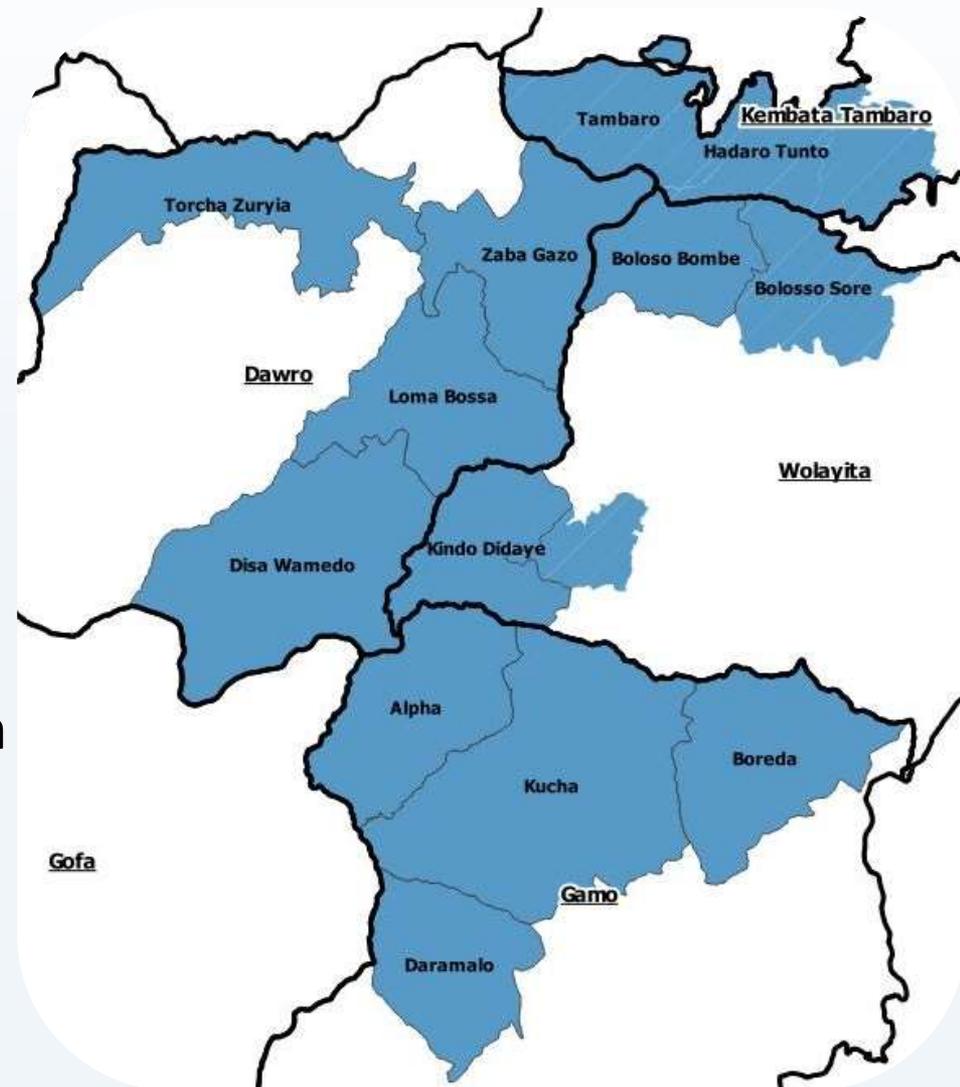


Inter Aide/RCBDIA Water Sector activities

1. Maintenance services :
Federation supported by
WWO
2. Construction: Design and
construction of robust
network
3. Command Map : Co-definition
of potential, need and plan
with WWO



4 Zone, 14 Woreda

Evolution of Management (O & M) of Rural Water Supply Schemes in Ethiopia (SNNPR)

Year-GC

1994

2012

2016-2020

O & M activities were conducted by WASA branches

The concept of Community Based Scheme Mgt Emerged

Regional regulations and directives (WUA/WUAF)

➤ Nat. O & M strategic framework
➤ Reg. MVRWS utility directive

- Mobile workshop
- Didn't involve user community
- Far from community
- No clear organizational structure set-up
- Not effective at all!

