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# Assessment of Organizational Capacity in the Water and Sanitation Sector in Africa





# **Assessment of Organizational Capacity in the Water and Sanitation Sector in Africa**

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**Front Cover:** Local NGO in Burkina Faso demonstrating the importance of aquatic ecosystems in maintaining water quality in streams, ponds and rivers.

**Back Cover:** Local NGO in Burkina Faso demonstrating the importance of aquatic ecosystems in maintaining water quality in streams, ponds and rivers.

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## ACRONYMS

<b>ACI</b>	Aqua Clara International
<b>ACBF</b>	African Capacity Building Foundation
<b>ACDP</b>	AWASH Conservation and Development Project
<b>AECID</b>	Spanish Agency for International Cooperation and Development
<b>AIDS</b>	Acquired immune deficiency syndrome
<b>AJWS</b>	American Jewish World Service
<b>AMREF</b>	African Medical and Research Foundation
<b>ANEW</b>	African Civil Society Network on Water and Sanitation
<b>AWSAN</b>	Ahensan Water and Sanitation
<b>BCC</b>	Behavioral Change Communication
<b>BPN</b>	Blue Planet Network
<b>BRIDGE</b>	Building Responsibility for the Delivery of Government Services
<b>Cap-WASH</b>	Capacity Building of Local/National WASH NGOs/CBOs in Africa
<b>CAG</b>	Community Action Group
<b>CARE</b>	Cooperative for Assistance and Relief Everywhere, Inc.
<b>CB</b>	Capacity building
<b>CBO</b>	Community Based Organization
<b>CCODE</b>	Center for Community and Organization Development
<b>CERs</b>	Carbon emission reductions
<b>CHF</b>	Common Humanitarian Fund
<b>CIDA</b>	Canadian International Development Agency
<b>CSO</b>	Civil Society Organization
<b>CRS</b>	Catholic Relief Services
<b>CSPP</b>	Community School Partnership Program
<b>DAH</b>	French Delegation of Humanitarian Action
<b>DFID</b>	UK Department for International Development
<b>ECHO</b>	European Commission Humanitarian Aid
<b>EU</b>	European Union
<b>FAO</b>	Food and Agriculture Organization of the UN
<b>FGC</b>	Female Genital Cutting
<b>FIU</b>	Florida International University
<b>GETF</b>	Global Environment and Technology Foundation
<b>GLOWS</b>	Global Water for Sustainability Program
<b>GNI</b>	Gross National Income
<b>GWC</b>	Global Water Challenge
<b>GWT</b>	Global Water Trust
<b>HIV</b>	Human Immunodeficiency Virus
<b>ICRC</b>	International Committee of the Red Cross
<b>IDA</b>	International Development Association
<b>IDN</b>	Inner Delta of the Niger
<b>IDP</b>	Internally Displaced People
<b>IFC</b>	International Finance Corporation
<b>IWA</b>	International Water Association

<b>iWASH</b>	Integrated Water, Sanitation and Hygiene
<b>KIWASCO</b>	Kisumu Water and Sewerage Company
<b>KM</b>	Knowledge management
<b>LGA</b>	Local Government Area
<b>LIP II</b>	Lesotho Irrigation Project Part 2
<b>LWI</b>	Living Water International
<b>MCNG</b>	Non-Governmental Mission of Cooperation
<b>MDGs</b>	Millennium Development Goals
<b>MUS</b>	Multiple-Use Water Services
<b>NGO</b>	Non-governmental organization
<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>OFDA</b>	Office of US Foreign Disaster Assistance
<b>PEPFAR</b>	US President's Emergency Plan for AIDS Relief
<b>PHASE</b>	Personal Health and Sanitation Education
<b>PTA</b>	Parent-Teacher Associations
<b>PWX</b>	Peer Water Exchange
<b>ROCAM</b>	Org. Strengthening Women's Credit and Irrigated Agriculture in Macina
<b>SC</b>	Save the Children
<b>SDC</b>	Swiss Agency for Development and Cooperation
<b>SIA</b>	School Incentive Award
<b>SNNPR</b>	Southern Nations, Nationalities, and People's Region
<b>SWAP</b>	Safe Water and AIDS Project
<b>SWASH+</b>	School Water, Sanitation and Hygiene + Community Impact
<b>SWN</b>	Safe Water Network
<b>TAWASANET</b>	Tanzania Water and Sanitation Network
<b>UN</b>	United Nations
<b>UNDP</b>	United Nations Development Program
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>UNICEF</b>	United Nations International Children's Emergency Fund
<b>USAID</b>	United States Agency for International Development
<b>WASH</b>	Water, Sanitation, and Hygiene Initiative
<b>WASUP</b>	Water and Sanitation Umbrella Program
<b>WAWI</b>	West Africa Water Incentive
<b>WFP</b>	World Food Program
<b>WHO</b>	World Health Organization
<b>WMC</b>	Water Management Committees
<b>WSP</b>	Water and Sanitation Program
<b>WSUP</b>	Water Sanitation for the Urban Poor
<b>WSSCC</b>	Water Supply and Sanitation Collaborative Council

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## **1. INTRODUCTION**

Community based organizations (CBOs) and non-governmental organizations (NGOs) at the international, national, and local levels play a crucial role in bringing water and sanitation access to the poor, especially hard-to-reach rural and informal urban populations. Often in collaboration with local private sector actors, NGOs and CBOs fill crucial gaps in efforts to meet the Millennium Development Goals (MDGs), both in the dimension of service delivery and in disseminating lower cost appropriate technologies and approaches. Many large donors, including the United States, rely heavily on the commitment, experience and community presence of these organizations to bring sustainable access to the unserved or underserved in the developing countries.

Yet, the NGO community is not homogeneous in the WASH sector. In Africa, like other regions, there are large, well-experienced international NGOs in the WASH field, while the majority of the national and local NGOs/CBOs lack the necessary technical capacity to deliver positive contributions to solving WASH challenges and problems facing the local populations.

The need for human resource development in the WASH sector is not new. It was already recognized as a priority item at the Mar del Plata United Nations Water Conference in 1977, and highlighted during the International Water Supply and Sanitation Decade (1981-1990). More recently, a number of influential reports have again highlighted the urgent need for adequate human resources and capacity in the sector. These include the Human Development Report (UNDP, 2006) and the 2<sup>nd</sup> and 3<sup>rd</sup> United Nations World Water Development Reports (UN, 2006 and 2009, respectively), among others.

Local NGOs/CBOs in Africa still require significant support and technical assistance to improve their capabilities in sustainable, state-of-the art WASH approaches. To address this need, USAID invested in activities to help fill the significant knowledge and capacity gap among African local/national NGOs and CBOs working in the WASH sector. Among them is the investment in a better understanding of the capacity building efforts of international and regional NGOs and the gaps observed within national/local NGOs and CBOs in Africa.

The present document provides the up-to-date results of the program in relation to Objective 1.

### **1.1 Goals and Objectives**

The primary goal of the Capacity Building of Local/National WASH NGOs/CBOs in Africa (Cap-WASH) Program is to support capacity building (CB) and knowledge management (KM) for national and local African WASH NGOs/CBOs through: (1) the assessment of the existing networks engaged in CB and KM by the existing sector capacities, (2) by developing an adaptable modular WASH training tool, and (3) by supporting the participation of NGO/CBO members to a Triple-S Forum. The project outcomes required to achieve this goal are captured in the following three program objectives.

**Objective 1:** Conduct a review (desk review and survey) of existing networks for African WASH NGOs/CBOs at the regional or sub-regional level, as well as resources/platforms created to support them through capacity building and knowledge management services.

**Objective 2:** In consultation with the implementers of existing KM/CB efforts as well as other major institutions in the international WASH sector (e.g., WaterAid, UNICEF, World Bank/WSP, WSSCC, and others), identify an appropriate niche for USAID support to African NGO/CBO capacity building and/or knowledge management.

**Objective 3:** Implement at least one cost-effective intervention to support African WASH NGOs/CBOs and increase their ability to design and implement sustainable WASH service programs.

## **1.2 Methodology and Expected Results**

Working in partnership with the International Water and Sanitation Center (IRC) and the International Water Association (IWA), FIU-GLOWS conceptual approach involves a carefully coordinated set of simultaneous and sequential activities of different nature, but complementary. These activities, although being developed independently by each of the three partners, are aimed to complement each other as they come together in the second year of the project. Each activity has been chosen to maximize the investment of funds and the yield of the collective efforts, while being discrete and easy to be identified as USAID-supported actions.

Each partner is responsible for one of the project objectives outlined above. FIU-GLOWS is undertaking the implementation of Objective 1 whereas Objective 2 and 3 are implemented by IWA and IRC, respectively.

Thus, the Cap-WASH Program has been designed to respond directly to the directives provided by the USAID/Africa Bureau. The program is expected to deliver the following key outputs under each of the three objectives:

### **Objective 1 (FIU-GLOWS)**

The first stage of implementation of Objective 1 consists of a desk review of the information available from various sources about US and African NGOs activities in Africa. The information was gleaned from the organizations own websites, publications by these organizations, and third party website as well as any the public source we could find. We have also sent the information to the various organizations for validation prior to inclusion in this report. Not all of them responded to our request for information or provided input on what we have gleaned about them.

In addition, we sent a survey instrument (see Annex 1) to the major NGOs with headquarters in the US and some based in Africa and following up with a phone call/email. The purpose of the survey was to get information about the capacity building efforts of these organizations and the perceived/real gaps they observed among national and local NGOs/CBOs in Africa. Furthermore, a second survey instrument (see Annex 2) was later designed and sent to national/local NGOs/CBOs in Africa to get input from them as well.

The results of the desk review are presented in this report with the partial results of the survey - since we are still awaiting more responses from Africa. This report will be updated at the end of the project with any additional information received between now and then.

## **Objective 2 (IWA)**

The activities under this objective consist of several sub-activities as outlined below:

- An NGOs/CBOs capacities country assessment plan which will give an overview of the assessment area, highlight key questions to be addressed and present the detailed research methodology.
- Three NGOs/CBOs capacities country assessment kick-off workshops (one per country in Burkina Faso, Tanzania, and Mozambique) and three validation workshops (one per country) with local stakeholders to: (1) introduce objectives of the assessment to local stakeholders / motivate participation and (2) present findings of the research / policy implications to local stakeholders,
- Three case studies that highlight the state of the NGO capacity shortage and prospects for supply of additional capacity in each country,
- One final report synthesizing lessons learned from the Anglophone (Tanzania), Francophone (Burkina Faso) and Lusophone (Mozambique) country NGOs/CBOs capacities assessment. Part of the synthesis report will be recommended interventions for short-term and long-term human capacity development investments including discrete interventions per country to be completed with relatively small financial and time investments; as well as interventions that can be implemented at scale across the sub-regions

## **Objective 3 (IRC)**

IRC will develop and test training modules as indicated below:

- Development of WASH training program for NGOs/CBOs.
- Training modules tested on a number of target NGOs/CBOs. A program validation workshop will take place in Tanzania, prior to finalizing the training program materials.
- A final WASH modular training program.

## **Overall Project**

In addition, the project is expected to deliver the following:

- A Triple-S Forum session dedicated to NGOs/CBOs,
- Publication of outputs on the FIU-GLOWS, IRC, and IWA websites, through Water21 and/or in relevant journals,
- At least 20 local/country NGOs/CBOs capacitated in WASH topics.

### 1.3 Geographical location

Although the target region of this program is primarily the sub-Saharan region, the implementation of the defined activities is taking place in some specific countries – Burkina Faso, Tanzania, and Mozambique. Due to duration of the program and the amount of funding available for its implementation, every effort has been made to maximize resources and timeframe by consolidating the program geographical interventions. In this context, the choice of the three countries in which the assessments of NGOs/CBOs capacities will be conducted followed a selection procedure used by IWA in previous studies. This procedure sought to group countries according to broad ‘indicator’ groups. The rationale applied here was to provide a quasi-scientific basis for regional or international extrapolation (i.e., assessments of countries in the indicator group would provide a better means for extrapolation to other countries within the same indicator group). The selection was based on progress on the MDG targets, as measured by the Joint Monitoring Programme Report: Progress on Drinking Water and Sanitation (WHO & UNICEF, 2008). Overlain on this indicator are a number of other considerations such as:

- Income level: as measured by the Gross National Income (GNI)
- Governance dimensions: usually an assessment based on security and safety, rule of law, transparency and corruption, participation and human rights, sustainable economic opportunity and human development (as measured by the Mo Ibrahim Index of African Governance, the World Bank’s IDA Country Performance Rating, CPR ratings)
- Regional spread i.e. the priority regions for achieving the MDGs – Asia and Africa

The selection of Tanzania as the country for the development of the modular training program is based on maximizing operational efficiency which takes into consideration places where FIU-GLOWS has an existing physical presence or strong network in order to facilitate a relatively quick implementation.

The selection of the country in which the Triple-S Forum will be conducted by IRC was driven by the geographical location of the upcoming WA-WASH program and future presence of FIU-GLOWS in Burkina Faso.

## 2. OBJECTIVE 1 RESULTS AND DISCUSSION

### 2.1 Preliminary Results (desk review and survey)

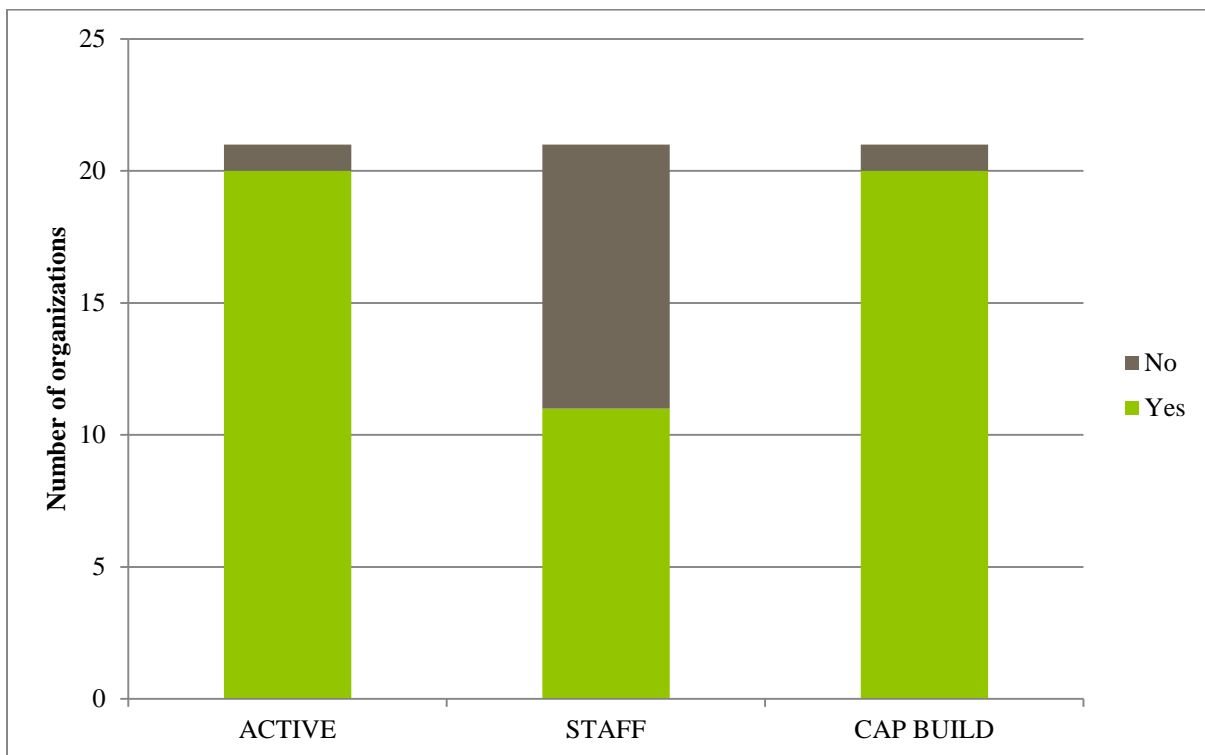
The results presented in this section come from the answers to the initial survey conducted with international and regional NGOs. A total 22 of surveys were sent and we received 9 responses. The survey questions covered a range of topics as shown in the Survey Instrument in Annex 1. Where appropriate, the results of the survey and the desk review are combined in this section and those results are indicated as such.

