

ARUSHA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY.



**IMPLEMENTATION REPORT ON URBAN POOR HOUSEHOLDS
IDENTIFICATION TO BE PROVIDED WITH FREE WATER SUPPLY
SERVICE IN ARUSHA MUNICIPALITY.**

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1.0

INTRODUCTION.

Provision of free water service to the urban poor is one of the strategies put in place by the Government through the Ministry of Water and Livestock Development. The major aim of this concept is to ensure that citizens of this Nation especially the undermined groups e.g. Urban poor enjoy the basic human services without discrimination.

On the other hand, WATER SUPPLY is a major parameter in the whole process of poverty eradication and hence the application of *water poverty* indexes in the determination of the level of poverty for any given society.

The Ministry of Water and Livestock Development made this commitment of free water service provision to the Urban poor during 2003/2004-budget speech in July 2003. The Minister for water and Livestock Development directed all UWSAs to put in place proper mechanism in their areas of jurisdiction that could give room for the urban poor to get free water supply service.

2.0

MINISTRY'S DIRECTIVE IMPLEMENTATION BY AUWSA.

Arusha Municipality is composed of 17 Wards as mentioned below: -

- Unga Ltd.
- Terrat
- Ngarenaro.
- Darja II.
- Sombetini.
- Elerai.
- Sokon I.
- Levolosi.
- Kaloleni.
- Kati.
- Baraa.
- Kimandolu.
- Sekei.
- Olorien.
- Engutoto.
- Themis and
- Lemara.

During the urban poor households identification 15 Wards out of 17 confirmed to have urban poor households.

3.0. **CURRENT IMPLEMENTATION STAGE.**

AUWSA started to implement this exercise by starting with six (6) out of the seven (7) pilot wards. The six wards are: -

Unga Ltd.

Terrat.

Ngarenaro.

Darja II.

Sombetini.

Sokon I

Elerai.

It was established that 31 households qualified to get free water service after meeting all the laid down conditionalities for this purpose. Through a Memorandum of Understanding between AUWSA and Ward Leadership in the respective wards, that was arrived at during the initial identification exercise that was carried out in August and November 2003. Sokon I leadership reported that there are no urban poor households in their ward.

Official service delivery to the identified households started in March 2004. The service is delivered through earmarked Water Kiosks and Stand pipes within their residential areas whereby AUWSA special coupons are issued to the respective beneficiaries. The number of 20-litre containers (buckets or jerry cans) consumption are recorded on weekly and on monthly basis respectively.

After concluding this exercise in the pilot wards, AUWSA proceeded with implementation in the rest of the wards i.e ten wards. from 19th of March 2004 up to 25th August 2004.

These wards are: -

- Levolosi.
- Kaloleni.
- Kati.
- Baraa.
- Kimandolu.
- Sekei.
- Olorian.
- Engutoto.
- Themis and
- Lemara.

33 households were identified in nine Wards. Kaloleni leadership reported that there are no urban poor households in their ward as it was the case with Sokon I ward. Service provision to the identified households is expected to commence in February 2005 after putting all necessary logistics in order.

4.0 **EXERCISE IMPLEMENTATION STRATEGY.**

In carrying out this exercise, AUWSA applied a *participatory approach* whereby all leadership levels of the 17 wards in Arusha Municipality were involved in the decision making process. AUWSA banked in the fact that this is the bottom line leadership that practically close to the people.

The whole exercise was implemented in seven stages. The six stages involved initial preparatory activities, public awareness campaigns for ward leadership (Ward Development Committees-WDC), research and basic data collection etc. The seventh stage involved water service provision to the identified urban poor households.

The stages with their respective activities are as follows: -

STAGE NO 1: -SECONDARY DATA COLLECTION EXERCISE.

This was basically the take off stage for whole exercise and it involved data collection and establishment of poverty level statistics for Arusha Municipality from various existing documents and programs like the Sustainable Arusha Program that was being implemented through DANIDA grant and other NGOs like HAKIKAZI catalyst.

Through these documents AUWSA was able to establish the actual situation in as far as poverty level for Arusha Municipality is concerned and came up with realistic criteria in the identification of households that fall in the abject poverty bracket.

STAGE NO 2: -FORMATION OF NECESSARY CRITERIAS.

AUWSA in collaboration with the respective ward leaderships came up with five necessary criterias for a household to qualify for the free water service.