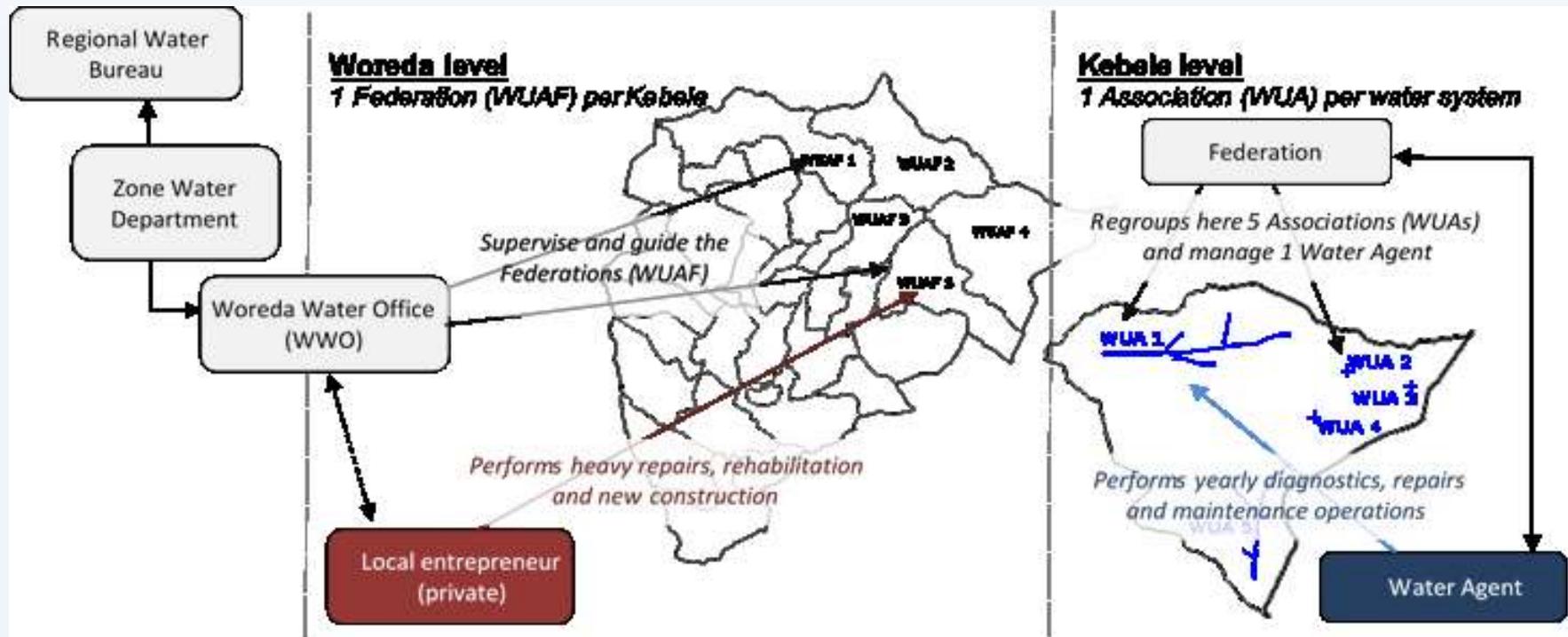
- Emphasizes community responsibility and authority over the dev, Ope. & maintenance
- Formalized through the Nat. wat. Policy (as sustainable model)
- Differences in implementation (reg to reg, actor to actor)
- No clear directives and guidelines
- No legal status for WASHCO
- No mandatory commitment to establish and train
- Not very effective (in most part of the country)

- Harmonized working system
- Clear guideline for WUA/WUAF
- Legal framework
- Effective in places with good support & follow up
- Requires institutional support, close monitoring & Evaluation

- Underlines on importance of institutional support for WUA/WUAF/WASHCO
- Strong supervision, monitoring & evaluation
- Direction to focus more on software part
- For MV-RWSS from volunteer to professionalism

Operation & Maintenance services

Territorial approach : User Federation (Kebele) in link with Woreda Water Office



Operation & Maintenance 2015- 2020

Strengthening of federation

1. Professionalization of the federation with the recruitment of a Water Agent
 1. Diagnosis
 2. Manage the maintenance
 3. Prepare reports
2. Establishment of spare parts stock at federation level
3. Institutional reinforcement (accounting, reporting, audits ...)



