



The power of creative thinking: working within and around challenging institutional frameworks

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Breaking the barriers to water connections in LICs: experience from Mozambique

Baghi Baghirathan, WSUP



- In 2008, Maputo had an extensive water supply network covering most of the central part of the city, and a good primary and secondary network covering the peri-urban areas (bairros)
- However in low-income communities (LICs) in the peri-urban bairros, only around 20% of households were connected
- Over the last 7 years, WSUP has worked with AdeM (main water operator) and FIPAG (asset owner) to extend tertiary networks and to increase household connection in these LICs

What did we hope to achieve?

- 1) Demonstrate to AdeM and other institutional stakeholders that supplying water via household connections is a viable business in LICs
- 2) Demonstrate to householders that they can improve their access to good quality affordable water services and quality of life by connecting to the network

- 1) Extending **tertiary networks** within LICs to facilitate ease of connections
- 2) **Mobilising** low-income consumers to connect and influencing better **affordability**
- 3) Simplifying the **application process** for low-income consumers

Extending tertiary networks

- ✓ By creating strong partnerships with institutions, WSUP was able to convince asset owner (FIPAG) and operator (AdeM) to acknowledge the need for tertiary networks
- ✓ Networks implemented through consultative process with communities



- Bairro residents needed land title documents to apply for a yard water connection
- Many residents were put off by the complex paperwork and lack of information
- Many residents felt they couldn't afford the connection charge



Barrier: Bairro residents needed land title documents to apply for a water connection

Solution:

- ✓ WSUP persuaded AdeM to accept a letter from the bairro administration confirming the residence of the connection applicant

Barrier: Many residents were put off connecting by the complex paperwork and lack of information

Solution:

- ✓ Local CBOs contracted to help householders connect
- ✓ CBOs conducted awareness-raising campaigns and door-to-door visits with pre-filled application forms
- ✓ AdeM relaxed administrative requirements (e.g. householders authorised to pre-sign the contract at application)

Barrier: Many residents felt they couldn't afford the connection charge

Solution:

- ✓ Regulator CRA reduced the connection charge by 50%
- ✓ Staged payments were introduced, allowing the customer to pay in (up to 14) monthly instalments

- ✓ Contract turnaround time dropped from over 20 days to 7-10 days in some LICs
- ✓ Coverage rates increased to 60% - 80% (e.g. bairros Maxaquene A, Maxaquene B)
- ✓ Strengthened by revenue gains from reduced non-revenue water, FIPAG and AdeM continue to devote increased resources to serving LICs

- Administrative requirements and high connection charges present major barriers to connection in LICs
- Creative solutions can be found to minimise the burden
- Support is required to both the utility and low-income consumer to bring these solutions into practice

Kanimambo!





Flexible Approaches and Partnerships to Support Sustainable WASH Services in Madagascar

Orlando Hernandez, FHI 360

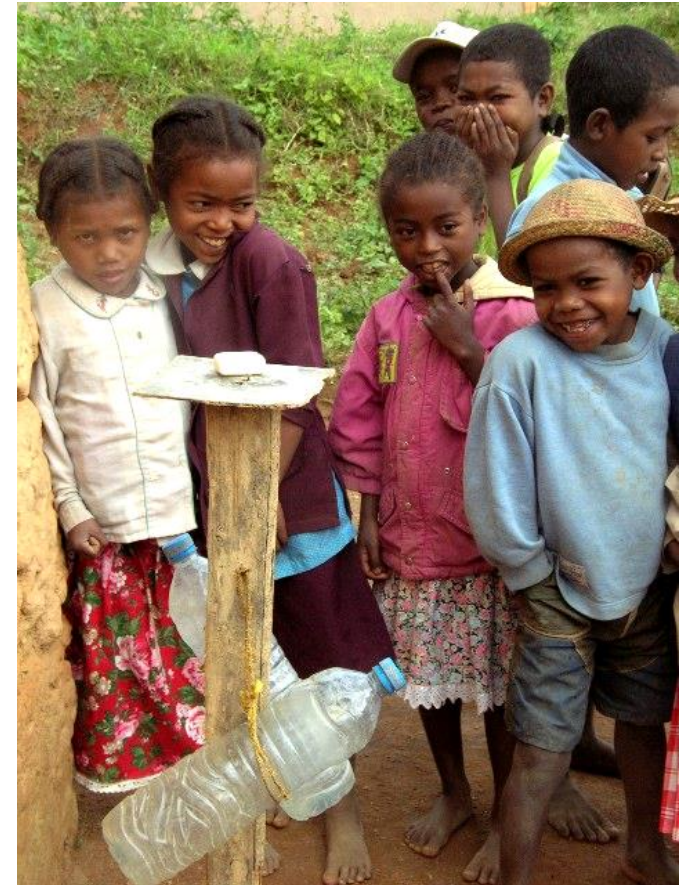
July 23, 2014

Outline

- **Background**
- **Changing partnerships under challenging conditions**
- **Sustainable service delivery**