In addition, the water source and sanitation access data discussed in this section of the report comes from UNICEF (2008) and is the most recent available data.

#### 2.1.1 Presence

The data presented in Figures 1 through 7 is a combination of survey and desk review results of the organization surveyed (9) and researched (12) through the desk review. Of the 21 organizations only one organization (Global Water) does not have a direct presence in Africa. Global Water works through other organizations for example in Tanzania they work with Global Resource Alliance, in Togo with Lifewater International. About half of the organizations operate in Africa with their own staff and all of them except one have implemented capacity building activities (Figure 1).

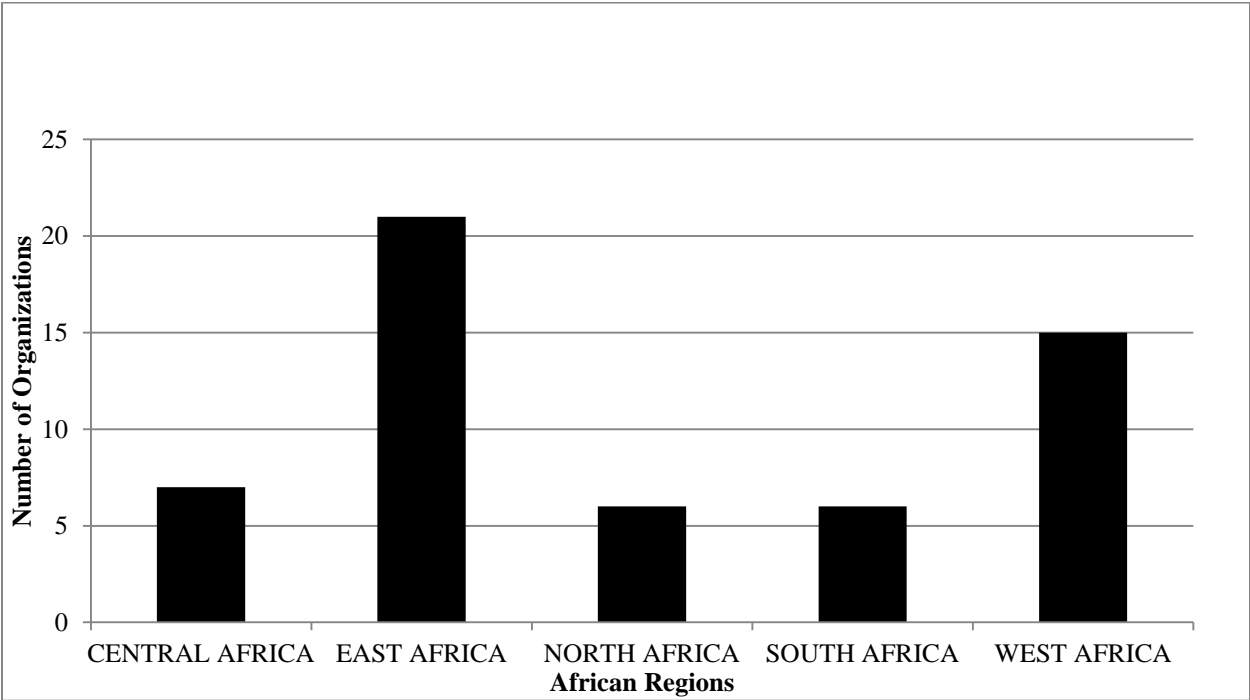
Figure 1. Number of NGOs active in Africa, with or without staff presence, and with or without capacity building efforts in Africa.



East and West Africa are the two regions where there is the most international NGO presence with 21 and 15 international organizations active in each of the regions, respectively. (Figure 2) These two regions seem to be where most of the WASH capacity building efforts and technical support are taking place.

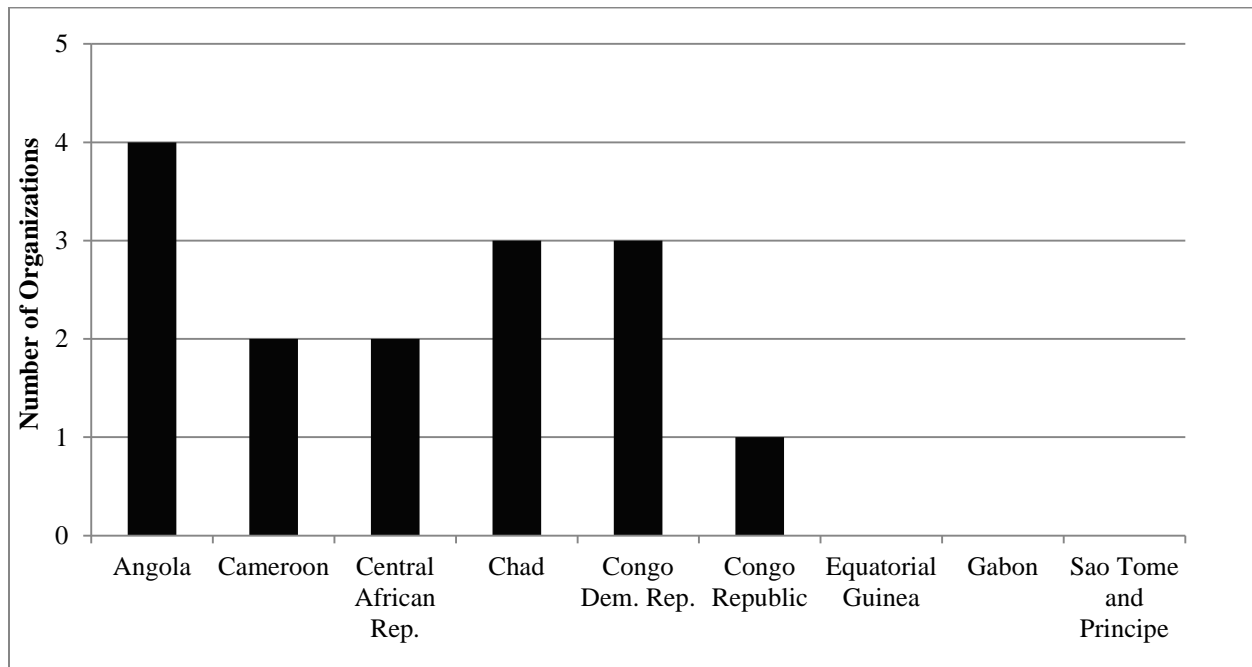
The disparity in terms of presence of international NGOs between regions and within regions could be attributed to the country needs which vary from region to region and within each region. Furthermore, it could also be due to the fact that it is easier for international NGOs to operate more freely in certain countries rather than others. Finally, the disparity could also be attributed to the historical presence of some of the NGOs in certain countries in Africa. The latter is discussed later in this report.

Figure 2. Number of NGOs active in each of the five African regions.



In Central Africa, Angola, Chad, and the Congo Democratic Republic are the three countries with the highest number of international NGOs presence (Figure 3). Populations in Central Africa and Cameroon have on the average 67% and 74%, respectively, access to improved water sources and below 50% access to improve sanitation facilities. While in countries such as Gabon and Sao Tome and Principe the access to improved drinking water sources is on the average between 87 and 89 percent, respectively, the access to improved sanitation facilities is much lower (33% for Gabon and 26% for Sao Tome and Principe). Despite this situation, none of the international NGOs that we surveyed have a presence in either one of the two countries. UNICEF does not provide any data on Equatorial Guinea and the Congo Democratic Republic.

Figure 3. Number of NGOs active in each of the Central African countries.

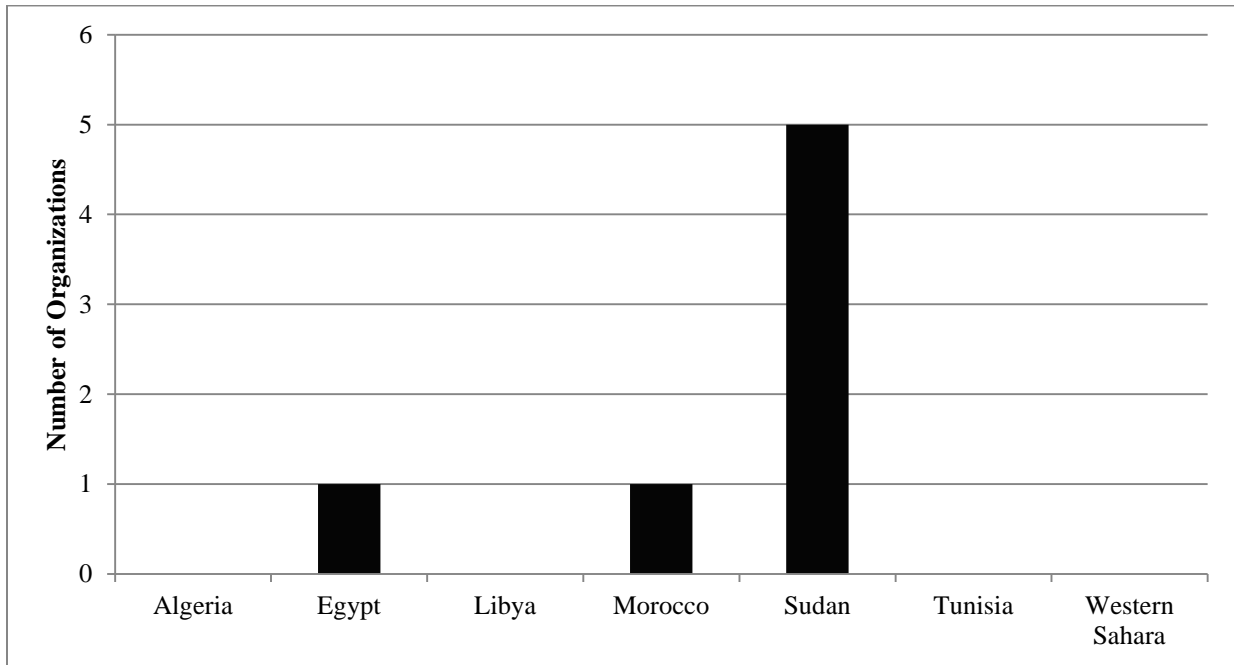


In Northern Africa, Sudan is the recipient to almost all WASH regional assistance from international NGOs (Figure 4). Egypt and Morocco have benefited from some assistance but it is rather limited. Except for Sudan, the North African countries have not historically been in need of WASH assistance from the international community.

In some of the North African countries such as Algeria, a high percentage of urban and rural populations have access to improved drinking water as well as improved sanitation facilities, thus, there is no need for international NGOs to intervene in such countries. However, according to 2008 UNICEF statistics, Sudan is the North African country with the lowest percentage of its population having access to drinking water sources in urban (64%) and rural (52%) areas, and the lower populations percentage with access to sanitation facilities in urban (55%) and rural (18%) areas.

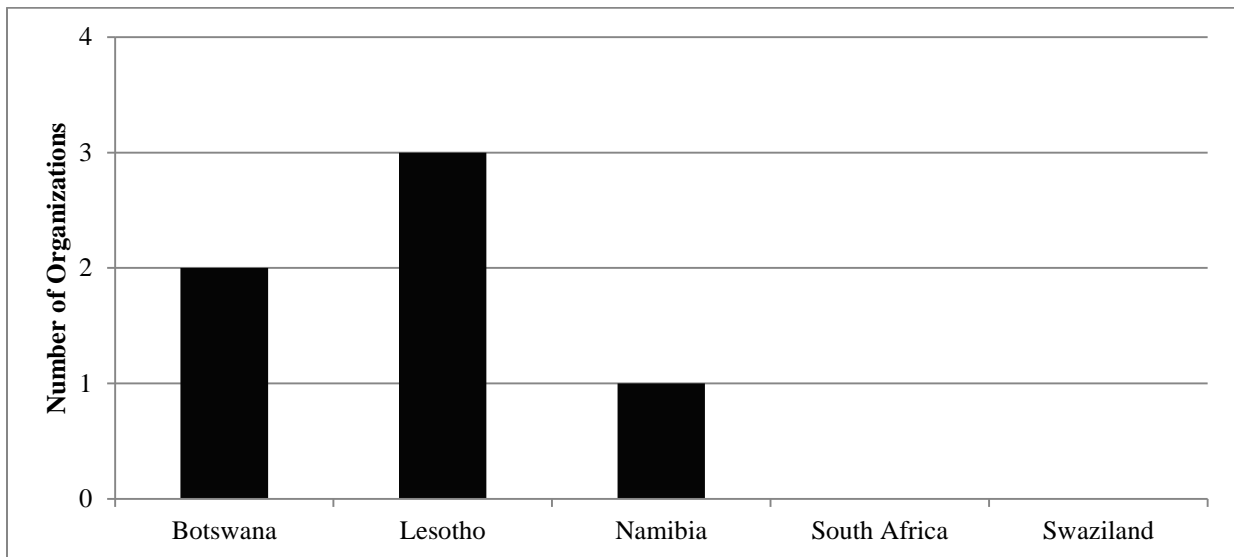


Figure 4. Number of NGOs active in each of the North African countries.



Three out of the five countries in the southern African region have international NGO presence (Figure 5). However, none of the organizations we have surveyed or researched have activities in South Africa or Swaziland.

Figure 5. Number of NGOs active in each of the South African countries.



Eight or more international organizations are active in five of the East African countries. Twelve or 67% of the 18 East African countries have received some help from international NGOs (Figure 6). The presence of a high number of international NGOs in East Africa is supported by the fact that a large percentage of the population in the region and more specifically in Ethiopia, Kenya, Malawi, Rwanda Uganda, and Tanzania does not have full access to improved drinking water sources and sanitation facilities as illustrated in Table 1.

Figure 6. Number of NGOs active in each of the East African countries.

