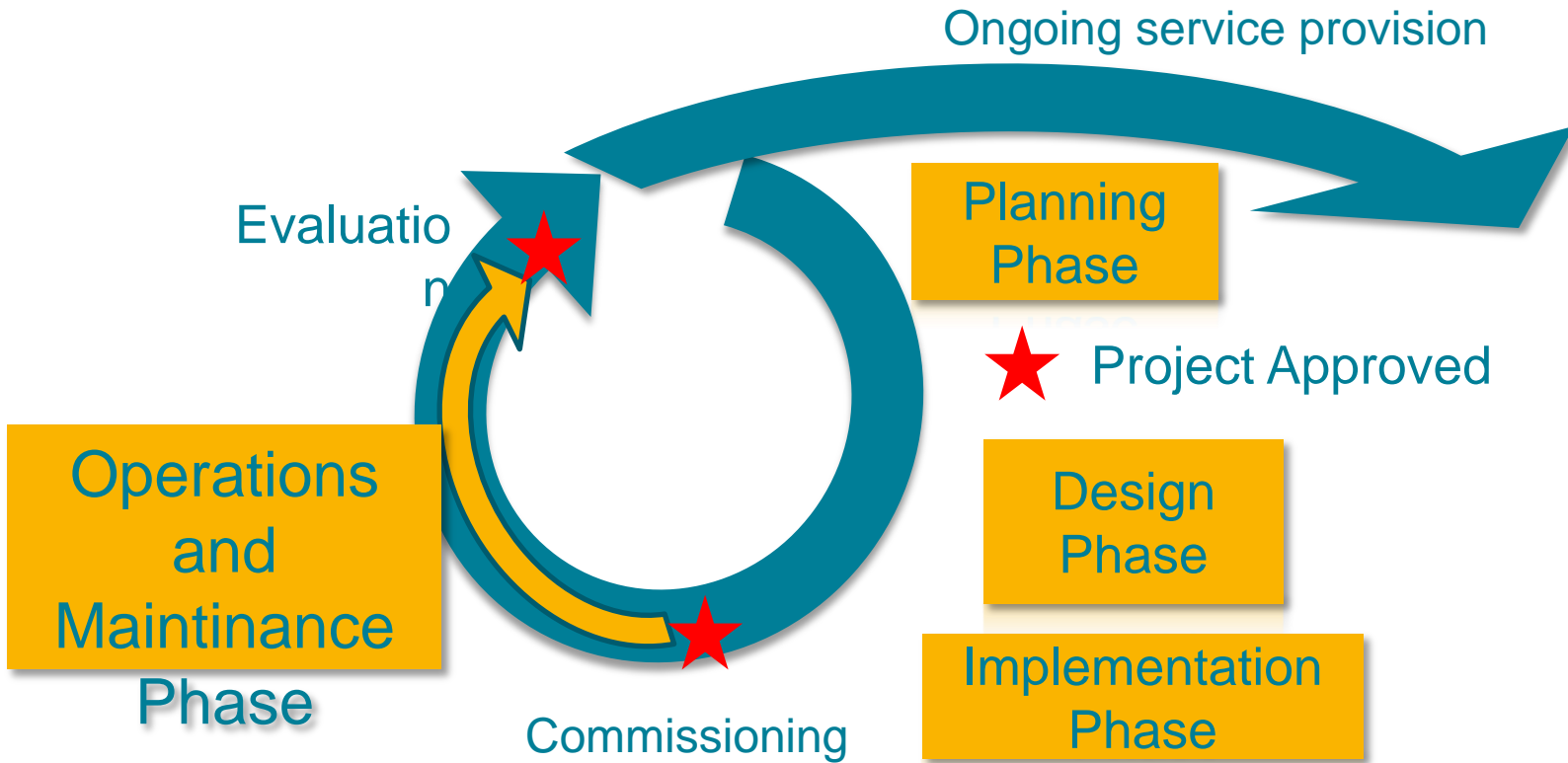
- A technician (from the local authority or a consulting engineer that represents the local authority) should supervise the work carried out by the contractor
- The contractor is responsible for the quality and standards of the work done
- The plans prepared in the Design Phase will outline all the activities, outcomes and outputs that need to be achieved during the Implementation Phase
- On-going awareness creation, communication, monitoring, facilitation of decision making, stakeholder participation and reporting must take place through the Implementation Phase.

# Implementation phase Outcomes

By the end of the implementation phase:

- The infrastructure is complete and is ‘commissioned’ meaning that it is ready for use (in some cases a Certificate of Compliance is issued)
- The community understands their responsibilities in relation to the water / sanitation service including the tariff they need to pay
- There is a water service provider in place that is responsible for providing the service (operations, management, maintenance, customer relations)