These are: -

- Extreme old age.
- Disabled persons.
- Prolonged sickness through diseases like cancer, TB, etc.
- HIV/AIDS victims.
- Widow/Widower and Orphans.

For a household to qualify for the free water service to the urban poor, it should be in the abject poverty category and meet at least two of the above-mentioned conditions.

STAGE NO 3: - NECESSARY INFORMATION DESEMINATION TO THE TARGET GROUP LEADERSHIP.

It was important at this stage to equip the target group leadership in all the 17 wards in Arusha Municipality with the basic information regarding :-

- The Government's Poverty Reduction Strategy Paper concept.
- Advantages of clean and safe water supply for social and economic improvement.
- Environmental issues.
- Leadership participation in the exercise.

Ward Development Committee (WDC) members and Water Kiosks/Stand pipes attendants participated in this seminar.

STAGE NO 4: -URBAN POOR HOUSEHOLDS IDENTIFICATION PROCESS.

This exercise was undertaken in two lots. During the first lot, Village Executive Officers proposed the names of the foreseen beneficiaries in their locations and submitted the same to village committees for approval if laid down criterias are met.

The second lot of implementation involved AUWSA Staffs, Ward Health Officers, Ward Water Committee members and the Ward Leadership in general who together carried out an individual in-depth analysis for the identified households to clarify their authenticity for this service using;

Oral interviews.pre-prepared questionnaires and then came up with Observations and Conclusion.

STAGE NO.5:-IDENTIFIED HOUSEHOLDS SUBMISSION SEMINAR.

This stage was purely an official submission of the identified urban poor households to their respective leadership at all levels for recognition. In addition to this, modalities for provision of this service was formally presented to the Ward leadership whereby; special coupons are to be issued, nearby water kiosks and stand pipes to provide the service were identified and how to submit the used coupons to AUWSA for being accounted for.

STAGE NO 6: - WATER KIOSKS/STAND PIPES ATTENDANT'S SEMINAR.

AUWSA staff understood that effectiveness in the implementation of this exercise depends on adequate information and knowledge the water kiosks/stand pipes attendant's have. On this basis AUWSA conducted a special seminar for this group in order to make the whole exercise a success.

Likewise this seminar also included people with domestic connections who volunteered to provide this service to the identified urban poor households in their localities especially in areas where there are no water kiosks and stand pipes. It was also at this seminar where the National Water Policy (NAWAPO) of 2002 was highlighted.

**URBAN POOR HOUSEHOLDS IDENTIFICATIONS.
IMPLEMENTATION ACTION PLAN (2003/2004).**

DATE.	ACTIVITY.	IMPLMENTATION.	OUTPUT.
05/08/2003- 11/08/2003	Conducting of seminars as per stage NO 3 FOR SEVEN pilot Wards.	Seminars were conducted in the following wards: -	Target group participated and understood the concept of providing Free water Service to the Urban poor.
		Unga Ltd.	
		Terrat .	
		Ngarenaro.	
		Daraja II	
		Sombetini.	
		Sokon I	
14/08/2003- 06/09/2003.	Urban poor Households Identification Process.	Identification was carried out in all the seven pilot wards as planned.	Urban poor households were identified In six wards except in Sokon I ward.
13/01/2004 - 15/01/2004.	Evaluation seminar.	Seminar was conducted in Elerai,Ngarenaro,Sombetini, Terrat and Daraja II Wards.	Seminar participants endorsed the identified urban poor households as authentic and should therefore be provided with free water service.
20/02/2004- 25/03/2004	Water kiosks/Stand pipes Attendants seminar cum training for 7 wards.	Seminar cum Training was conducted in Ngarenaro,Unga Ltd,Elerai,Sombetini,Terrat and Daraja II Wards Water Kiosks/Stand pipes Attendants.	Attendants understood their obligations and filled in contract forms between them and AUWSA
01 March 2004.	Issuance of Coupons for the 7 Wards.	Coupons were issued to the respective households through their Ward Executive Officers (WEOs)	-
19/03/2004- 18/06/2004.	Conducting Public awareness campaigns	Public awareness campaigns conduted in Levolosi,Kaloleni,Kimandolu,Baraa,Kati,Engutoto,Sekei	Seminars were conducted in all the Wards except in Kalolene Ward .

	for the second batch Wards.	,Olorian, Lemara and Them	
20/04/2004-09/08/2004	Identification of urban poor households For the second batch wards.	Identification exercise was carried out for Baraa,Kimandolu,Kati,Levolosi,Engutoto,Sekei,Olorian,Themi and Lemara wards.	Identification done.No urban poor households from Kaloleni ward.
22/06/2004-19/08/2004.	Submission of identification results to respective Ward leaderships.	This was done through seminars in all the respective wards.	Ward leaderships endorsed the results as authentic.
06/07/2004-25/08/2004.	Water kiosks/Stand pipes Attendants training in all the wards with urban poor households.	Training was conduct	Water kiosks/Stand pipes Attendants Understood their roles/ obligations.