Madagascar At-scale Program Supported the Diorano WASH Platform

- Hygiene promotion at-scale achieved through “Multiples”
 - Multiple intervention
 - Multiple channels
 - Multiple partners
 - Multiple levels
- With targeted focus on “WASH Everywhere”:
WASH-friendly schools, health centers, markets,
transportation hubs, communes, neighborhoods,
journalists etc. etc.
- Sustainability through advocacy and capacity building



Geographic Focus



Urban Focus

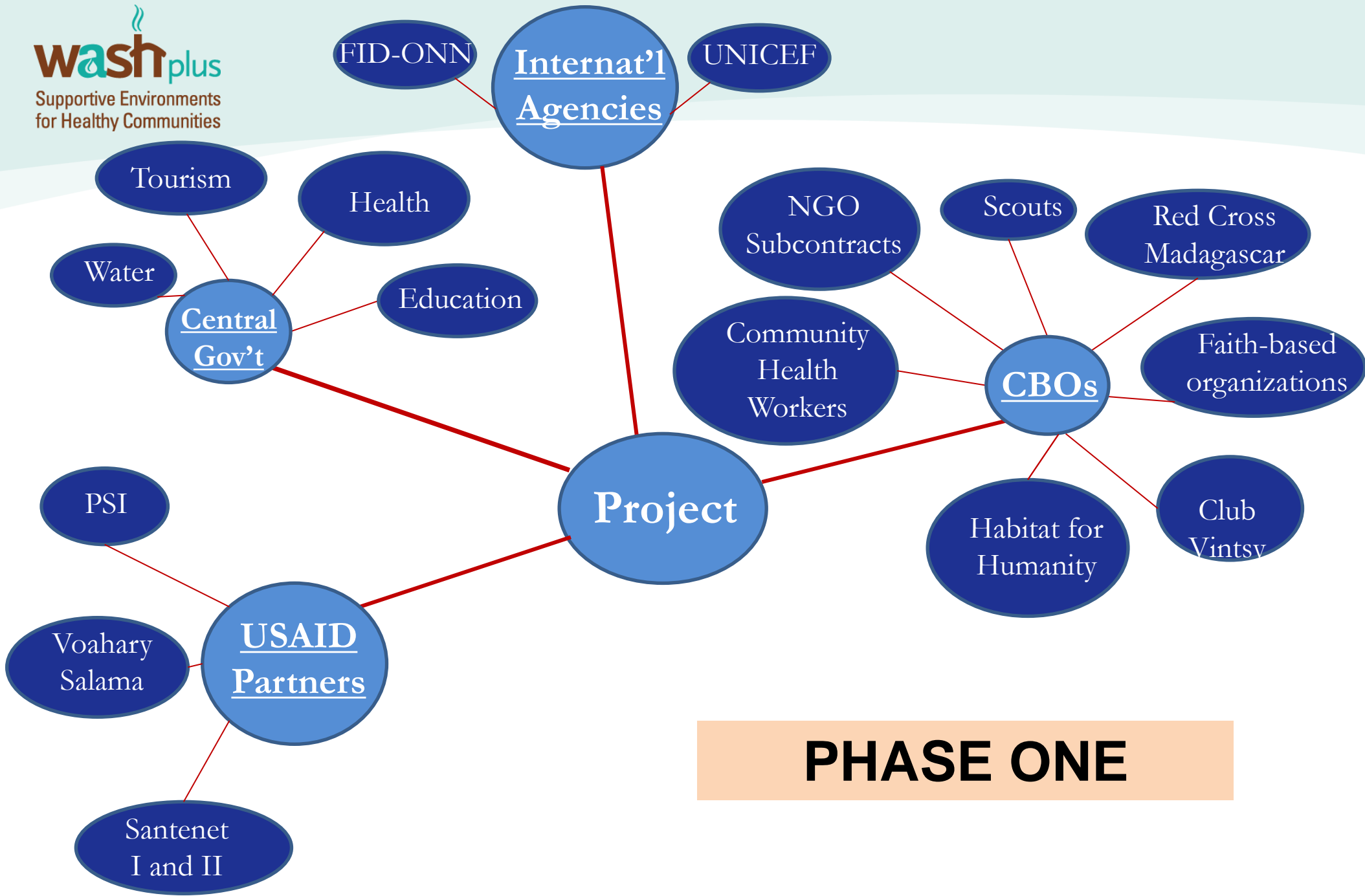
What services

- WASH blocks
- Water points

Principal mechanisms

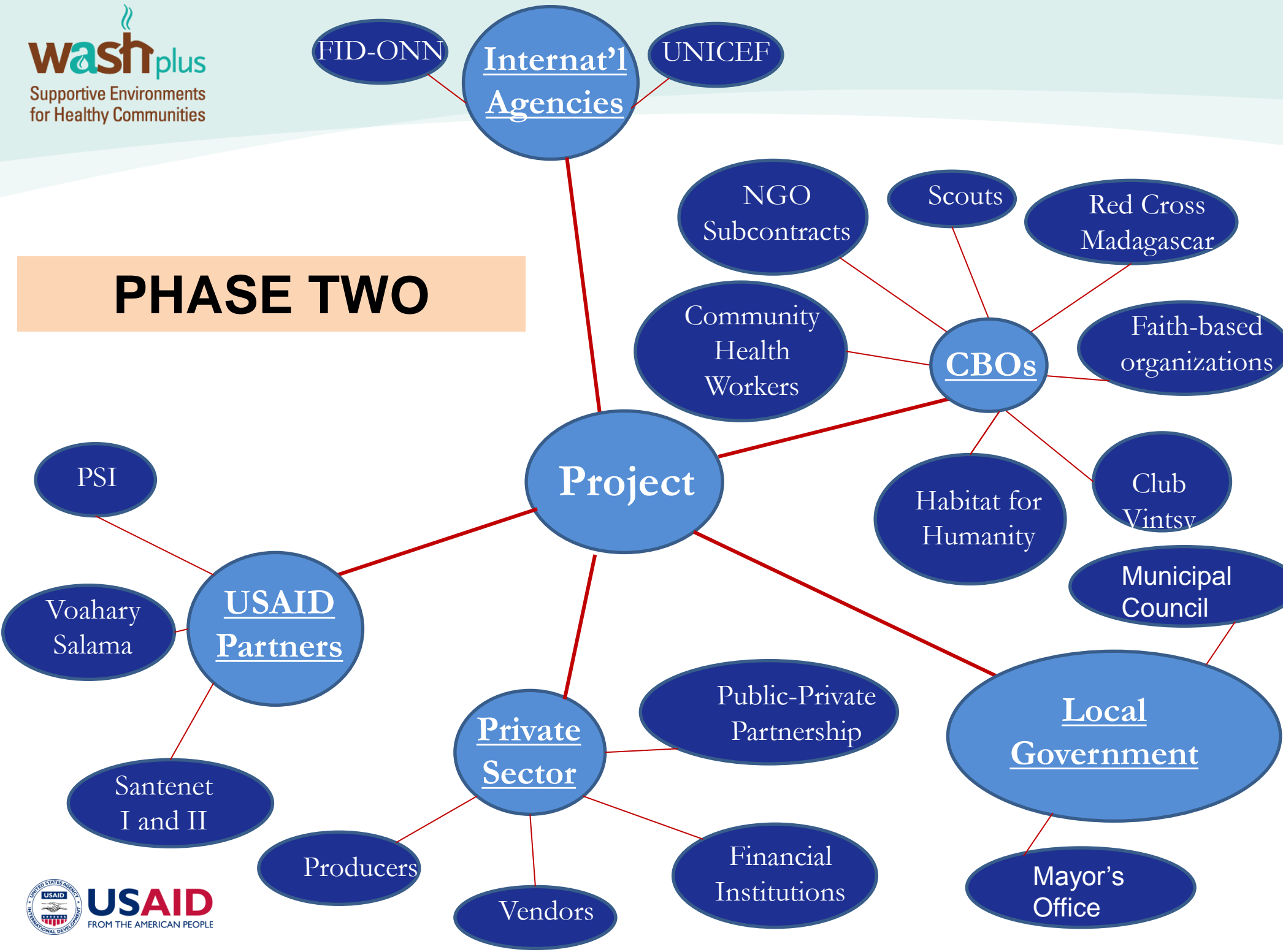
- PPP's
- Sustainable services





PHASE ONE

PHASE TWO



Legal Framework

Malagasy Water Code: Law 98-029 from January 20, 1999

Article 41:

Rural and urban districts are in charge of water supply and sewage systems that exist in their jurisdiction. They exercise this role through the municipal council.

Article 46:

The operation of these systems may be delegated to managers through management contracts, leases or concessions...

In Reality

Getting districts to take responsibility of the services is a challenge still to be resolved when developing private public partnerships for service delivery

How do you make it work?