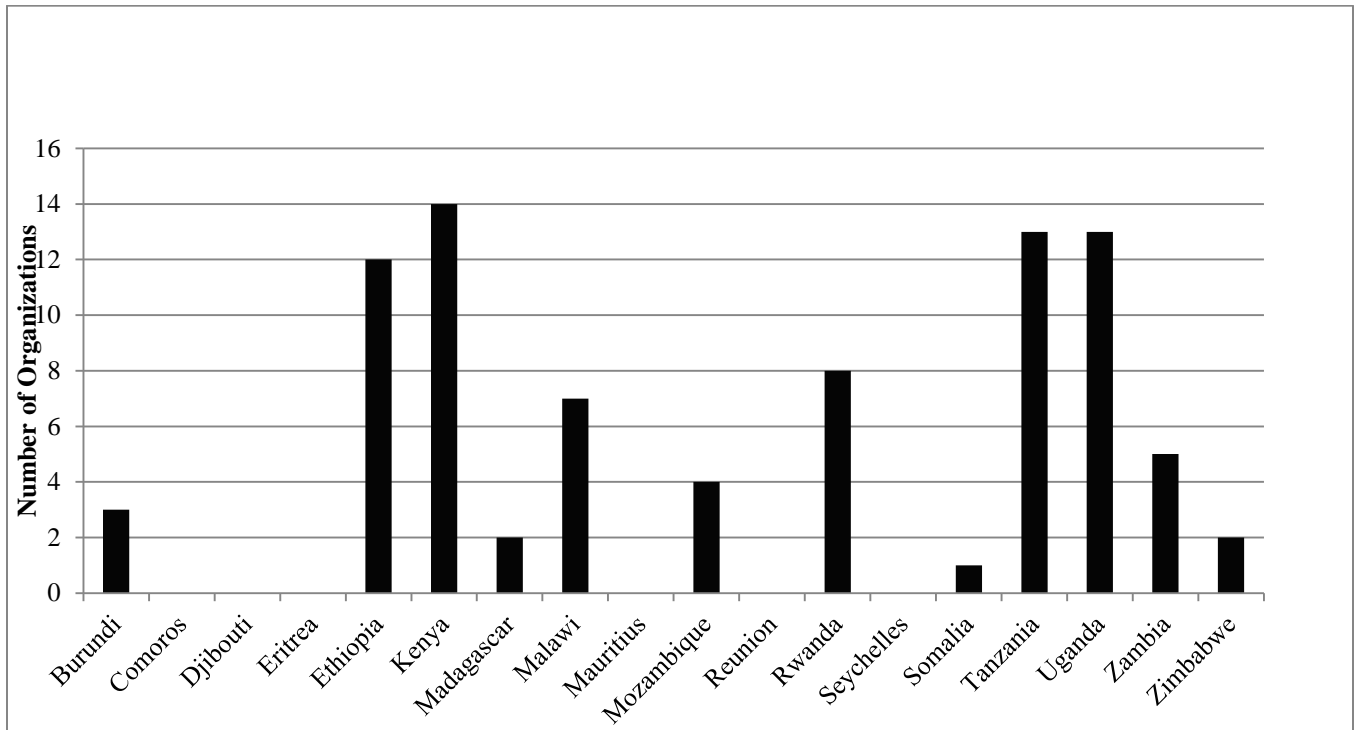


Table 1. Percentage population having access to improved drinking water sources and sanitation facilities for a select number of East African countries.

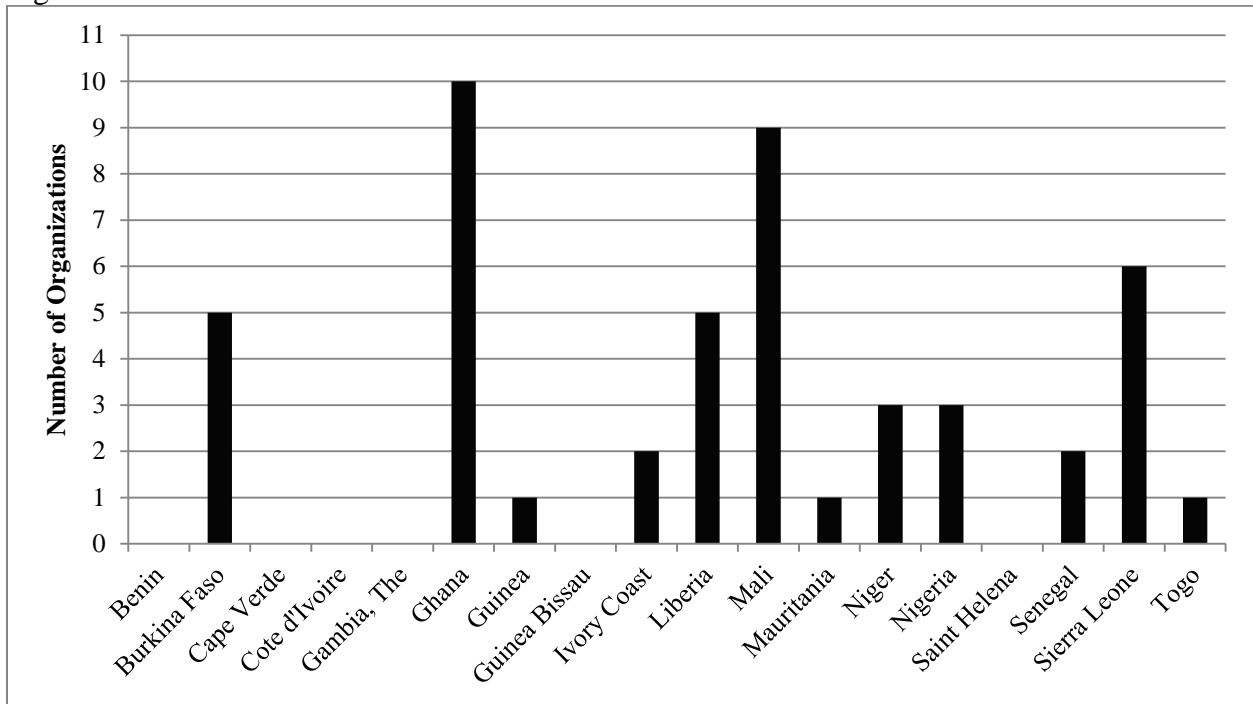
Criteria	Ethiopia	Kenya	Malawi	Rwanda	Tanzania	Uganda
	%					
Total population using improved drinking-water sources	38	59	80	65	54	67
Urban population using improved drinking-water sources	98	83	95	77	80	91
Rural population using improved drinking-water sources	26	52	77	62	45	64
Total population using improved sanitation facilities	12	31	56	54	24	48
Urban population using improved sanitation facilities	29	27	51	50	32	38
Rural population using improved sanitation facilities	8	32	57	55	21	49

Source: UNICEF Website [www.unicef.org](http://www.unicef.org) visited April 19, 2011. All the data in the table above is for 2008.

In West Africa, the number of countries where eight or more international organizations are active is two whereas the number of countries which have received help from international organizations is 12 out of 18 countries (Figure 7). The presence of international NGOs in some of the West African countries closes matches the lack of improved drinking water sources and sanitation in those countries.

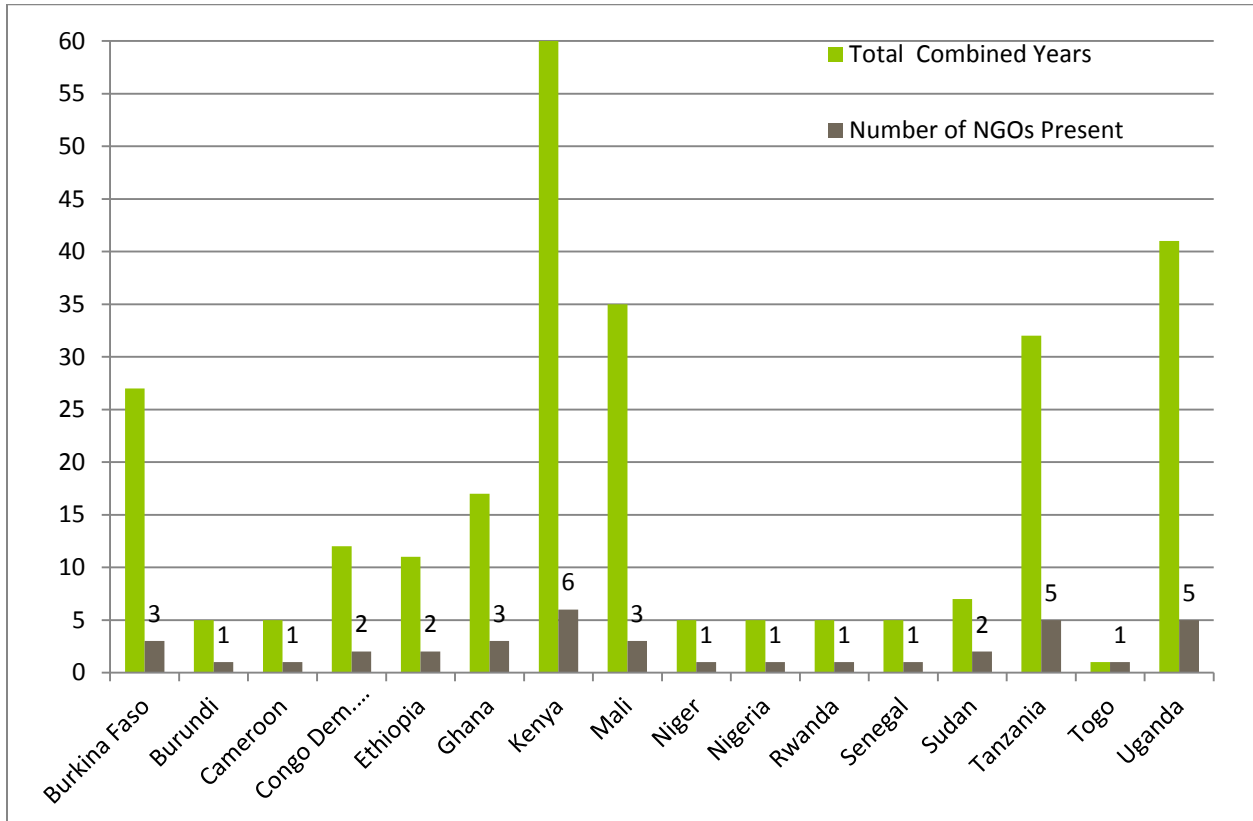
According to UNICEF Statistics (2008), Ghana is a country where a very low percentage of the population has access to improved sanitation both in urban (18%) and rural (7%) areas while in Mali those percentages a higher but still below most of the other West African countries with 45% and 32% respectively. In addition, in Mali only 44% of the rural population has access to improved drinking water sources. Burkina Faso is also a country where a very low percentage of the urban (33%) and rural (6%) populations have access to improved sanitation.

Figure 7. Number of NGOs active in each of the West African countries.



The survey respondents indicated that they have been working in some African countries for an extended period of time (Figure 8). Three or more of the international NGOs have been working for a combined 15 to 60 years in 6 out of the 17 countries. Kenya is the country with the higher presence of international NGOs, 6 NGOs have been working there for a combined 60 years. These countries have been relatively stable which we believe contributed to the presence of international NGOs for such an extended period of time. Among the respondents, World Neighbors is the NGO that has reported the longest presence in Africa with a combined 73 years in 5 countries (Burkina Faso, Kenya Mali, Tanzania, and Uganda). Lifewater has been active in Kenya (22 years), Tanzania (9 years), and Uganda (19 years) for a total of 50 years. The surveyed international NGOs are currently working or have worked with over 60 African NGOs/CBOs (see List in Annex 3).

Figure 8. Number of surveyed NGOs and the total number of years they have been present in a given African country.



### 2.1.2 Capacity Building Activities and Gaps

The results presented and discussed in this section of the report are based on the survey responses only.

In the organization and management areas, most international organizations have conducted capacity building activities in Africa. However, the needs for more capacity building are persistent. It is interesting to note that one of the areas that received the least help is the development of a human resources development plan. The highest number of organizations perceived this as a gap that needed to be addressed. In addition, it appears that they areas of finance and human resources management as well as long-term planning should be the focus of future capacity building efforts (Table 2).

Table 2. Organization and management capacity building activities undertaken by international NGOs and the capacity gaps they perceive within the African NGOs/CBOs.

<b>Organization and Management</b>	<b>% of Organizations that have Undertaken Activities</b>	<b>% of Organizations that Perceived Gaps</b>
Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis	67	11
Define the critical issues facing the organization	78	33
Define the organization capacity building needs	89	33
Develop goals and measurable objectives	89	33
Define expected outcomes for the organization's activities	100	33
Financial viability or NGOs/CBOs	44	56
Have an expenditure tracking and reporting system	67	22
Develop a long-term plan and project sustainability	78	56
Clearly define and articulate the staff job descriptions	56	33
Clearly define the budgeting process and financial management procedures	56	56
Generate formal reports (financials, performance, etc.)	89	22
Develop a human resources development plan	22	67
Organizational capacity and sustainability	78	22
Other (please specify)	44 <sup>1</sup>	11 <sup>2</sup>

In terms of data collection, monitoring and evaluation, capacity building efforts here have been the focus of most international organizations, thus, the gaps are not as critical in this area, as reflected by the number of international NGOs which perceive gaps in monitoring and evaluation (3 out of 10) and performance indicators (2 out of 10) as shown in Table 3.

<sup>1</sup> **IRC**: Knowledge management, sector learning, resource centre development; **Lifewater**: MANGO self-evaluation, other self-evaluation tools; **Winrock**: technical training; **World Neighbors**: Identify and assess community assets/resources, with participation of local people.

<sup>2</sup> **Winrock**: Need assistance formalize reporting procedures and building professional capacities of staff.

Table 3. Data collection, monitoring and evaluation capacity building activities undertaken by international NGOs and the capacity gaps they perceive within the African NGOs/CBOs.

<b>Data collection, Monitoring and Evaluation</b>	<b>% of Organizations that have Undertaken Activities</b>	<b>% of Organizations that Perceived Gaps</b>
Define a monitoring and evaluation in plan to measure service delivery progress and achievements	67	33
Collect data on service delivery and performance indicators	78	22
Other (please specify)	33 <sup>3</sup>	11 <sup>4</sup>

The area where national and local NGOs are experiencing the least problems is the technical programming area. Most respondents have indicated that they implemented capacity building efforts in this area. More specifically, in involving communities in infrastructure operation and maintenance, developing community level system operation and maintenance program, and promoting effective hygiene programs. It appears that the international NGOs have undertaken a number of capacity building efforts in this area and they do not feel that there are significant gaps as shown in Table 4.

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<sup>3</sup> **Lifewater:** LQAS method for baseline data collection; **World Neighbors:** Discuss participatory M&E system with local people; identify and establish simple indicators that local people can track and assess, as to performance, outputs, outcomes, results, etc.

<sup>4</sup> **Winrock:** Difficult to secure adequate budget for this activity.

Table 4. Technical programming capacity building activities undertaken by international NGOs and the capacity gaps they perceive within the African NGOs/CBOs.