Diagnoses

Grade	How is the system?	Manageable at what level?
A	WP system in good conditions	WUA
B	WP works and needs reparation. The problems are not heavy and can be solved at kebele level	WUA, Federation and local artisan
C	WP working badly or not working WP but water source can deliver quantity and quality. Some of the problems could be manageable at kebele/woreda level.	Federation, contractors as service provider and help of WWO experts expected
D	Not working and not reparable by local means (but water available at spring, association may exist)	Heavy rehabilitation or reconstruction (NGO/ GVT)
E	Dry Borehole, Abandoned or destroyed WP, dry spring. No water is available in the site, no fee collection is possible.	This is not a water point

2012 EC Results

(July 2019 – June 2020)

Support

Federations supported	76	
Associations followed by federation	353	
WP diagnosed	695	
HH supplied by diagnosed WP	32,760	

Construction / Maintenance

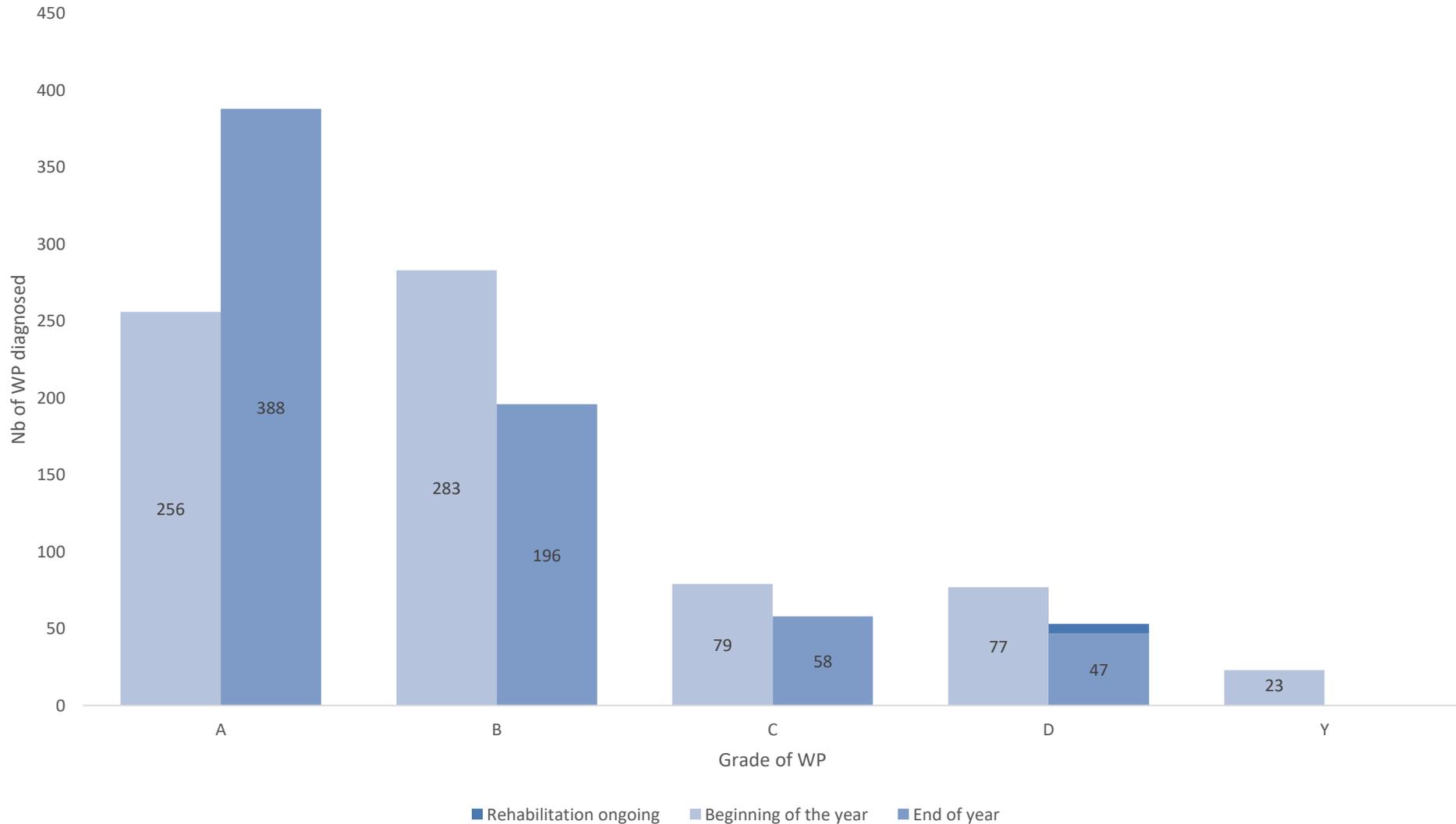
WP built by IAF in 2012 EC	64	
WP maintained by the community only	161	23%
WP rehabilitated with IAF support	19	3%