STAGE NO 7: - FREE WATER SERVICE PROVISSION TO THE IDENTIFIED URBAN POOR HOUSEHOLDS.

Implementation of free water service provision to the identified urban poor households starts after the six preliminary stages have been well addressed. The coupons which are provided to the beneficiaries have the following necessary information: -

- The name of the Ward.
- Name of the beneficiary.
- Number of 20 litre containers per day.

The obligation of the Water kiosk/Stand pipe Attendant is to submit the used coupons to AUWSA for verification and other relevant transactions.

5.0 IMPORTANT LESSONS LEARNED DURING IMPLEMENTATION OF THIS EXERCISE.

5.1 Exercise pilot wards (7 Wards).

It was important to start with few Wards to establish the best ways of successfully carrying out this exercise for the whole Municipality. The recorded successes from this exercise are as follows: -

5.2 Public awareness campaigns.

During this exercise, the AUWSA Public Relations Unit got cordial cooperation from the respective Ward Leaderships more remarkably from the way the seminars were prepared, participation at all levels and the positive altitude which towards the whole idea.

The Public Relations Unit would like to take this opportunity to thank all Ward Leadership for their good support that made implementation of this exercise easier.

5.3 Identification of Urban poor households.

It was easy to carry out this exercise due to the fact that people were well informed through the seminars of the Governments good intention of serving its citizens in the context of the urban poor and the marginalized society. It can therefore be highlighted from this exercise that Participatory Approach is the best methodology in implementing any Government Development undertaking if sustainability is to be realized.

5.4 Actual service delivery for the identified urban poor.

- Official starting dates.....02/03/2004.
- Seminar impact is good as all Water kiosks/Stand pipes Attendants submit (even for those which do not serve the identified urban poor) accrued water revenues to AUWSA on time.
- Used coupons are submitted on time.
- Water wastage has been minimized

6.0 CONSTRAINTS.

- Initially some of the Ward Leaders did not understand the noble goal of this exercise and submitted a very long list of prospective beneficiaries. This forced the AUWSA Team to visit all the listed households for verification, an exercise that was time consuming and created unnecessary delays of implementation. This phenomenon highly featured in Unga Ltd, Ngarenaro and Terrat Wards.
- There was a problem of medium of communication especially in peri-urban areas like Terrat .On this situation it was difficult to conduct these seminars as per schedule as translation had to be done. Unfortunately, even those who were trusted to make the translations, taught people to provide false information in order to get this free service even if they don't meet the laid down criteria.
- Some of the Ward Executive Officers' offices are closed in most of the time when the coupons are needed by the beneficiaries that cause unnecessary inconveniency.
- Poor supervision of the Water kiosks and Stand pipes by WEOs leading to lack of continuous service provision by Attendants. In some cases the Water kiosks are permanently closed by AUWSA due to lack of supervision and become sources of Unaccounted for Water (UFW).

7.0 RECOMMENDATIONS .

- AUWSA should invite PSP in the operation of Water Kiosk and Stand pipes for sustainable operation and continuous water service delivery to the people.
- Close down or reduce the number of Water Kiosks and Stand pipes in areas with few people in need of services from these tapping points e.g. in CBD where most people have their own house connections.
- Relocate some of the Water Kiosks which are too close from each other, for example below 200 meters to attain a rational distribution of water as per NAWAPO (400m distance).

8.0 CONCLUSION

The AUWSA Public Relations Unit Staff take this opportunity to thank the AUWSA Management in general and all AUWSA workers for their support in the implementation of this exercise. It is our belief that what we have achieved so far takes our Authority one-step ahead in our noble goal of providing our service to the people of Arusha Municipality as per National Water Policy (NAWAPO) and other Government directives. The lessons learned can as well better be used as stepping-stones for our future service improvement programs.