Technical Programming	% of Organizations that have Undertaken Activities	% of Organizations that Perceived Gaps
Address the full-life cycle cost of WASH services	22	11
System design process	33	22
Build appropriate sanitation infrastructures	56	11
Build appropriate water distribution infrastructures	56	0
Involve the community participation in operation and maintenance of infrastructures	67	11
Develop community level system operation and maintenance programs	67	11
Have effective programs in good hygiene (hand washing, use of latrines, toilets, etc.)	67	11
Other (please specify)	11 <sup>5</sup>	11 <sup>6</sup>

The legal policy and advocacy arena has seen the least amount of capacity building efforts by the organizations surveyed. This is probably due to the fact these organizations are not advocacy organizations but rather technical organizations dealing with field program implementation (Table 5). About 33% of the respondents feel that the national/local organizations they work with need capacity building in these areas.

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<sup>5</sup> **Lifewater:** WASH Promotion – increasing demand through stakeholder involvement; **Winrock:** Train technicians to repair parts.

<sup>6</sup> **Winrock:** Adequacy of supply chain for parts, services and repairs.



Table 5. Legal, policy and advocacy capacity building activities undertaken by international NGOs and the capacity gaps they perceive within the African NGOs/CBOs.

<b>Legal, Policy and Advocacy</b>	<b>% of Organizations that have Undertaken Activities</b>	<b>% of Organizations that Perceived Gaps</b>
Foster a good public image of the organization	44	33
Have adequate and effective advocacy programs	44	33
Understand the country's legal environment	44	33
Other (please specify)	0	11 <sup>7</sup>

Communication, fundraising, and community involvement capacity building efforts by international organizations have mostly focused on mainstreaming gender issues into programs and communication with and dissemination of information to the stakeholders. Half of the organizations surveyed think that help to build the capacity of national/local NGO in fundraising is needed. (Table 6). However, it does not appear that national/local NGOs need help with how to mobilize their communities.

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<sup>7</sup> The organization did not supply supplemental information.

Table 6. Communication, fundraising, and community involvement capacity building activities undertaken by international NGOs and the capacity gaps they perceive within the African NGOs/CBOs.

<b>Communication, Fundraising, and Community Involvement</b>	<b>% of Organizations that have Undertaken Activities</b>	<b>% of Organizations that Perceived Gaps</b>
Communicate with and disseminate information to the stakeholders	78	33
Fund raise enough resources for the efficient implementation of the programs	56	56
Mobilize the community	44	11
Mainstream gender issues into their programs	78	33
Encourage and involve private sector investment	56	44
Other (please specify)	44 <sup>8</sup>	33 <sup>9</sup>

Fifty-six percent of the respondents reported that the perceived causes of the actual/potential gaps or lack of capacity from the part of the national/local NGOs to address their goals and objectives are mainly due to the staff that do not have the appropriate skill sets. However, 33% of the respondents also ranked five other causes high on the list (Table 7). Furthermore, the survey respondents felt that while there is a need for capacity building in the following areas: staff background, motivation, team work, and opportunities for professional growth these areas are not major limiting factors.

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<sup>8</sup> **Winrock:** Close communications/contact with local units of government, line agencies, including monthly/quarterly newsletters; **World Neighbors:** Build WASH activities/programs into the capacity strengthening of local leaders and local organizations being supported through World Neighbors programs.

<sup>9</sup> **Lifewater:** Opportunities for professional growth are limited and/or expensive and not affordable; **World Neighbors:** Encourage and involve public sector involvement and investment; **Winrock:** Encourage and involve public sector involvement and investment.

Table 7. Causes of the actual/potential gaps within the African NGOs/CBOs as reported by international NGOs.

<b>Cause of the Actual/Potential Gaps</b>	<b>% of Organization Responses</b>
There is no link between the staff's professional background and the NGO/CBO goals/objectives.	11
The staff members do not have the skill set to accomplish the goals/objectives of the organization.	56
The technical staff members have not received adequate training in the WASH sector.	33
The staff are not motivated.	11
The staff are not allowed to take initiative.	33
There is not team work within the organization.	22
There is a lack of collaboration between the staff of the NGOs/CBOs we work with and that of other organizations in the area.	33
The staff has too many responsibilities.	33
There is not enough staff within the local NGO/CBO.	33
Opportunities for professional growth are limited and/or expensive and not affordable	22

Most organizations in Africa do not have the internal financial resources to meet their program needs. Thus, most of them rely on external funding for program implementation. According to our survey 70% of the national/local NGOs rely on external funding for their program implementation. This has a major impact on program implementation because even if the organization's staff has the capacity and know how to implement programs, it will be difficult to do so without financial resources. However, all national/local organizations that the respondents work with have programs that are tailored to the needs of the communities they serve. The programs of 25% to 100% of the national/local NGOs are implemented in collaboration with international and other national NGOs.

## **2.2 Organization Profile**

In this section we give an idea about each of the major US based and African NGOs we have surveyed (9 organizations) and/or gathered information about during the desk review process (12 organizations). The organization profile information which was gleaned from their website and publications includes:

- Organization preview
- Activities in Africa
- Contact information

In most cases this information has been reviewed by the organizations prior to its inclusion in this report. This report will be updated prior to the completion of the project as additional information becomes available.

## 2.2.1 ACTION AGAINST HUNGER INTERNATIONAL

### Organization Preview

Action Against Hunger is a global humanitarian organization committed to ending world hunger. Recognized as a leader in the fight against malnutrition, Action Against Hunger works to save the lives of malnourished children while providing communities with sustainable access to safe water and long-term solutions to hunger. With 30 years of expertise in emergency situations of conflict, natural disaster, and chronic food insecurity, Action Against Hunger runs life-saving programs in some 40 countries benefiting 5 million people each year.

Action Against Hunger fights hunger and malnutrition by pursuing water, sanitation, and hygiene (WASH) activities in both the treatment and prevention areas. During emergencies, the organization trucks water into affected areas and install water storage tanks and above-ground reservoirs. In communities faced with scarcity and reliant on unsafe drinking sources, Action Against Hunger team drill and decontaminate wells, install hand-pumps, protect natural springs, tap aquifers, rehabilitate damaged infrastructure, and pipe water into hard-to-reach villages and health centers.

**Activities in Africa** (preliminary information awaiting input from the organization)

A list of the projects which have either been completed recently or are still underway are listed below.

#### Burkina Faso

**HQ:** Action Against Hunger - France

**Launch Date:** 2009

**Beneficiaries (2009):** 210,457 people

**Institutional Funders:** ECHO (European Commission Humanitarian Aid)

#### Central African Republic

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 2005

**Beneficiaries (2009):** 73,301 people

**Institutional Funders:** OFDA (Office of US Foreign Disaster Assistance), UNDP (United Nations Development Program), UNICEF, WFP (World Food Program), FAO (Food and Agriculture Organization of the UN), DAH (French Delegation of Humanitarian Action)

#### Chad

**Directing HQ:** Action Against Hunger – France

**Launch Date:** 1983

**Beneficiaries (2009):** 114,162 people

**Institutional Funders:** UNHCR (United Nations High Commissioner for Refugees), AJWS (American Jewish World Service), ELLE Foundation.

D.R. Congo

**Directing HQ:** Action Against Hunger - USA

**Launch Date:** 1996

**Beneficiaries (2009):** 756,653 people

**Institutional Funders:** UNDP (United Nations Development Program), CIDA (Canadian International Development Agency), ECHO (European Commission Humanitarian Aid), EUT, AECID (Spanish Agency for International Cooperation and Development), OFDA (Office of US Foreign Disaster Assistance), French Ministry of Foreign Affairs, UNICEF, FAO (Food and Agriculture Organization of the UN).

Ethiopia

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 1984

**Beneficiaries (2009):** 234,192 people

**Institutional Funders:** MCNG of the French Embassy, ECHO (European Commission Humanitarian Aid), GOAL, UNICEF, EuropeAid, OCHA (United Nations Office for the Coordination of Humanitarian Affairs), DAH (French Delegation of Humanitarian Action), Fondation de France

Guinea

**Directing HQ:** Action Against Hunger - Spain

**Launch Date:** 1995

**Beneficiaries (2009):** 49,032 people

**Institutional Funders:** ECHO (European Commission Humanitarian Aid), La Caixa, EU

Ivory Coast

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 2002

**Beneficiaries (2009):** 19,041 people

**Institutional Funders:** EuropeAid, OFDA (Office of US Foreign Disaster Assistance), SDC (Swiss Agency for Development and Cooperation).

Kenya

**Directing HQ:** Action Against Hunger - USA

**Launch Date:** 2002

**Beneficiaries (2009):** 193,781 people

**Institutional Funders:** ECHO (European Commission Humanitarian Aid), UNICEF, OFDA (Office of US Foreign Disaster Assistance), DFID (UK Department for International Development), CARE

Liberia

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 1991

**Beneficiaries (2009):** 41,458 people

**Institutional Funders:** European Commission (ECHO), SDC (Swiss Agency for Development and Cooperation), DFID (UK Department for International Development), Irish Aid.

Mali

**Directing HQ:** Action Against Hunger - Spain

**Launch Date:** 1996

**Beneficiaries (2009):** 60,686 people

**Institutional Funders:** EU, ECHO (European Commission Humanitarian Aid), and AECID (Spanish Agency for International Cooperation and Development).

Mauritania

**Directing HQ:** Action Against Hunger - Spain

**Launch Date:** 2007

**Beneficiaries (2009):** 20,567 people

**Institutional Funders:** AECID (Spanish Agency for International Development and Cooperation), ECHO (European Commission Humanitarian Aid), EU, Government of Navarre

Niger

**Directing HQ:** Action Against Hunger - Spain

**Launch Date:** 1997

**Beneficiaries (2009):** 50,325 people

**Institutional Funders:** DFID (UK Department for International Development), EU, AECID (Spanish Agency for International Cooperation and Development), UN.

Sierra Leone

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 1991

**Beneficiaries (2009):** 51,983 people

**Institutional Funders:** EuropeAid, SDC (Swiss Agency for Development and Cooperation), DFID (UK Department for International Development).

Somalia

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 1992

**Beneficiaries (2009):** 149,973 people

**Institutional Funders:** UNICEF, ICRC, ECHO (European Commission Humanitarian Aid), OFDA (Office of US Foreign Disaster Assistance); FAO (Food and Agriculture Organization of the UN); DFID (UK Department for International Development).

Sudan

**Directing HQ:** Action Against Hunger - USA

**Launch Date:** 2001

**Beneficiaries (2009):** 142,967 people

**Institutional Funders:** ECHO (European Commission Humanitarian Aid), UNICEF, CHF (Common Humanitarian Fund), SDC (Swiss Agency for Development and Cooperation)

Swaziland

**Directing HQ:** Action Against Hunger - Spain

**Launch Date:** 2007

**Beneficiaries (2009):** 10,683 people

**Institutional Funders:** PEPFAR (US President's Emergency Plan for AIDS Relief), Clinton Foundation.

Uganda

**Directing HQ:** Action Against Hunger - USA

**Beneficiaries (2009):** 182,309 people

**Institutional Funders:** ECHO (European Commission Humanitarian Office), Norwegian Government, CIDA (Canadian International Development Agency), UNICEF, Howard G. Buffett Foundation, WFP (World Food Program)

Zimbabwe

**Directing HQ:** Action Against Hunger - France

**Launch Date:** 2002

**Beneficiaries (2009):** 378,077 people

**Institutional Funders:** ECHO (European Commission Humanitarian Aid)

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**Source of Information:**

Website: <http://www.actionagainsthunger.org/>

Communication with organization representative via either written input or teleconferencing



## 2.2.2 AFRICARE

### Organization Preview

Africare is a leader among private, charitable U.S. organizations assisting Africa. The organization is the oldest and largest African-American led organization in the field. Africare's programs focus on four principal interrelated areas: food security, water, health, and emergency response. The projects formed under these key areas work hand in hand with sub-initiatives like *Women's Empowerment* and improved *Water and Sanitation* in order to achieve Africare's mission: to improve the quality of life for the people of Africa.

Africare's most frequent water interventions are village-based water, sanitation and hygiene activities often added-on and integrated into larger food security and health programs. By implementing small-scale water interventions in the context of larger programs, Africare benefits from already developed local government partnerships, extension staff, vehicles and administrative and financial systems. This greatly reduces the per unit financial cost of the water systems.

While the majority of Africare water projects are low-tech wells, springs, rainwater roof catchments and boreholes, Africare has the proven capacity to implement large-scale water systems. When designing and implementing more technologically complex projects, Africare respects the same principles outlined above regarding community-driven design, community ownership, appropriateness of technology, sustainability and cultural and gender sensitivity. In these larger projects, Africare hires technical experts or sub-contracts appropriate engineering firms, while maintaining control of the project's community-based approach.

### Activities in Africa

#### Ghana

On September 1, 2010 the Ghana Water Access, Sanitation and Hygiene for Health (WASH) Project was launched. Through this project, Africare is partnering with the Ministry of Water Resources, Works and Housing, the Ministry of Local Government and Rural Development and the Wassu Amenfi District Assembly to improve the health and water status of people.

Africare has numerous water related projects in Africa as indicated below:

**Spring catchments, borehole drilling and repair and hand-dug wells:** Angola, Ethiopia, Niger, Mali, Burkina Faso, Malawi, Tanzania, Ghana, Sierra Leone, Senegal, Uganda, Rwanda, Burundi, Zimbabwe, Malawi and Chad.

**Water and sanitation in schools:** Ghana, Malawi, Zimbabwe

**Multi-site large scale gravity water distribution systems:** Rwanda

**Mechanized multi-regional borehole drilling:** Ethiopia

**Large-scale river-based irrigation schemes:** Niger, Mali and Mauritania

**Refugee camp water and sanitation systems:** Chad and Rwanda

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### **Source of Information**

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### 2.2.3 AFRICAN CIVIL SOCIETY NETWORK ON WATER AND SANITATION

#### Organization Preview

The African Civil Society Network on Water and Sanitation (ANEW) was set up to ensure that African civil society organization (CSO) voices are represented in international and regional water policy forums and ensure that the African CSO voices are heard during the increasingly political water debates. ANEW is a regional networking body of African civil society organizations actively involved in the field of sustainable water management, water supply and sanitation. The ANEW mission is to ‘facilitate the co-ordination of diverse African CSO voices in water and sanitation resources development and management at all levels’.

#### Activities in Africa

ANEW has numerous water related projects in Africa as indicated below:

**Review and analysis of water and sanitation policies and the status of IWRM in:** Kenya, Uganda, Tanzania, Ethiopia, Rwanda, Burundi, Senegal, Nigeria, Tchad, Cameroon, Democratic Republic of Congo, Ghana, Burkina Faso, and Mali

(The reviews and analysis were conducted with a view to identifying policy gaps that could be addressed by civil society advocacy; assess advocacy capacity of CBOs working in water supply, water resource management and sanitation, and identify gaps to be filled; and identify critical intervention opportunities and strategies)

**WASH Activities/Programs in:** Kenya, Senegal, Botswana, and Tchad

**Advocacy/Influencing and Engagement:** Zambia, Mozambique, Lesotho, Botswana, Tchad, Cameroon, DRC, Senegal, Ghana, Burkina Faso, Mali, Nigeria, Kenya, Tanzania, Uganda, Ethiopia, Rwanda, Liberia, Sierra Leone, and Burundi

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#### Source of Information:

Website: [http://www.amcow.net/index.php?option=com\\_content&view=article&id=69:african-civil-society-network-on-water-and-sanitation-&catid=37:amcow-partnerships&Itemid=62](http://www.amcow.net/index.php?option=com_content&view=article&id=69:african-civil-society-network-on-water-and-sanitation-&catid=37:amcow-partnerships&Itemid=62) -

Website accessed on May 3, 2011

## 2.2.4 BLUE PLANET NETWORK

### Organization Preview

Blue Planet Network (BPN) is a group of passionate people, working with a global network of experienced water groups, to bring sustainable safe drinking water to people in rural communities around the world. BPN goal is to enable safe drinking water for 200,000,000 people in the next 20 years. The organization main goal is to unlock the global capacity and creativity of individuals, philanthropies, businesses and expert water organizations to solve the global safe drinking water crisis. Blue Planet Network delivers 100% of the donations it receives from individual contributors to safe drinking water projects around the world. The Network's operating and fundraising costs are paid for by the generous support of corporate donors and foundation grants. These donors also fund water projects directly through our network.