Finance

Fee collected by Association	1,066,644 ETB	67%
Contribution from Association to Federation	241,414 ETB	57%

Results for all targeted Zones

Evolution of the state of the WP during the year - 2012EC



Operation & Maintenance from 2021: Adaptation (Shifting) of Strategy

Why “Adaptation of Strategy”?

- Challenges of WASHCO/WUAF/WUA
 - Limitations of Volunteerism
- Lack of “Institutional Support Mechanism” to WASHCO/WUAF/WUA
 - (Backup and assistance)

Challenges that WUA/WUAF/WASHCO face today?

- WASHCO/WUA/WUAF are volunteers
 - Though some WASHCO are capable of fulfilling their roles, there is growing body of research that show that are limits to what can realistically be achieved through Volunteerism
- Water schemes management (O &M) became very complex for WASHCO/WUAF/WUA
- Lack of experience & level of education
 - Collecting and organizing important administrative & technical data
 - Preparing & sending reports
 - Conducting regular meetings and keeping the records
- Challenges in financial management
 - Fee/Tariff collection
 - Accounting
 - Expenditures illegibility
- Challenges to find reliable local (affordable) technician

Why Institutional Support Mechanism (WWO/ZWMED Support to CBSM)?

- Aligns with government's strategic direction
 - National RWS O & M Management Strategic framework (4.3.5)
- It ensures continuity
- Mandate & authority for supervision
 - Tariff setting
 - Collection rate & legality
 - Use of money (illegibility of expenditures)
 - Recording & issue of legal receipts
 - Legal and administrative status of the WUA/WUAF
- Documentation of records about WUA/WUAF
- Training (need identification and conducting)
- Evaluation & grading of WUAF
- WUA/WUAF registration, certification & renewal
- WA/Contractors Training, evaluation & validation
- Legal actions & political back-up

Why not NGO (RCBDIA/IA) direct Support to WUA/WUAF

- IA/RCBDIA have been working for long time with WUA/WUAF directly
- The result was good and promising
- **But there are problems**
 - It is not permanent
 - Not authorized and not mandated
 - No legal or political ground (can't sue...)
 - Can't cover the whole woreda (limited HR)

Operation & Maintenance from 2021: Addressing WUAF challenges Introducing/reinforcing of ISM

1. Simplification of Federation / Association operation and relationship

- Semi professional assistance from trained WA
- Simple planning & monitoring tools + Performance indicators

2. Introduction/reinforcement of ISM

- Working on reinforcement of institutional capacities and systems needed for ISM
- WWO at frontline for ISM
- ZWMED as back-stopper
- Use of planning, reporting, monitoring & evaluation tools

3. Co-Support of federation



Simplification of Federation & Shift in Mandates

→ Extend Federation mandate

→ Simplify and secure the finance

Activities	Old Generation	New Generation
Responsible for maintenance	- Association	- Federation
Fees	- Fixed fee per HH	- Fixed fee per WP
Action if no payment	- Fine for defaulting HH (difficult to enforce)	- Cut off water for defaulting WP until payment
Fee collection	- 75% of fee collection for Association - 25% of fee collection for Federation	- For Federation
Financial audit	- Association audit by Federation - Federation audit by WWO	- Federation audit by WWO
WA employment	Payment depending on the daily activities: - By Federation for diagnosis and Federation support activities - By Association for maintenance activities	Monthly payment: - By Federation

WUAF Dashboard

Date of update: _____

WUAF ID

Zone: _____ Date of WUAF 1st election: _____
Woreda: _____ Date of WUAF last reelection: _____
Kebele: _____ Chairperson name: _____
Reporting Year: _____ Chairperson phone nb: _____