- Negotiate the use and transformation of some existing facilities to convert them into WASH block
- Fee, duration, roles and responsibilities
- Identify an operator (boy scouts, private entrepreneur) and sign contracts
- Connect water services (JIRAMA)
- Provide support to operator, including sustainability



Sustainability Checklist Components

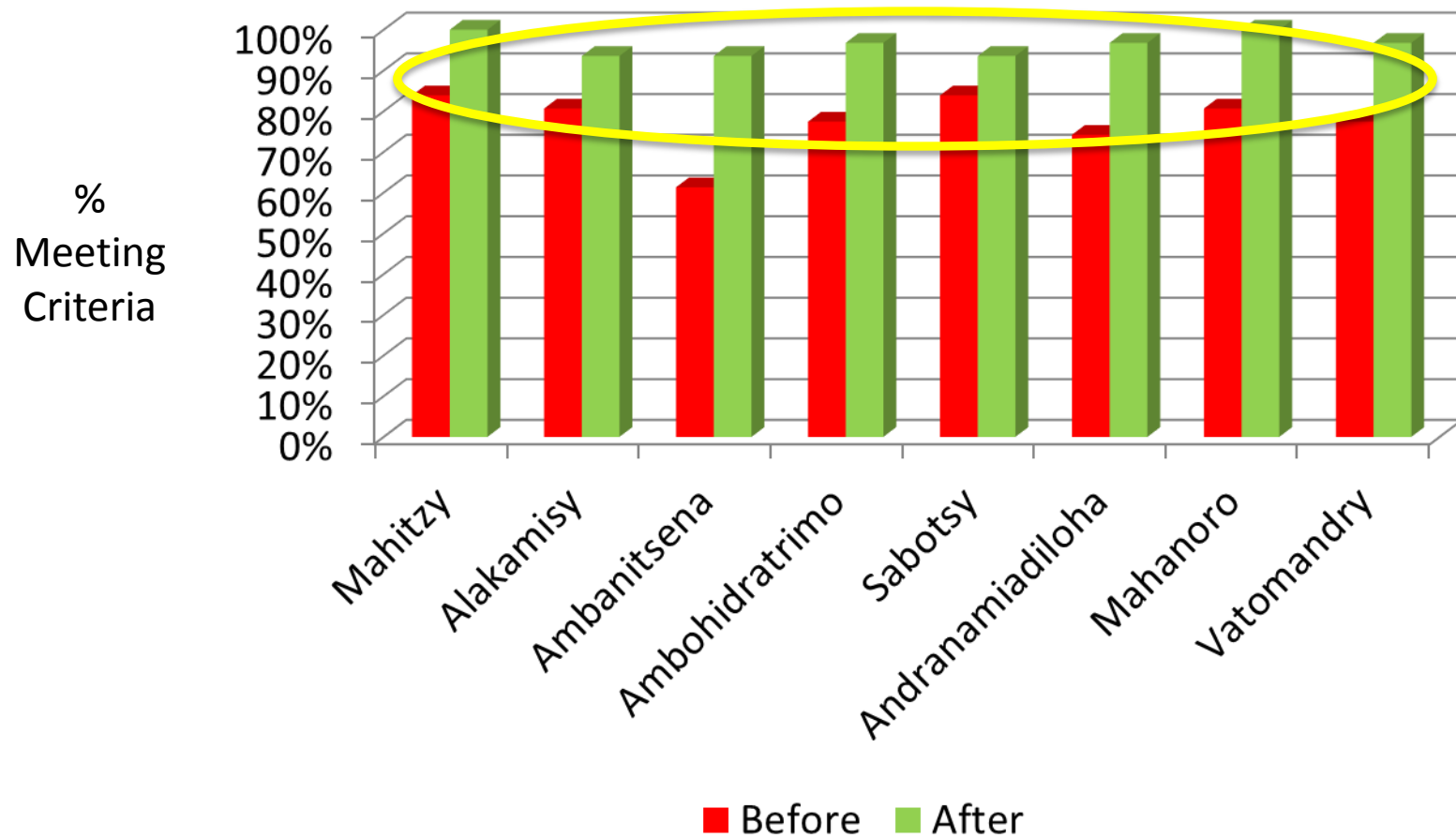
- Governance/management
- Operational
- Financial
- Environmental
- Social



Results of First Application of Sustainability Check

	Management	Operational	Financial	Environmental	Social
Mahitsy	84	75	100	0	83
Alakamisy	81	75	67	0	33
Ambanitsena	61	100	0	0	67
Ambohidratimo	77	75	67	0	67
Sabotsy	84	100	67	0	50
Andranomiadiloha	74	100	0	100	17
Mahanoro	81	50	83	0	33
Vatomandry	77	50	67	0	50

Major Findings, Management Score



Lessons Learned

- **Efficient cross-sector collaboration is possible, improving access to products and services offered**
- **Relationship with local government must be continuously nurtured**
- **Sustainability support is crucial**



Thank you

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How can agencies support WASH service improvements when the institutional framework is weak?

- We can help people overcome administrative barriers
- We can support the private sector to “fill the gaps”
- We can...
- ...
- ...

Complete this sentence in less than 20 words!

**Send us your recommendations, your case studies,
any resource that you think can support this...**

erl@wsup.com

contact@washplus.org

We will distribute a Resource Pack, including the set of recommendations, to all participants in this event.

Many thanks!