When Blue Planet Network began, their main focus was holding a global event to raise awareness and funds for safe drinking water. The organization achieved that with their global relay run known as "the Blue Planet Run 2007". The Run was a great success and they were thrilled by all the support received. However, Blue Planet Network team realized that they could make a more lasting contribution to solving the global safe drinking water crisis with the technology solution created to power their Network, the Peer Water Exchange (PWX). PWX is an innovative platform that deals with the massive challenge of scale in the water and sanitation sector, i.e. how can you effectively find, review, select, fund, manage and monitor the hundreds of thousands of projects necessary to eradicate the safe drinking water crisis? By decentralizing all tasks, from proposal submission to peer review to management and monitoring, and involving their members in all aspects of the process, the more members and projects Blue Planet Network has the more experienced resources they have to scale to solve the crisis. PWX powers the organization cooperative Network, help the organization build an ever-growing source of real-life data about the outcome of water and sanitation projects, and what lessons were learned that others could benefit from. The Network is alive with collaboration between members, consulting with each other, to do smarter, more sustainable work. This gives funders, be foundations, companies or individuals, stronger investment opportunities and the chance to see the real impact of their support.

### Activities in Africa

#### Kenya

In Kenya BPN works with two organizations:

Aqua Clara International (ACI) Center for WASH Training: ACI has established a training center for WASH related training activities and oversight. The goal is to enable at least 10 new filter-producing social businesses. ACI will supply materials sufficient for the construction and installation of their first 500 filters.

Nagoroworu Wells: The Samburu Project brings wells to communities which otherwise suffer the health and livelihood consequences of being without water. Wells will be drilled in two rural communities in Kenya and education conducted on hygiene and well maintenance.

### Mali

Water and Sanitation in the Inner Delta of the Niger (IDN): Improving sustainable access to water and sanitation to the disadvantaged populations of the IDN and peripheral areas in Mali through participatory, innovative, appropriate methods, in a context of Integrated Water Resources Management by local actors. Activities include: rehabilitations of existing and building of new shallow wells and boreholes with hand pump; construction of improved pit latrines and Ecosan latrines (ecological sanitation latrines); construction of cesspits; construction of public latrines and hand washing devices; and construction of drinking devices for cattle.

### Uganda

Water and Hygiene training for Amononeno Primary School: With funding from BPN, Lifewater International works with Divine Waters Uganda in northern Uganda to build hope through community empowerment. Water, sanitation and hygiene education coupled with safe drinking water builds a solid foundation. WASH in Schools training incorporates sanitation promotion. Topics covered include latrine use, latrine construction, the importance of latrines, and latrine maintenance. Hygiene education programs designed especially for primary school children focusing on hand washing, latrine use and maintenance, safe water transportation and storage.

### Sierra Leone

Well Construction, Repairs, Maintenance and Hygiene Education for Sustainable Water-Supply: This project aims to improve access to safe drinking water for rural communities by constructing protected wells fitted with India Mk II pumps and rehabilitating existing wells and pumps, which have fallen into disrepair. This project aims to address a need for drinking water at 10 sites consisting of four schools and six communities. Water requirements at the proposed sites are currently met by unsafe sources such as rivers, streams, open water and unprotected wells.

### Tanzania

Construction of one bore hole for St. Teresa Orphans Centre and the nearby community aiming at providing clean and safe water to 350 people including 146 Orphans and 204 people around the Centre.

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## 2.2.5 CARE

### Organization Preview

CARE is a leading humanitarian organization fighting global poverty. The organization places special focus on working alongside poor women because, equipped with the proper resources, women have the power to help whole families and entire communities escape poverty. Women are at the heart of CARE's community-based efforts to improve basic education, prevent the spread of HIV, increase access to clean water and sanitation, expand economic opportunity and protect natural resources. CARE also delivers emergency aid to survivors of war and natural disasters, and helps people rebuild their lives.

CARE helps communities build and maintain clean water systems and latrines both directly and through local organizations. CARE provides training and subsidizes construction, but communities make significant contributions in cash and labor, and pay the cost of operation and maintenance. The goal of these projects is to reduce the health risks of water-related diseases and to increase the earning potential of households by saving time otherwise spent gathering water. Projects also include educating people about good hygiene habits to reduce the risk of illnesses.

### Activities in Africa

#### *Ethiopia*

Current programming addresses the livelihood security of poor populations by increasing access to safe water and subsequently reducing disease through hygiene education using a community development approach. A long term project is the Millennium Water Project, which has been implementing Water, Sanitation and Hygiene programs since March 2004 to respond to an urgent need for safe water supply and basic sanitation for the rural population of Ethiopia. Currently, the program is being implemented in five regions (28 Districts): Tigray, Amhara, Southern Nations and Nationalities People's Region (SNNPR), Oromia and Benishangul Gumuz. The final goal is to contribute to the sustainable improvement in the health of targeted population through four key project components: water supply construction and development; training in water management; hygiene and sanitation promotion; and support to latrine construction. In pastoralist areas of the Afar Region and Borana Zone, Oromia region is the Running Dry: Empowering Poor People program. Running Dry also embodies a holistic approach to providing water for the poor in water scarce areas. CARE Ethiopia furthers its approach towards water provision by tackling water scarcity issues for multiple uses. The AWASH Conservation and Development Project (ACDP) provides pastoralists with the capacity to manage their natural resources under a conservation aspect and to manage their own development towards food security. This will be achieved through community education programs, institutional capacity strengthening programs, through participatory project management and through technical interventions.

#### *Ghana*

CARE Ghana has multiple long-term water programs, partnering with other non-profits working in Ghana. CARE Ghana is part of the Global Water Initiative coalition and WSUP. They address the challenges of providing long-term access to clean water and sanitation for homes and

livelihoods, while promoting the protection and sustainable management of ecosystems and watersheds. Additionally, CARE Ghana aims to improve water and sanitation conditions for 15,000 inhabitants of Ahensan to contribute to the overall improvement in the water and sanitation situation of the Kumasi Metropolis in the AWSAN project. In it, the community will play a leadership role and claim ownership of the process from the very beginning of the AWSAN project. CARE will play a facilitator role and build the capacity of the civil society organizations to carry out the day-to-day implementation of the program in order to ensure sustainability of the effects of the project.

### Kenya

Current initiatives in Kenyan schools involve substantial collaboration with international and corporate partners, including Coca-Cola, the Millennium Water Alliance, and The Center for Global Safe Water for long term research and learning. Part of CARE Kenya's long term programming in water involves addressing women's practical needs and capacity building in conflict resolution given different interest groups within and between communities. Running Dry: Empowering Poor People to Manage Water is another large program that seeks to provide about 20,000 poor pastoralists with sustainable access to safe water in four divisions of Garissa District in arid North Eastern Province of Kenya. The project targets children, women, and pastoralists through use of schools, health clinics, water points and market centers to reach its target beneficiaries

### Lesotho

CARE Lesotho integrates WATER+ programs into their long term goals. Civil society organizations (CBOs) currently do not have the capacity to deliver sustainable water services to often marginalized communities. The Mvula Trust and CARE have teamed together in the WHELL Program, which builds sustainable water service delivery that mainstreams HIV/AIDS and Gender Equity. CARE Lesotho also integrates water management into their agriculture programs. In the LIP II project, CARE will both establish new irrigation schemes to compliment other ongoing agriculture and food security projects implemented by respective consortium members while expanding and enhancing current LIP sites to improve community access to water for irrigation and the sustainability of the schemes.

### Liberia

CARE Liberia is working on the sustainable access to water and sanitation project. It contributes to improving health, lives, and sustainable livelihoods of 12,720 vulnerable and war-affected men, women, and children through an integrated water and sanitation program.

The key element of the project is to work with the community structures. Building the capacity of the community water management committees will be the mechanism through which the communities will be empowered. These committees will be responsible for addressing water rights and protection issues, ensuring that women and children have access to water and sanitation facilities. The project will also work closely with community health committees on hygiene promotion campaigns, with particular emphasis on women and children. This will help people make a stronger link between wells and latrines, and improve their health conditions

### Mali

CARE has integrated water components into many of the programs in Mali based on the needs identified by the local communities and governments. This approach to development encourages good governance, an important strategy in Mali's decentralized administrative structure. By working closely with elected officials, CARE ensures that projects will be acceptable and sustainable to community members. For example, in areas which identify access to water as a priority, CARE provides support in determining the appropriate infrastructure, identifying local contractors, and training water management committees.

Another key focus area for CARE in Mali is agricultural development for food security, as seen in the Organization Strengthening Women's Credit and Irrigated Agriculture in Macina project, or (ROCAM). The project's goal is to reinforce the ability of 3 NGOs, 10,000 households, and 27 communes to work together to promote the needs of the most vulnerable and marginalized in the three target districts. CARE works with local groups in three areas: 1) Women's access to credit and income generating activities, 2) Capacity building of NGOs, women's groups, agricultural producer associations and other partners, and 3) behavioral change communication (BCC) aimed at improving basic health and hygiene and reducing the prevalence of female genital cutting (FGC). Finally, CARE Mali is actively involved in School WASH.

Changing norms and behaviors related to personal hygiene and improving water and sanitation facilities is essential if transmission routes of water and sanitation-related diseases are to be addressed. Schools in Mali have poor WASH conditions or do not have any facilities at all. The provision of water and sanitation services needs to be accelerated urgently together with sustainable operation and maintenance.

### Sudan

The Latjor Livelihood Project continues its work in the developing areas of the Upper Nile with an emphasis on strengthening the capacity for local water management, providing hygiene and sanitation education, and promotion of water sanitation practices. The Unity State Clean Water and Civil Society Project is designed to ensure that 285,000 people have access to clean water and basic sanitation in Bentiu and Rubkona; and the local authorities and citizens' groups have increased capacity to maintain and sustain the water plant and other vital services into the future, thus 285,000 people have access to clean water and basic sanitation in Bentiu and Rubkona; and conflicts over water resources will be mitigated through the formation of water committees.



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Communication with organization representative via either written input or teleconferencing

## 2.2.6 CATHOLIC RELIEF SERVICES

### Organization Preview

Catholic Relief Services (CRS) is the official international humanitarian agency of the U.S. Catholic community. CRS alleviate suffering and provide assistance to people in need in more than 100 countries, without regard to race, religion or nationality.

Projects identify local needs and challenges through participatory assessments, and build capacity in local partners and communities. Participants include households, community water committees, women's groups, farmers' associations, schools, and health clinics.

Promoting gender equity and reducing sexual and gender-based violence are priority concerns for CRS. In the developing world, water scarcity imposes special hardships on women, who must fetch and carry water for back-breaking distances. CRS projects that bring water to villages and urban areas free women from that burden and permit them to work at other productive or income-generating activities or spend time with their families. Improvements to sanitation infrastructure foster community health and wellbeing in countless ways.

### Activities in Africa

#### *Ghana*

Catholic Relief Services works with the people of Ghana to tackle poverty on several fronts by: improving the education and health of children; increasing access to clean water and sanitation; providing care and support to people living with HIV; finding ways to increase farm profits and production; and promoting peace in areas of conflict.

#### *Mali*

Mali's government is democratically elected; the country is politically and economically stable. However, Mali is still one of the poorest countries in the world.

In 2004, the entire Sahel region of West Africa, including Mali, was invaded by the worst locust swarm in 10 years. This shock was followed by a drought that affected the greater portion of northern Mali. Together, these two factors exacerbated food insecurity throughout the country; the northern towns of Mopti and Gao were most severely affected.

In response, Catholic Relief Services implemented the Emergency Response to Locusts and Drought Induced Food Insecurity in West Africa project. The initiative provided essential food and inputs to over 8,500 households in need. The resounding success of this intervention led to the subsequent Douentza Circle Crisis: Improving Household Resiliency to Good Security Shocks in Mali project. Here, CRS specifically targeted the Douentza Circle region because it was the area most affected by the natural disasters. The population in this region is most vulnerable because they have lost many of their productive assets, which would normally help insulate them against the effect of shocks.

The Douentza Circle Crisis: The Improving Household Resiliency to Food Security Shocks in Mail Project helps communities in one area of the Mopti region improve their food security through agricultural recovery that stimulates local markets and helps households increase their economic resources. CRS and partners use food distributions and seed and voucher fairs to help protect household resiliency and promote food security.

### Niger

Called "the least livable country on earth" by the United Nations, Niger has bounced from drought to coup to famine for centuries. Nonetheless, its people persevere across their ocean of sand and scrub with dignity and fortitude. In this country nearly twice the size of Texas, camels are king, hospitality is paramount and tourists sleep on the warm sand under the desert stars.

Despite Niger's rich and storied culture, instability and drought are intractable challenges. In 2005, a food crisis prompted worldwide attention. Endemic malnutrition affected more than 3.5 million people. Catholic Relief Services launched an emergency response program that fed thousands of malnourished children and provided seeds to farmers. Niger is still recovering from the crisis, and the situation remains precarious. Millions of people still don't have enough to eat.

CRS Niger opened its doors in 1991 as a small, satellite office of the CRS Burkina Faso program. In 1999, with increased investments from donors, CRS established a full country program in the capital city of Niamey, and three suboffices located in Dogondoutchi, Dosso and Zinder. CRS Niger employs a team of 50 staff members. Lisa Washington-Sow is the country representative.

CRS Niger works with the Catholic Church and local partners such as Caritas Development Niger to improve access to food in rural Nigerien households. CRS also works in the fields of health, agriculture, farming, microfinance, education and emergency response.

### Sierra Leone

Catholic Relief Services began working in Sierra Leone in 1963. Since the end of the war in 2002, CRS has moved from responding to emergencies to focusing on long-term development. CRS Sierra Leone works primarily in agriculture, health (including HIV and AIDS), and peacebuilding. Our principal local partners include Caritas; the Justice, Peace and Human Rights Commission; and the West African Network for Peacebuilding of Sierra Leone.

CRS' main office is in Freetown, the capital of Sierra Leone. CRS also has two suboffices in the northern city of Kabala (Koinadugu district), and the eastern city of Kenema (Kenema district), with an additional field office in the town of Segbwema (Kailahun district). There are 132 staff members working together to support our programs. The current country representative, Alexander Mathew, has served CRS for many years in various capacities; he joined the CRS team in Sierra Leone in July 2007.