Kebele population (HH): _____

Level of WUAF:

- The WUAF increased its level this year OR is level 1
 2 women at least in the WUAF with 1 at key position

WA ID

Name of the WA: _____ Date of 1st employment: _____
WA phone nb: _____ Monthly wage (ETB): _____

Level of the WA: _____

- The WA increased his level this year OR is level 1

Monthly payment of WA (check when payment done for the month):

July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Marc	Apr	May	June
<input type="checkbox"/>											

- The WA was fully paid during the period

Tools and spare parts stock

Date of last spare parts refilling: _____

- The toolbank is complete
 The spare parts stock was refilled this year

WUAF financial status

Operational accou End of last year balance (ETB): _____

Current balance (ETB): _____

Amount in bank (ETB): _____

Amount in cash (ETB): _____

Saving account: End of last year balance (ETB): _____

Current balance (ETB): _____

Date of last WWO Audit: _____

Operational account:

- All income and expenses are justified with receipts
 The amount in cash is below 2000 ETB

Saving account:

- Funds were taken this year from the saving account for heavy reparation

OR The saving account balance increased in this year:

Amount (ETB): _____

- The WWO has validated the financial management through audit this year

Introduction/ Reinforcement of ISM (Institutional Support Mechanism)

- Signature of yearly MoU with Zone WME and WWO
- Implication of 1 Zonal focal, 1 WWO Coordinator and WWO experts:
 - Monthly planning of activities based on Federation list of objectives
 - Monthly review meetings with all actors
 - Sample sites visit with Zonal focals and WWO Coordinator
 - Result based incentives
 - Facilitation of transportation to the sites
 - Annual renewal depend on fulfilment of pre-conditions

WWO / IAF support of Federation 2021 Plan

- Started in beginning of 2021 GC:
- Initial target:
 - 39 Federations
 - 6 Woreda
 - 4 Zones (Wolaita Dawro, Kembata, Gamo)



Implementation of the MOU with sample demonstration (Wolaita Zone)

- Zone => Wolaita
- Woredas signed (Date) & started => B. Bombe (10/05/2013 E.C. and B. Sore (16/06/2013 E.C)
- No of Federation Followed
 - => Bolosso Sore = 9
 - => Bolosso Bombe = 8
- Major issues identified at WUAF:
 - Legal establishment and certification
 - In administrative status, it has some problem to conduct rule and regulation according to stated bylaws.
 - Tariff setting and financial management
 - Schemes diagnosis
 - Communication problems
- Examples of support and follow-up actions:
 - Processing the certification and legalization issues
 - Identification of their drawbacks and proposing appropriate capacity building
 - Practicing to conduct planning and reporting

Sample/Examples of Monthly Planning format

ዘን: 0195 የባለሙያዎ ስም: አንደኛ አላም አቶ

ወረዳ: ባ/ሐ (Filled by WWO expert)

የፌዴሬሽን ስም አ/9302 የፌዴሬሽን ደረጃ _____ የማህበራት ቁጥር 6

ከወረዳ ርቀት 14 ኪ.ሜ _____

የወሃ ተቋማት ቁጥር 6 ምንጭ (በስበት) _____

በቦታዉ የተገነባ ምንጭ 5 በሞተር የሚሠራ _____ የእጅ ፓምፕ 1

ሀ) ለውሩ ቅድሚያ የሚሰጣቸው ጉዳዮች መለየት (በቅጥያ ሀ በተዘረዘረዉ መካታተያ ላይ)

- > ለቀጠላ ካህናት 8/107 እንደሰጠቸዋል ማረጋገጥ
- > የቅጥር ስርዓትን እንደሰጠቸዋል ማረጋገጥ
- > ከፍተኛ ስልጠና/የጥራት መተካኔ ሰነድ መስጠት
- > አጠቃላይ የጥራት ሰነድ መስጠት