# Operations and Mentoring Phase



This is when the service starts operating

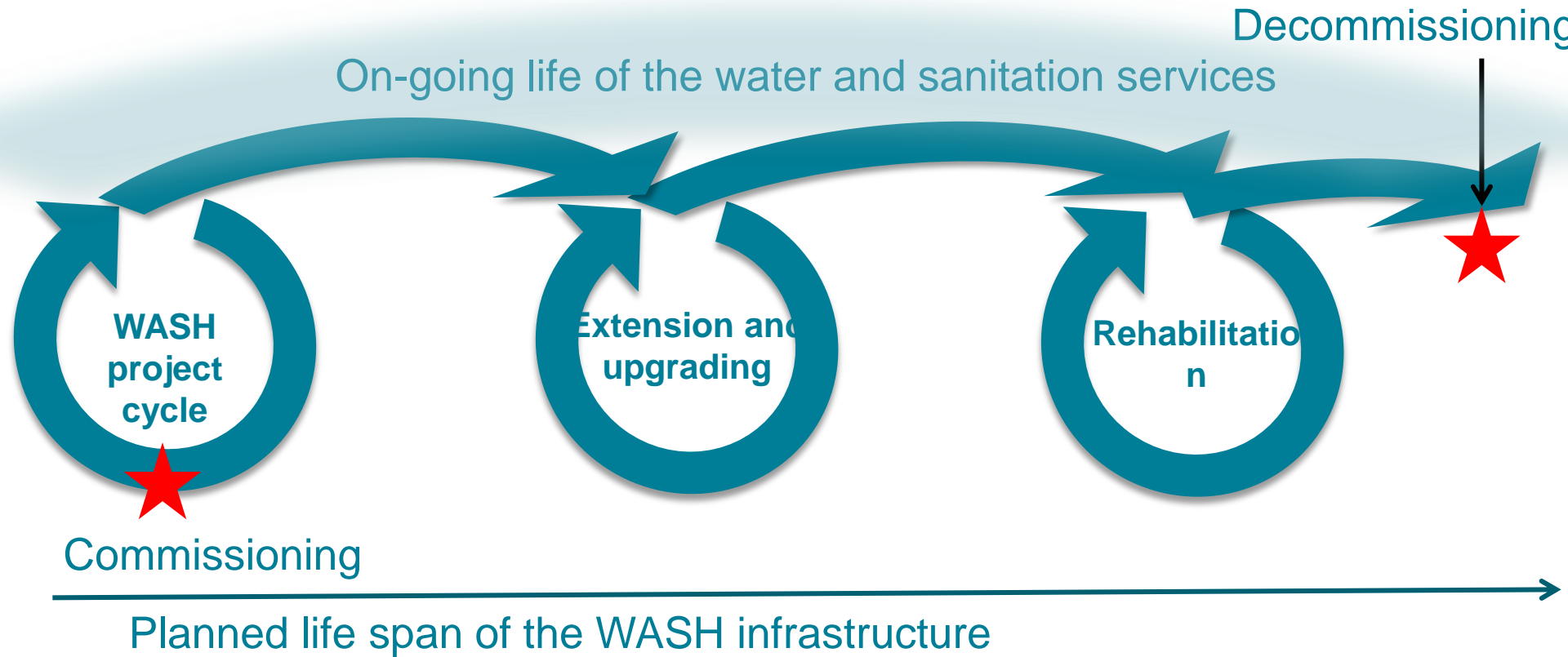
# Operations and Mentoring Phase

- The purpose of the operation and mentoring phase is for the service to start operating so that any problems can be identified
- During this phase the water service provider receives on-the-job mentorship from the contractor on operating and maintaining the service
- The contractor is responsible to repair any defects that arise for a certain period, according to the contract
- At the end of this phase a project evaluation can be carried out to evaluate the infrastructure, the service provided and the capacity of the service provider

# WASH project life cycle

- The project cycle is the beginning of a water and sanitation service
- The infrastructure has a planned 'life cycle' which is the period of time that it is designed to provide services
- The beginning of this life cycle is when the infrastructure is commissioned
- At the end of the life-span the infrastructure is decommissioned, meaning that it is no longer fit for use
- During its life cycle span infrastructure is maintained, upgraded and rehabilitated to ensure that it lasts its full life cycle

# WASH infrastructure life cycle

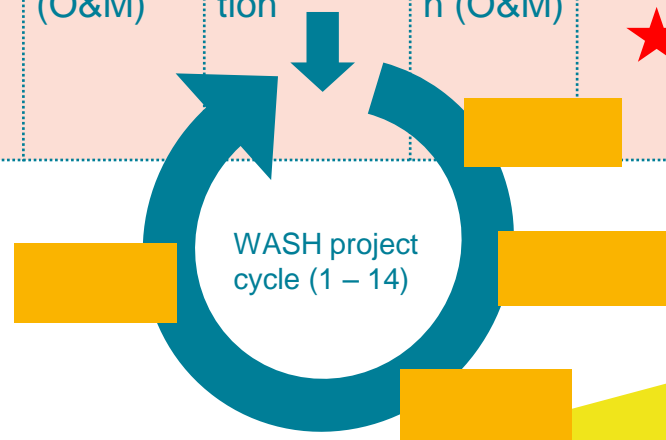


# WASH infrastructure life cycle

WASH Development Planning	WASH project cycle						
PRE-PROJECT	PLANNING					DESIGN	
	Project Feasibility			Business Plan			
<ul style="list-style-type: none"> <li>- Demand creation</li> <li>- Community selected</li> <li>- Project identified in WASH development plan</li> </ul>	1 Feasibility study and stakeholder participation	2 FS report	3 Project prioritised and selected	4 Establish Project Steering Committee	5 Develop Project proposal	6 Design preparation including capacity building plans	7 Tender issued 8 Tender approval

# WASH project cycle (Implementation, Operations and Mentorship Phases) and Continuation

WASH project cycle						Continuation			
IMPLEMENTATION			OPERATIONS AND MENTORSHIP			ONGOING SERVICE PROVISION			
9 Appointment of contractor/s	10 Construction and capacity support	11 Commissioning ★	12 Water service provider in place	13 Operations and mentorship	14 Evaluation	15 Service provision (O&M)	Extension Upgrading Rehabilitation	15 Service provision (O&M)	16 Decommissioning ★



Thanks