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## **2.2.7 CHARITY WATER**

### **Organization Preview**

Charity Water is a non-profit organization bringing clean and safe drinking water to people in developing nations. Charity water served its first one million people at the end of 2009. Charity water focuses on life's most basic need -- water. But to significantly cut down disease rates in the developing world, water is just the first step. Almost everywhere charity water builds a freshwater well, we also require sanitation training. In some communities, we build latrines; at the very least, we promote simple hand-washing stations made with readily-available materials. Clean water can greatly alleviate the world's disease burden, but only with education and hygienic practice. Charity water is committed to using water as a gateway to sanitary living.

### **Activities in Africa**

As of April 1, 2011, Charity Water has implemented 3962 water projects all over the world. These projects have served 1,794,983 people. Charity Water works in a number of African countries with local and international organizations as shown in Table 8 below.

Table 8. List of countries and partners Charity Water works with in Africa

<b>Countries</b>	<b>Number of Projects</b>	<b>Partners</b>
Central Africa Republic	406 projects of which 396 were in villages and 10 were in schools	Living Water Intl. and ICDI Drilling
Democratic Republic of Congo	22 projects of which 19 were in villages, 1 in clinics, and 2 were in schools	Action Against Hunger
Ethiopia	1442 projects of which 1322 were in villages, 12 in clinics and 108 were in schools	Healing Hands, Living Water Intl., and A Glimmer of Hope
Kenya	36 projects of which 25 were clinics and 11 were in schools	Living Water Intl.
Liberia	227 projects of which 224 were in villages, 2 in clinics, 1 in schools and 256 were in sanitation (sanitation not included in total)	Concern and Equip Liberia
Malawi	355 projects of which 254 were in villages, 1 in schools and 312 were in sanitation (sanitation not included in total)	Water for People and Pump Aid
Rwanda	50 projects of which 48 were in villages and 2 were in schools	Water for People and Living Water Intl.
Sierra Leone	29 projects of which 14 were in villages, 15 were in schools and 2 in sanitation (sanitation not included in total)	Concern Worldwide U.S. and Concern Worldwide U.K.
Tanzania	42 projects of which 34 were in villages, 1 in clinics, and 7 in schools	Global partners for Development
Uganda	149 projects of which all were in villages	Lifewater International, Restore International, Concern, and International Lifeline Fund

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**Source of Information**

<http://www.charitywater.org/projects/>- Website accessed on January 13, 2011

## 2.2.8 GLOBAL WATER

### Organization Preview

Global Water is an international non-profit humanitarian organization founded in 1982. It focuses on creating safe water supplies, sanitation and hygiene-related facilities for rural villagers in developing countries. Global Water believes the lack of safe drinking water and sanitation facilities are the root causes of hunger, disease, and poverty throughout the developing world. Global Water projects have an immediate life-changing impact, particularly for women and children, who have the responsibility to gather water for their families every day of their lives. Successful Global Water projects utilize water and sanitation as a tool to create sustainable socioeconomic development in poor rural communities. Global Water is able to send most donations directly to their water, sanitation, hygiene projects to support rural communities and schools. These projects include: surface water storage and distribution systems, rain harvesting systems, water-well drilling, hand pump installations and repair, water treatment equipment, latrines, school hand-washing stations, community laundry-washing and bathing facilities, watershed reforestation, and health and hygiene education. In addition, Global Water is developing a “Technology-Push” program to bring innovative filtration and disinfection equipment to rural areas of developing countries.

### Activities in Africa

#### Kenya

##### *Ngu Ngumu Village Well Project – Machakos Region*

By the installation of deep water well, this project will ultimately improve the water quality and consistency of water services for the Ngu Ngumu village. The Ngu-Nyumum village is 20 miles north of Machakos, the capital town of the Kamba people who are the fourth largest tribe in Kenya. This part of the country is semi-arid and gets very little rainfall, if any, during the two rainy seasons; the short rainy season is mid-November to mid-December, and the long rainy season is mid-March to mid-May. The rains and the seasonal rivers that flow after the rains are the main sources of water for the population of this area.

##### *Maasai Village Well Project – Amboseli Region*

By the installation of deep water well, this project will ultimately improve the water quality and consistency of water services for 6 Maasai villages in the area. Global Water is currently communicating with hydrogeologists, NGOs who work in Kenya, and professional drillers to identify what depth the well should be and the equipment that would best suite this project. It is anticipated that this well will supply water to approximately 600 villagers.

#### Botswana

##### *Dobe Village Well Project – Botswana Border Region*

The Dobe Village is in the northeast border of Botswana with Namibia. This project consists of the drilling of fresh water well and the installation of a hand pump.



### *Labala Village Well Project*

This project consists of the drilling of fresh water well and the installation of a hand pump. The project will be located in a village called Labala, approximately an hour from the Dobe border between Namibia and Botswana. The village currently has about 400 people, however, it is anticipated that more people will likely relocate once the well is drilled and water is available. The current water sources are water catchment areas (all dry from June through December) and municipal water point 6 kilometers away.

### Tanzania

#### *Kinesi Village Primary School – Musoma Region*

The water well will be located in the Kinesi Village, which lies about 10 kilometers northeast of Musoma, Tanzania across the Mara Bay of Lake Victoria. This well will serve the drinking water needs of 250 students and staff as well as approximately 100 households in the surrounding area.

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## 2.2.9 GLOBAL WATER CHALLENGE

### Organization Preview

Founded in 2006, the Global Water Challenge (GWC) is a coalition of leading organizations in the water and sanitation sector. Drawing upon the experience, expertise and assets of its 24 members, GWC is able to create partnerships that achieve far greater results than any one organization could achieve by itself. In the three years since its inception, GWC has proven to be a powerful catalyst for fostering collective action in the water sector.

GWC serves three core functions:

- *Connecting:* GWC is a platform for collaboration that unites corporations, implementing nonprofits, research institutes, and governmental agencies in partnerships that leverage their unique resources and expertise. In addition, GWC connects citizens with policymakers to increase the priority placed on water and sanitation globally.
- *Investing:* GWC has invested in and collaborated with members on more than a dozen innovative programs in countries around the world. Some examples include: Schools Programs: GWC's investment in schools programs has benefited nearly 500,000 students in Kenya, El Salvador, Guatemala, Honduras, Nicaragua, Tanzania, and Mexico. These programs have enhanced children's health and education, paving the way for more opportunities for the students, their families and their countries.
- *Learning:* GWC is committed to improving the long-term impact of investments in the sector. Working with its members and other partners, GWC identifies and shares important lessons learned and best practices to improve future outcomes. Building off the successes of its first three years, GWC formed a strategic alliance with the Global Environment & Technology Foundation (GETF) in April 2010. GETF's experience in creating public-private partnerships will help GWC achieve its mission of accelerating the flow of clean water and sanitation to those most in need.

To achieve the goal of universal access to clean water and safe sanitation, all GWC projects are sustainable, replicable and scalable by local communities and national governments. GWC is committed to learning from past projects, connecting those who can help each other, and investing and leveraging financial or policy support for innovative projects.

- *Sustainable:* All projects must have long-term plans. It is estimated that half of all water and sanitation projects fail after 5 years. Sustainable projects maintain the local water source and build local capacity in order to maintain and operate a water system. This requires the involvement of the local community, local government, and local businesses. For each system that doesn't have to be replaced, more resources will be available in the future for new projects.
- *Replicable:* GWC measures impacts and benefits consistently, communicating these clearly throughout the project. Monitoring programs and sharing information helps

communities, governments, local entrepreneurs, and non-profits working in this sector. Having access to results allows leaders in the field to replicate the program on their own.

- Scalable: GWC invests in successful models with the potential to expand beyond a particular area. These models should be flexible enough to meet the demands of individual localities.

## **Activities in Africa**

### Kenya

Safe Water and AIDS Project (SWAP) is a non-governmental organization based in Kenya that helps people infected or affected by HIV lead healthier lives and earn much needed income. Because people living with HIV have weaker immune systems, they are more susceptible to diseases and infections – and yet less equipped to fight them off. Simple products like water treatment devices, bed nets, fortified flour, skin ointments and medications can significantly reduce the chances of HIV-positive people contracting dangerous, and with them often deadly, viruses.

Launched in September 2006 with funding from the Bill and Melinda Gates Foundation and the Coca-Cola Company, SWASH+ Kenya is a five-year program focused on creating a scalable model for water, sanitation and hygiene education in schools. In the Nyanza Province, 200 schools have already received safe water treatment and hygiene education, including the establishment of school management committees and school health clubs. The school sanitation package has been completed in 100 schools to date, with 575 people trained in basic latrine construction and component manufacturing. To date, 40 schools have received rainwater harvesting systems. The community packages, which consists of a new water source for the community in addition to the schools program has been completed in 35 communities to date.

Five out of every six residents in the Nyalenda settlement of Kisumu, Kenya, do not have access to clean water. Most people there cannot afford to pay the nearly \$200 it costs the water utility company to install a new household water connection. Global Water Challenge awarded a grant to Water.org and Pamoja Trust to help implement an innovative, new model for water service delivery through the Maji Mashinani — Water for the Grassroots — program. As a direct result of this grant, Pamoja Trust mobilized members of the Nyalenda community and worked with the Kisumu water utility (KIWASCO) to extend water connections through loans to households. To date, 60 households have received loans to access safe water—benefitting more than 600 people. Savings group with 200 people have been trained and additional community members have been received training to become master operators. Master operators are local entrepreneurs who “own” the water line and allow households to pay a connection fee to legally connect to the water line.

### Rwanda

Manna Energy Foundation is installing close to 500 water treatment systems, biogas generators, and high efficiency cook stoves for secondary schools in Rwanda. Manna will fund the venture with carbon credits generated by saving fuel wood. The water treatment plants use gravity filtration systems with solar-powered ultraviolet disinfection to bacterially decontaminate water for safe drinking, cooking, and personal hygiene. Manna will apply UN carbon emission

reductions (CERs) for the treatment of this water. The carbon credits are issued since Manna alleviates the demand for firewood to boil water (a common practice for water treatment in Rwandan schools and households).

### Tanzania

Global Water Challenge (GWC) is providing a grant to the African Medical and Research Foundation (AMREF) to support the provision of water and sanitation in schools in Mtwara. This investment will be part of AMREF's Water and Sanitation Umbrella Program (WASUP) implemented in Kenya, Tanzania and Uganda and funded by the European Union. In Tanzania, the four-year project will improve water and sanitation infrastructure in 40 villages, strengthen government and community-based institutions, train artisans to maintain systems, and teach and promote better personal and community health. The schools project will directly increase access to water and sanitation by installing or repairing rainwater harvesting tanks and building new latrines. Teachers, students and parents will work with advisors to integrate the Personal Health and Sanitation Education (PHASE) program into curricula.

### Malawi

In the slums and informal settlements of Malawi, adequate sanitation seems like a distant dream. Many families share access to one pit latrine, while others defecate in the open. As a result, water sources get polluted and people get sick. Because residents in the slum areas are poor, they do not have access to the capital or knowledge needed to build proper sanitation facilities. The Center for Community and Organization Development (CCODE) has stepped in to help urban slum dwellers in Malawi lead and implement their own development initiatives, including sanitation projects. CCODE trains community members and provides loans to build and maintain low-cost and sustainable eco-sanitation facilities. Global Water Challenge is supporting CCODE's program to provide loans to households for eco-sanitation facilities in Lilongwe (Chinsapo, Mtandire, and Area 23). In addition, women interested in providing materials and technical support to households for the construction of these facilities will receive business training and support. By increasing the number of sanitation facilities in these areas, CCODE is not only improving the standard of living and health conditions, but also generating new sources of income and cultivating female entrepreneurs.

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## **2.2.10 GLOBAL WATER TRUST**

### **Organization Preview**

Global Water Trust (GWT) is mobilizing an international coalition of key players from the financial, philanthropic, technology, NGO, media, entertainment, corporate, government and civil society communities. Through this coalition, the GWT organizes, manages and deploys the critical resources required to combat the global water crisis. Without clean water, children will continue to die at a rate of 10,000 per day, developing world economies will collapse or never get off the ground, health care costs will skyrocket, hopes for a global economy will disappear, AIDS drug programs will fail and bloody wars will erupt.

Global Water Trust, a non-profit organization based in Los Angeles, California, has established a trust fund that will radically improve the health, social and economic well-being of millions of rural people through the purification and delivery of clean water. GWT and its partners will create Water For Life programs in areas of severe water scarcity and regional conflict. Pilot projects have commenced in Asia, Africa, South and Central America. These regions will benefit from the health, economic and social stability that clean water provides. Through a blend of public, private and donor finance, GWT's humanitarian and economic model will guarantee sustainable clean water to people at a cost they can afford. With the delivery of community owned and operated water systems, GWT will become the catalyst for economic, social and entrepreneurial growth throughout the developing world. GWT will save lives, create jobs and serve as a guarantor for the operation, maintenance and payment of clean water systems. Along with its coalition of partners, Global Water Trust is positioned to mobilize a singular, global force for creating a peaceful balance between water as a human right and water as an economic good and service.

### **Activities in Africa**

Global Water Trust has the following goals for Kenya, Ghana, Tanzania and Uganda:

- Phase I: Bring clean water to a family of five at an average cost of \$1 per month
- Phase II: Expand the water infrastructure to include irrigation in order to create jobs and a sustainable economic environment
- Create clean water for approximately 100,000-200,000 people
- Create a minimum of 100-200 short-term and long-term jobs
- Provide training for local people to perform the required jobs
- Provide an in-country supply chain for consumables and spare parts
- Create long-term support businesses in manufacturing and assembly
- Establish a long-term presence in rural communities by creating Community Water Trusts
- Document the process in order to provide transportability to other project regions

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## 2.2.11 LEFWATER INTERNATIONAL

### Organization Preview

Lifewater International is a Christian non-profit development organization that believes all people should have safe water for life. With a focus on sustainability, Lifewater helps communities gain safe water, adequate sanitation, effective hygiene, and the skills they need to pass on these resources to future generations.

Lifewater is increasing the number of people it reaches with sustainable water and sanitation resources and the number of capable community hygiene promoters that it trains. Means of achieving this include program growth in Africa, Asia, and Latin America; new emphasis on peri-urban WASH development; WASH in Schools; and the sharing of Lifewater curriculum and training with other nonprofit organizations. Lifewater is also developing new training programs that help in-country partner organizations cultivate innovative, culturally appropriate, and holistic WASH interventions.

### Activities in Africa

#### Ethiopia

In the third quarter of 2010, Lifewater and its in-country partner completed water and training projects that will provide safe water and improved hygiene and sanitation to local beneficiaries. Some of the water projects successfully completed in the first two quarters of 2010 include:

- Completion of 5 hand-dug wells for use by over 4,700 people.
- Repair of 4 natural spring-fed water points with another six started, providing access to safe water for more than 4,200 people.
- Capping of a water source and construction of an 8,000 liter reservoir. According to the project plan, an estimated 654 people would benefit from this. However, at the time the water system was completed, about 4,000 people in neighboring communities faced a critical water shortage due to damage to their well. People in these communities were traveling 18 kilometers round trip to fetch water, but once word of this newly improved spring spread throughout the area, communities negotiated agreements to allow resource sharing. The spring is now serving more than 4,600 people.