ለ) የተለዩ ጉዳዮችን ለመፍታት የቀረቡ ተግባራት ዝርዝር

- > ንቀላላ ካህናት 8/107 እና ካህናት 20 መሠረታዊ 8/107 እንደሰጠቸዋል
- > ንቀላላ ሰነድ 20 መሠረታዊ ስርዓትን እንደሰጠቸዋል ማረጋገጥ
- > ንቀላላ ካህናት 8/107 እና ካህናት 20 መሠረታዊ ስርዓት መተካኔ ሰነድ መስጠት
- > ንቀላላ 8/107 እና ካህናት 20 መሠረታዊ ስርዓት የጥራት ሰነድ መስጠት

ሐ) ተለይተው የቀረቡት ጉዳዮች ከታቀዱት ተግባራት ጋር (ከማረጋገጫ ዘዴ ጋር) የሚስተካከሉ መሆናቸውን ለመላካቸው

- > የጥራት ታሪክ-ጉዳት ማረጋገጥ
- > ስርዓትን የተይዘውን ስነ ማረጋገጥ
- > የጥራትን ስርዓት ያለገን ታሪክ-ጉዳት ማረጋገጥ

መ) በውሩ መጨረሻ የሚጠበቀው የፌዴሬሽን ደረጃ ለውጥ? አለ የለም

ሠ) በባለሙያዉ ለውሩ የታቀደው የጉብኝት ብዛት _____

እዝል-ለ/ የዝርዝር እቅድ በዬዴሬሽን

መሠረታዊ መረጃ

ዘን: 7/448 የባለሙያዉ ስም: አንደኛ አለጥ አየሰ

ወረዳ: ር/ሶኦ የዕቅድ ወር: መጋቢት / April ዓመት: 2021

የፌዴሬሽን ስም: 7/448 የፌዴሬሽን ደረጃ: _____ የማህበራት ቁጥር: 11

ከወረዳ ርቀት: 12 ኪ.ሜ

የዉሃ ተቋማት ቁጥር: 11 ምንጭ (በስበት): 6

በቦታዉ የተገነባ ምንጭ: - በሞተር የሚሠራ: 5 የእጅ ፓምፕ: _____

ሀ) ለወሩ ቅድሚያ የሚሰጣቸው ጉዳዮች መለየት (በቅጥያ ሀ በተዘረዘረዉ መከታተያ ላይ)

- > የጋራ ጋርቶሪንግ እንደተከፈለ ወይሆነ
- > የላህን አካላት ለተከፈለ
- > የላህን ለሌሎች ለተከፈለ ለተከፈለ ወይሆነ
- > _____

ለ) የተለዩ ጉዳዮችን ለመፍታት የቀረቡ ተግባራት ዝርዝር

- > የጋራ ጋርቶሪንግ ለማድረግ
- > የላህን ለሌሎች ለተከፈለ ለተከፈለ ወይሆነ
- > የላህን ለሌሎች ለተከፈለ ለተከፈለ ወይሆነ
- > _____

ሐ) ተለይተው የቀረቡት ጉዳዮች ከታቀዱት ተግባራት ጋር (ከማረጋገጫ ዘዴ ጋር) የሚስተካከሉ መሆናቸውን አመለካቾች

- > የጋራ ጋርቶሪንግ ለማድረግ
 - > የላህን ለሌሎች ለተከፈለ ለተከፈለ ወይሆነ
 - > የላህን ለሌሎች ለተከፈለ ለተከፈለ ወይሆነ
 - > _____
- ራሱ መሆኑ!!