Lifewater is also working with a prestigious Ethiopian university to conduct detailed hydro geological surveys of the area in order to determine where to place new water points and what type of water point will work best in that area.

#### Kenya

In Kenya, the government provides water to schools, but the water supply is often irregular and pipes frequently burst. Lifewater and its in-country partner are building water tanks to store the water so that schools have a reliable water supply at all times. A 10,000 gallon water tank was recently completed at the Muslim Primary school. This will provide 1,346 students and teachers with safe water. A girls' latrine with 16 doors is also nearly finished at this school.

### Uganda

With exemplary leadership and Lifewater's assistance over the past nine years, Lifewater's Ugandan partner, Divine Waters Uganda, has become one of the region's most respected water development organizations, gaining the trust and collaboration of the government, churches, other non-governmental agencies, and the local people. It has drilled over 400 safe water wells. As it obtains funding, Divine Waters is establishing a safe water system in each community and training local water committees in user fee collection, well maintenance, and well repair. It also trains teachers, local health promoters, and local government workers in sanitation and hygiene education so that these leaders can train their people. This project is benefitting a minimum of 96,000 people in 271 communities. Work includes the following:

- 112 new deep and shallow wells (102 shallow, 10 deep) in schools and local communities.
- 80 hand pumps repaired in schools and local communities.
- WASH promotion and education through support for 16 WASH league soccer teams.
- 227 health workers, teachers and church workers trained in WASH promotion and holistic community development.

### Tanzania

Lifewater is working with a new partner to implement WASH interventions and trainings in 17 secondary schools in Tanzania. Lifewater's WASH in Schools curriculum is being translated into Kiswahili and contextualized for the local communities. As a result, the new training has been building great local demand for improved sanitation and clean water at the schools.

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## 2.2.12 LIVING WATER INTERNATIONAL

### Organization Preview

Living Water International (LWI) is a non-denominational Christian ministry committed to providing safe drinking water to those in developing countries. Training is provided on shallow-well drill-training; hand pumps and on health and hygiene. LWI implement participatory, community-based water solutions in developing countries. The organization has completed more than 9,000 water projects for communities in 26 countries. At Living Water International, their approach—to train, equip, and consult nationals—ensures that the energy and resources contributed by volunteers and donors result in sustainable, participatory water systems that meet the long-term needs of communities.

Living Water International trains community development volunteers and professionals how to implement integrated water solutions. Many of the organization's trainees have gone on to work in the field and launch new operations in countries all over the world. LWI provides trained national teams with all the components needed to implement community water solutions. This includes supplying capital outlay and logistic support while the national teams grow to become self-sustaining. LWI hires local people and buy local materials whenever possible, creating jobs and income to further benefit the community at large. Living Water International makes its expertise and data available wherever water is needed most. Consultation is a natural outgrowth of training and equipping. It is a practical way that LWI uses to walk alongside people who want to include a water component to their work.

### Activities in Africa

#### Angola

LWI-Angola began operations in 2006; since then, the team of trained nationals has completed more than 60 water projects, primarily in the Cuenene province near the city of Ondjiva. School supplies and medicine have also been distributed as part of an effort to bring communities to health and self-sufficiency.

#### Central African Republic

The Central African Republic is one of the poorest countries in the world and one of the ten poorest in Africa. In 2004, LWI began work in the areas of most desperate need; since then, 67 water projects have been completed, including the rehabilitation of hundreds of non-functional wells.

#### Ethiopia

Since beginning work in 2004, LWI-Ethiopia has completed 30 new water projects, touching more than 32,000 lives with improved quality of life, freedom from water-borne disease.

#### Ghana

LWI-Ghana operates throughout the northern and southern parts of Ghana, and has completed more than 152 water projects for villages, orphanages, and hospitals across the country.

### Kenya

LWI's first national operation, LWI-Kenya, is at work across the entire country, with offices in Nairobi, Kakamega, and Mombasa. Four deep rock drill rigs are at work in the central highlands, with shallow well operations taking place along the coast and in the west. LWI-Kenya works closely with the national government and a number of other aid organizations in finding the areas of greatest need.

### Liberia

LWI Liberia was established in May of 2004. In September, a team began repairing water pumps destroyed by Liberia's 14-year civil war. In 2005, LWI established a training center to equip resettled refugees and de-mobilized fighters with trade skills. Over the course of this eight month program, trainees were instructed in health and hygiene, AIDS prevention, and were equipped with hands-on training in operating well drilling equipment. They are now at work rebuilding their nation.

### Namibia

Began operation in Namibia in 2006, and is already making a marked difference in the northernmost areas of this arid nation.

### Nigeria

LWI has completed a five-well project in Zing, a region along the eastern edge of Nigeria. Each of Zing's villages has an average population of 5,000 non-migrant inhabitants, but during the dry season, thousands of nomadic Fulanis come to settle in the villages. The population for each village can surge above 20,000 during this time since they are home to the only source of water for miles.

### Rwanda

LWI-Rwanda is the only non-profit organization operating drilling equipment in Rwanda. Villagers in many areas are forced to walk miles to the nearest source of water, which is often still contaminated. LWI-Rwanda drills up to 50 new water wells per year in these desperate communities.

### Sierra Leone

LWI-Sierra Leone launched in the wake of the nation's civil war. The operation trains ex-child soldiers and women who were victimized during the hostilities, equipping them to rehabilitate broken-down wells and educate villagers in basic health and hygiene practices.

### Sudan

LWI Sudan began work in 2004; helping communities throughout the southern regions of the country recover from the decades of violence that have plagued the area. Many village wells were maliciously destroyed by one group or another, when they suspected that a particular village was not sympathetic to their cause. The repairing of these wells is a sign of the healing that is beginning to happen as communities come together to address water needs.

### Tanzania

LWI Tanzania began in 1998, when LWI staff set out to drill wells for tribes in the arid northern region of the country. LWI soon discovered that shallow-well drilling equipment was not an effective solution, due to the rocky soil conditions. LWI developed a plan to have villagers hand-dig wells resulting in safe, contained water systems, and allowed the local people to be integrally involved in the process.

### Uganda

LWI is at work throughout Uganda, and has completed several hundred successful wells since beginning work in 2001. Recent work has focused on the Internally Displaced People (IDP) Camps in northern Uganda, where people fled when driven from their homes by the conflict between the government and various warlords in that area. In many cases, tens of thousands of people are crowded into a camp that was never intended to hold that many people, and most water wells are broken, if they exist at all.

### Zambia

Living Water International has been working to provide sustainable water solutions and health and hygiene lessons for rural communities in Zambia since 2007. More than 130 water projects (new wells and well rehabs) have been completed here since then, and the Living Water Zambia team plans to drill 20 new wells and rehabilitate 20 more in 2011, providing clean, safe water to thousands of people throughout the country.

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## 2.2.13 SAFE WATER NETWORK

### Organization Preview

Safe Water Network (SWN) is a nonprofit organization with a mission to be an active catalyst and sector leader in the development of sustainable, scalable market-based solutions that deliver safe, affordable drinking water to underserved populations living on less than \$4 a day. SWN is mobilizing partnerships, resources and funding necessary to develop and demonstrate new and improved solutions - technologies, systems and operating and funding models - to improve the health and livelihoods of impacted populations.

To realize self-sufficiency, we work with experienced local partners to ensure an integrated water delivery platform with a focus on the following areas of development:

- Appropriate Technology and System Designs
- Operating Models and Ownership Strategies
- Operations and Maintenance
- Quality Assurance
- Community Engagement and Demand Generation Programs
- Health and Hygiene Education
- Pricing Strategies
- Viable Financing and Subsidy Solutions

Committed to developing commercial solutions, our initial targeted area of activity focuses on small-scale, distributed water solutions. Headquartered in Westport, Connecticut, SWN has operations in Africa and India. Our current initiatives demonstrate the ability of safe water kiosks and rainwater harvesting in rural and peri-urban areas to realize sustainable solutions with potential for scale. Coupled with market and feasibility studies, our field initiatives inform scale propositions for underserved markets. For more information, please visit [www.safewaternetwork.org](http://www.safewaternetwork.org).

### Activities in Africa

#### Ghana

In 2009, Safe Water Network launched five WaterHealth Centers, which process and sell water at locally affordable rates. Installed and operated by WaterHealth International, each WaterHealth Center has a capacity of 40,000 liters per day (12 hours of operation), sufficient to serve approximately 7,000 people daily. The Centers are centrally located in peri-urban and rural communities outside Accra, Ghana's capital city.

#### Kenya

In December 2009, Safe Water Network launched the first safe water kiosk in Kenya, outside Nairobi, to purify and sell water at affordable rates for the community. This initiative is testing the viability of entrepreneur-owned models in the region.

SWN is also co-managing (with the IFC) a market assessment of commercial water suppliers in Kenya during the first half of 2011. The study is expected to lay the groundwork for a pilot of entrepreneur-based commercial water kiosks in strategic areas of Kenya in late 2011.

In addition, SWN is partnering with Shining Hope for Communities (a Newman's Own Foundation grantee) to bring safe water to residents of Kibera, a large urban slum inside Nairobi. Shining Hope has established itself as a leading community based organization in Kibera with its launch of a school for girls, community center and clinic. The school will host a water kiosk to serve the community with the aim of building a financially sustainable community service model.

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<http://www.safewaternetwork.org>

## 2.2.14 SAVE THE CHILDREN

### Organization Preview

Save the Children is a leading independent organization creating lasting change in the lives of children in need in the United States and around the world.

SC has a lot of experience working at the local level – in some countries it is represented by local NGOs and in others, by local groups such as parent-teacher associations and school management committees. Save the Children works with these groups to increase capacity for various activities that may lend themselves to better WASH related activities (such as how to write a proposal).

### Activities in Africa

#### Burkina Faso

National Government has a School Health and Nutrition program that includes WASH. Local NGO partner (FDC) is supporting this national program.

#### Ethiopia

The USAID Community-School Partnership Program (CSPP), which began in 2008, is supporting more than 1.1 million children across eight regions of Ethiopia. Among the 1,800 CSPP schools, 95 percent (1,706 schools) have gender-specific latrine facilities—up from 23 percent at baseline—and 937 schools (52 percent) have potable water sources—up from 14 percent at baseline. The program’s School Incentive Awards (SIA) stimulated the majority (58.5 percent) of the cost of constructing WASH infrastructure through community contributions (cash, labor and in-kind), which help ensure community ownership of the program and school improvements.

#### Malawi

In November 2010, Save the Children conducted an assessment of hand washing facilities and supporting activities in 20 schools in Zomba, Malawi to identify the most effective way to improve hand washing practices at school. Each school received four plastic buckets with taps, 49 soap tablets and hand washing promoting posters developed by the Malawian government. Each school was then asked to come up with their own creative method of promoting use of soap for hand washing, preventing misuse or theft of the soap and a system to replace the water.

Overall, the hand washing facilities were very well received by both teachers and children and schools were able to find effective ways to improve hand washing practices. The average number of soap tablets used by school per week was fairly small: three (range = 2-4) for an average school size of 800 children. To minimize theft, most schools decided to cut the soap into four pieces, thread it and tie it to the plastic bucket; duty rosters were developed for refilling the buckets of water; and morning assemblies and in-class instruction were used to promote and demonstrate hand washing with soap. One unexpected outcome mentioned by teachers was improved punctuality to class as children used the facilities to both drink and wash hands, both available at the school, removing a reason for children to leave the school compound and

returning late to class.

The main challenges encountered were:

- The frequency at which buckets needed refilling and the need to transport the buckets a long distance if no water was available close to the school;
- Only girls refilled the buckets because only they can carry the buckets on their heads; and
- The method and quality of the promotional activities varied because teachers were not trained or given guidance on an effective communication/health education approach to promote hand washing.

The main recommendations for scale up are:

- Cut soap tablets into small pieces, tie them onto a thread and bucket to reduce theft;
- Provide larger and more long-lasting facilities;
- Identify a mechanism to involve boys in the water and sanitation-related tasks;
- Develop guidance for schools and teachers to promote hand washing with soap, including maintenance of the facilities. This can be combined with a broader guidance on hygiene and management of water and sanitation facilities.

### Mali

In 2010, a new four-year WASH in Schools project funded by Dubai Cares was launched, targeting 130 schools and around 29,000 children in Sikasso Cercle, in Sikasso region. This project is part of the larger partnership for WASH in Schools Mali involving five agencies (UNICEF, CARE, Oxfam, WaterAid and Save the Children) to roll out WASH in Schools across the country. This program complements Save the Children's Sponsorship-funded SHN program which now reaches 37,143 children in 181 schools in Sikasso and Yorosso Cercle. The program includes four main elements: (1) provision of low-cost and sustainable water and sanitation technologies; (2) promotion of positive hygiene behaviors; (3) capacity building of local community-based organizations; and (4) building the evidence base for advocacy, all in line with Save the Children's current SHN program.

### Mozambique

Access to safe water and sanitation facilities in schools continues to improve as Save the Children works with the communities and partners to provide long lasting child friendly latrines and urinals, water pumps and hand washing facilities. Forty-four latrines and 22 urinals were constructed in 11 schools in 2010; and sanitation and hygiene materials, such as buckets, soap and drinking water containers, were also provided. Save the Children also trained 48 water committees, 48 school councils, 103 teachers and 17 children's groups on the effective management of WASH facilities to promote program sustainability, sanitation and hygiene awareness.

### Southern Sudan

Emergency response includes installation of water points and sanitation in various camps/communities.

### Sudan

In 2010, Save the Children has installed sanitation facilities (latrines for boys and girls and hand washing facilities) in 40 schools in South Kordofan.

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## **2.2.15 WATERAID**

### **Organization Preview**

WaterAid's mission is to improve the lives of the world's poorest people by helping them gain access to safe water, sanitation and hygiene education. The leading not-for-profit organization devoted exclusively to safe water and sanitation, WaterAid is headquartered in London, with independent members in the United States, Australia and Sweden and has offices in the 17 African, Asian, and Pacific nations where we work. Over the course of our new global strategy (2009-2015) we aim to increase the number of countries that we work in from 17 to 30. WaterAid works with local partners, who understand local issues, and provides them with the skills and support to help communities set up and manage practical and sustainable projects that meet their real needs. WaterAid also campaigns locally and internationally to change policy and practice and to ensure that water and sanitation's vital role in reducing poverty is recognized.

WaterAid America is an independent strategic partner that shares and supports WaterAid's mission to ensure that the poorest communities in the world are provided with safe water, effective sanitation, and hygiene education. WaterAid America is a U.S. tax-exempt, 501(c) (3) nonprofit organization. Our goals are to raise awareness in the U.S. about the urgency of the international humanitarian crisis in safe drinking water and sanitation and to mobilize financial and other resources here to advance the work of WaterAid around the world. WaterAid's programs are organized into five geographic regions: East Africa, Southern Africa, West Africa, South Asia, and the Pacific region. Programs in the Pacific are managed and funded by WaterAid Australia. Following is a summary and recent highlights from WaterAid's work and achievements over the past three fiscal years (April 2007 – March 2011) in each of the 15 country programs operated by WaterAid with support from WaterAid America. Over this three-year period, WaterAid will have helped over 4 million people gain sustainable access to safe water and over 7 million to effective and safe sanitation options.