መ) በወሩ መጨረሻ የሚጠበቀው የፌዴሬሽን ደረጃ ለውጥ? አለ የለም

ሠ) በባለሙያዉ ለወሩ የታቀደው የጉብኝት ብዛት: _____

እዝል - U/ ወርሃዊ የትግበራ ዕቅድ ቅጽ

የማጠቃለያ ገጽ

መሠረታዊ መረጃ

ዞን: ወገይተ የባሙያዊ ስም: አንድ ጊዳ ጊዳ

ወረዳ: ባ/ሴ የዕቅድ ወር መጋቢት/ሐምሌ ዓመት 2021

በባለሙያዊ የሚደገፉ ፊደራሽኖች ቁጥር 5 ማህበራት ቁጥር 43

የዉሃ ጠቋማት ቁጥር 43 ምንጭ (በስበት) 4

በቦታዊ የተገነባ ምንጭ 21 በሞተር የሞሠራ የእጅ ፓምፕ 18

የወራዊ ዕቅድ ማጠቃለያ

በባለሙያዊ በወሩ የታቀደዉ ጉዞ/ክትትል/ድጋፍ:- የፊደራሽኖች 5

ማህበራት 4 የዉሃ ተቋትማት 3

የተጠቃለለ ዕቅድ በሠንጠረዥ

ተ.ቁ	ፊደራሽን/ማህበር/የዉሃ ተቋም ስም	ደረጃ	ከወረዳ ያለዉ (ኪ.ሜ)	ማዕከል ርቀት	የጉብኝት ቁጥር/በወር	ጠቅላላ ርቀት (ኪ.ሜ)	አስተያየት
1	አፋላ ማዳ	ቀ	16		3	48	
2	አፋላ ገንጫ	ቀ	14		3	42	
3	አፋላ ጋሪ	ቀ	13		3	39	
4	ጉ/ሃዳ	4	12		3	36	

ወርሃዊ የአፈፃፀም ሪፖርት ቅጽ - ው/ማ/ፈ ድጋፍ በወረዳ ውሃ/ድ/ቤት
 Monthly Accomplishment Report Format – WUAF support through WWO

መሠረታዊ መረጃ / Basic information

ዞን: ወላይታ የባለሙያዉ ስም: ሄንደሪክ ማሪያ
 Zone: wolaita Name of expert: Andualem Ayale
 ወረዳ: ቆ/ሶራ ሪፖርት ወር: መጋቢት / April ዓመት: 2021
 Woreda: ቆ/ሶራ Reporting month: April Year: 2021
 የወሃ ተቋማት ቁጥር / Nb of Schemes: 43 ምንጭ (በስበት) / spring (gravity): 4
 በቦታ ውስጥ የተገኘ ምንጭ / spring on spot: 21 በሞተር የሚሠራ / Motorized: 1 የእጅ ፖምፕ / - 18

የአፈፃፀም ሪፖርት ማጠቃለያ / Summary of the accomplishment report

የአፈፃፀም ሪፖርት የማጠቃለያ ሠንጠረዥ / Accomplishment report summary table

ተ.ቁ No	የፌዴሬ/ማህበር/ወሃ ተቋም ስም Name of Fed/Asso/Scheme	ደረጃ Grade	የድጋፍ፣ ክትትልና ጉብኝት ቁጥር / Nb of Support/ follow-up/visit			የተግባራት ቁጥር Nb of activities			ክፍያ የተፈጸመ Payment validated	አስተያየት Remark
			ዕቅድ Plan	አፈፃፀም Accom	መቶኛ %age	ዕቅድ Plan	አፈፃፀም Accom	መቶኛ %age		
1	<u>አ/ሚሪያ</u> <u>Afama Mino</u>	4	3	2	66%	4	2	50%	250	
2	<u>አ/ጋራ</u> <u>Afama Gara</u>	4	3	3	100%	4	3	75%	250	
3	<u>አ/ገንዘብ</u> <u>Afama Banche</u>	4	3	2	66%	4	2	50%	250	
4	<u>ገ/ሃይቲ</u> <u>Guzumo koyda</u>	4	3	2	66%	4	2	50%	250	
5										
6										
7										
8										
ጠቅላላ Total									1000	

የድጋፍ/ ክትትል/ጉብኝት የወሩ አፈፃፀም፤ / Support/ Follow-up/visit accomplished in the month:-

የፌዴሬሽን ቁጥር: የተከናወነ: 4 የተቀደሙ: 4 አፈፃፀም በመቶኛ: 100%
 No of Fed. Accomplished Planned: %age:
 የማህበራት ቁጥር: የተከናወነ: 4 የተቀደሙ: 2 አፈፃፀም በመቶኛ: 50%
 No of Asso. Accomplished Planned: %age:
 የወሃ ተቋማት ቁጥር: የተከናወነ: 3 የተቀደሙ: 3 አፈፃፀም በመቶኛ: 100%
 No of Schemes. Accomplished Planned: %age:

Multi-village Utilities

- New law from SNNP Region:
 - New institution for networks crossing several Kebele/Woreda/Zones
- Training for 4 Zones and 7 Woreda with a emphasis on simple and operational utilities
- Plan to set up 5 multi-kebele services in the coming year as pilotes in IAF area of intervention