### **Activities in Africa**

WaterAid has been very active in Africa; in fiscal year 2008/09 and 2009/201 the organization has implemented projects. WaterAid plans to have projects in FY 2010/11 as shown in Table 9.

Table 9. WaterAid actual and planned water and sanitation projects in Africa.

<b>Country</b>	<b>Type of Project</b>	<b>2008/09 Actual</b>	<b>2009/10 Actual</b>	<b>2010/11 Planned</b>
Burkina Faso	Water	55,000	51,660	35,600
	Sanitation	51,000	64,016	64,186
Ethiopia	Water	71,000	37,785	73,900
	Sanitation	65,000	124,552	84,100
Ghana	Water	50,000	26,679	35,300
	Sanitation	29,000	10,703	12,600
Madagascar	Water	35,000	30,866	28,254
	Sanitation	34,000	28,954	28,359
Malawi	Water	26,000	14,654	10,960
	Sanitation	37,000	42,529	48,900
Mali	Water	39,000	31,395	28,350
	Sanitation	55,000	49,461	38,000
Mozambique	Water	61,000	58,507	40,200
	Sanitation	42,000	53,673	60,200
Nigeria	Water	30,000	62,094	66,800
	Sanitation	41,000	51,386	170,000
Tanzania	Water	63,000	43,105	42,500
	Sanitation	4,000	8,208	37,920
Uganda	Water	35,000	40,460	77,106
	Sanitation	18,000	28,744	20,570
Zambia	Water	45,000	34,140	30,150
	Sanitation	39,000	37,509	42,100

### Burkina Faso

Burkina Faso is one of WaterAid's newest country programs and the second in Francophone West Africa. Following the success of a pilot project that began in 2001, WaterAid began developing partnerships and programs in the rural Garango, Ramongo and Bokin districts. In 2003, a Country Representative was appointed and work extended to include Bogodogo and Sigh-Noghin districts in the capital, Ouagadougou. WaterAid now works with seven partner organizations helping some of the poorest people gain access to safe water, sanitation and good hygiene and is increasing our policy work to influence others to do the same.

FY2010: WaterAid believes that Governments have a responsibility to ensure the provision of safe water and sanitation for all their citizens. We use our practical experience to demonstrate how they and other practitioners can provide effective, appropriate and sustainable services to more people. Through public forums, WaterAid creates the space to interface with government and share lessons learned. The High Level Meeting in April, 2010 on the Sanitation and Water For All Global Framework for Action aimed to stimulate dialogue between Ministers of Finance and leaders in the sanitation and water sector to increase understanding on how investments in sanitation and water promote social and economic development. The meeting was a huge success. The President of Burkina Faso committed to launch a national campaign to meet the objectives in the sanitation component of the national Water, Sanitation and Hygiene program and accelerate progress towards achieving the Millennium Development Goals on water and sanitation by 2015.

### Ethiopia

WaterAid started funding projects in Ethiopia in 1983 and began working through established non-governmental organizations (NGOs) in 1986. A country office was set up in 1991 and two sub-offices opened in Benishangul Gumuz and Oromia Regions in 2004 and 2005. WaterAid works closely with eight local NGOs, the local private sector and local and regional government departments in water, sanitation and hygiene projects. We also work with a wide range of other organizations in networks to influence water and sanitation policies.

FY2010: WaterAid uses water and sanitation technologies that are low cost, appropriate to the local financial and geographical conditions and within the technical capacity of the benefiting community to operate and maintain. WaterAid Ethiopia piloted a number of innovative water technologies to address water scarcity. For example, WaterAid constructed three sand dams in the Somali regional state. A sand dam is a simple technology that provides a way to secure seasonal water flows in rivers behind a small reinforced wall. In the dry season, water retained in the trapped sand is protected from evaporation but accessible to communities via wells. In addition to sand dams, WaterAid also began to replicate innovative technologies in partner-led projects such as biogas and inclusive design latrines and showers

### Ghana

WaterAid has worked in Ghana since 1985 and during this time has developed strong links with both policy makers and eight local partner non-governmental organizations (NGOs). These partners carry out the day to day management of water, sanitation and hygiene education projects in six out of ten of the country's regions. This work is vital as inadequate water supply and

sanitation services contribute to over 70% of diseases in Ghana, which carry a significant cost to the country in terms of healthcare and productivity.

FY2010: Accountability and transparency are crucial ingredients for good governance. Considerable effort has been made to build the capacity of Community Service Organizations to managing spending and empower individuals and communities to demand their rights to safe water, sanitation and hygiene through citizens' action and advocacy. In Ghana these efforts have led to the ability of citizens to demand accountability and have also strengthened community partners in engaging in local governance.

### Madagascar

WaterAid opened an office in the capital Antananarivo and was officially registered as an international non-governmental organization (NGO) in Madagascar in 1999. WaterAid's work quickly developed and we now support five main partner organizations to work with communities in setting up, operating and maintaining their own water and sanitation facilities using low cost technologies that are appropriate to local conditions. They also help people learn about good hygiene practices so that the health benefits of projects are maximized.

FY2010: WaterAid emphasizes equity and inclusion in its water, sanitation and hygiene programs in order to reach the most marginalized people in the communities in which we work. In Madagascar carried out a study on the barriers, opportunities and challenges in making WASH equitable and inclusive, to deepen their knowledge and influence their practice. They shared the study and findings with other key actors in the water and sanitation sector. Madagascar staff also worked closely with international NGO Handicap International to fill the technical gap of staff capacity and knowledge on suitable solutions, and carried out an accessibility audit. This involved members of disabled people's organizations to identify the challenges in physical infrastructure for people with disabilities. From this they realized the need to revise their standard design options for communal sanitation facilities and water points and did so accordingly on the years' service provision.

### Malawi

WaterAid began work in Malawi in November 1999 and projects are now under way in four rural areas: Salima, Machinga, Mzimba, and Nkhotakota, with one urban project in the capital Lilongwe. WaterAid works in partnership with district governments, a local non-governmental organization (NGO), a church based organization and a public water utility company. Occasionally WaterAid also works with small scale private service providers.

FY2010: WaterAid Malawi continued to implement the WASH Sector Policy and Governance project and offer support services to other programs. The Governance Project has made remarkable progress in all the three project clusters. This has been through sector coordination at national and district levels, district-level capacity building and governance work in eight district assemblies. In addition, the rural program in Malawi supported the development of capacity of three District Local Governments, a church-based institution and 3 local NGOs.

### Mali

WaterAid's program in Mali began in 2000 and we now work with seven partner organizations providing water, sanitation and hygiene support to communities in five out of Mali's eight regions (Tombouctou, Gao, Mopti, Segou and Koulikoro) and in the capital city Bamako. Communities are involved in all stages of these projects, from planning to building, maintenance and management.

FY2010: In order to extend its impact beyond direct service delivery, WaterAid engages in advocacy to influence key decision makers to prioritize water and sanitation. In Mali, we continued to promote Local Hearing Days, transparent public forums where local communities can interact with their local government service providers. This platform enables and encourages citizens to hold service providers accountable by providing feedback on service quality while local government, in turn, has the opportunity to improve services based on this feedback. This "feedback loop" is essential in ensuring citizens' participation and government responsiveness.

### Mozambique

To date WaterAid has helped more than 300,000 people in Mozambique gain access to water. We have focused particularly on working with government departments to implement the national water policy in a way that ensures the poorest people benefit from affordable and long lasting projects. WaterAid began working in the far northern Niassa province in 1995, strengthening district-based government departments and local non-governmental organizations (NGOs) Estamos and Ulongo to work with communities to implement water, hygiene and sanitation projects. Using the experience learned here, WaterAid has been in a partnership with UNICEF since 2002 to act as the technical advisor to a large-scale integrated water, sanitation and hygiene education program in the neighboring Zambézia province. Since 2003 WaterAid has been active in the urban areas of the capital Maputo and more recently Quelimane. WaterAid in Mozambique has achieved 100% sanitation coverage in the urban area of Urbanizção in the capital city Maputo.

FY2010: WaterAid works in partnership with local government and organizations to improve sector coordination and planning and build capacity. WaterAid's partnership with district and provincial government in Mozambique was further strengthened by the training of district partners in statistical management and analysis. Governance has also been a priority in Mozambique through successfully supporting governance and decentralized planning in a workshop aimed at providing tools to WaterAid partners to ensure appropriation and use during the process of district planning.

### Nigeria

WaterAid began work in Nigeria in 1995 to assist with the vast water and sanitation needs found there and built a successful reputation from its early work in Oju, one of Nigeria's 774 local government areas (LGAs). The program expanded steadily and by 2006 was operating in 30 LGAs in 6 of the country's 36 states. Today, WaterAid currently works in over 100 communities in Bauchi, Benue, Ekiti, Enugu, Jigawa and Plateau states, assisting the water and sanitation units (WASUs) of local government councils and NGO partners to deliver water and sanitation services to the poor.

FY2010: Ensuring water quality is paramount to WaterAid's mission. We have made progress in reaching poor households with water supply through the installation of 70 rainwater harvesters in 3 communities benefiting 700 people. WaterAid Nigeria uses rainwater harvesters as an alternative technology where challenging geology made drilling boreholes difficult. The beneficiaries are now using water from the rainwater harvester which has ensured their access to a safe water supply. Borehole drilling in the six new communities has been planned for the next six months, during the dry season.

### Tanzania

WaterAid's involvement in Tanzania began in 1983 in the Dodoma Region and continued throughout the 1990s in a collaboration known as WAMMA between WaterAid and water engineers, and hygiene and education staff in the Dodoma Local Government. In the last ten years WaterAid has expanded its presence into the Tabora Region, Singida Region, the Kiteto District of Manyara Region and the Temeke Municipality in Dar es Salaam. We work with a wealth of partners in these regions, including church groups, municipal and district councils and local development organizations.

FY2010: In Tanzania, service delivery focusing on rehabilitation of water points that have fallen into disrepair is progressing well. In addition, an approach to needs in urban areas has been developed with a focus on small towns. The team is currently identifying small towns to work in where they will pilot the clustering approach with the Ministry of Water and Irrigation (MoWI). Clustering is a business model, which brings together a number of urban WASH utilities under one management with the aim of attaining greater commercial viability. The final design and location of small towns will be concluded after a feasibility study.

### Uganda

WaterAid has worked in Uganda since 1983, and opened an office there in 1992. Since then we have helped over one million poor people gain access to safe water. Our overriding goal is to reduce poverty and our work focuses on the poorest and most disadvantaged people, including women and people living with HIV/AIDS.

FY2010: WaterAid strives for sustainability in all areas of our work, from local water security and community engagement to the financial, technical and managerial capabilities of our partners.

In Uganda, our work especially among the rural population has increased the number of people that are within 1km of an improved water source. In Amuria & Katakwi the number has increased from 54.5% to 75% and Amuria DLG alone percentage increase raised from 51%-69% and Katakwi from 60%-84%. The project has also reduced water collection challenges hitherto experienced by households in water collection such as conflicts at water points, long waiting time, inadequacy of water and poor quality of water.

### Zambia

WaterAid first received requests for assistance during the severe 1992-94 drought. A country office was set up in Monze District in 1994 and WaterAid began work in collaboration with the Department of Health in the Southern Province in 1995 through a program of hand-dug well and

latrine construction, community mobilization, education and training. To increase its role nationally and promote more coordination with others involved in water and sanitation WaterAid moved its head office to the capital Lusaka in 2000. WaterAid has expanded its operations to 7 districts, five of which are in the Southern Province (Monze, Siavonga, Namwala, Itezhezhi and Kazungula) while the other two are Kafue in Lusaka Province and Kaoma in Western Province.

FY2010: Zambia adopted a National Water Policy in March 2010 and launched on 22 March 2010, to coincide with World Water Day. It is anticipated that the new policy will finally address some of the issues that were adversely affecting the sector. Overall the most significant progress was made in increasing access to water, with target figures for increasing access to being surpassed at 130% achievement rates. Although faced with a number of challenges, substantial progress was also made in increasing access to sanitation by 93%.

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## 2.2.16 WATER 1<sup>ST</sup> INTERNATIONAL

### Organization Preview

Water 1<sup>st</sup> International is a non-profit organization helping people in poor countries implement water, sanitation and hygiene education projects. Water 1st works through locally-based partner organizations to support the implementation of projects that include the provision of drinking water, hygiene education, and sanitary latrines. Water 1st educates people about unsafe water issue and provides them with an opportunity to respond in a way that makes a lasting impact on people's lives. For instance, the organization is working with schools to educate children about the global water crisis. As part of this effort, they have created a media library on their website and on YouTube. In 2008, Water 1<sup>st</sup> launched a new event called CARRY 5. CARRY 5 is a Walk for Water to raise awareness of the global water crisis and funds to support project implementation. In 2009-10, there were multiple CARRY 5 events in Seattle and other locations worldwide. The organization uses the funds they raise to serve families in the poorest communities in the world as they implement community-managed projects that integrate water supply, sanitation, and health education

Water 1<sup>st</sup> International has supported the construction of 380 water systems in India, Bangladesh, Ethiopia, and Honduras benefiting over 47,000 people. Water 1st has committed to funding an additional 100 projects serving 13,000 people in 2011. To help ensure long-term sustainability, the communities supported by Water 1st are involved in every step of the planning, implementing and financing of their projects.

### Activities in Africa

#### Ethiopia

Water 1<sup>st</sup> International has funded an Ethiopian NGO, Water Action, to complete two large projects in Ethiopia, providing safe water for nearly 8,000 people in over 20 sub-villages. The Ilamu Muja project was completed in 2008. The project components include installation of a deep tubewell (140 meters deep, 7.3 l/sec yield, tested safe for consumption), installation of a submersible pump powered off the EEPCO grid (government electrical utility), construction of a storage and distribution system (50 m<sup>3</sup> storage tank, 10,000 meters of pipeline, 10 four-faucet public water points), training of a local water management committee, training local hygiene educators, construction of 71 household pit latrines during project period, and on-going hygiene education and encouragement of pit latrine construction. Upon project completion, the system served 3,500 individuals. The system is designed to serve 5,453. The Bishikiltu project was completed in 2010. The project components include capping a series of springs and diverting them to a 30 m<sup>3</sup> collection chamber, installation of a diesel generating set to power a submersible pump to transport the water to a 75 m<sup>3</sup> storage tank, installation of 10,000 meters of pipeline and 12 multi-faucet public water points. The project includes training of a local water management committee, training local hygiene educators, construction of 388 household pit latrines during project period, and on-going hygiene education and encouragement of pit latrine construction. Upon project completion, the system served 4,253 individuals. The system is designed to serve 6,610 individuals. Two additional water and sanitation projects are currently under construction. The Kelecho Gerbi project is expected to be completed in the spring of 2011 and will serve 4,085



people living in 8 villages. The Tute Kunché project is expected to be completed in the spring of 2012 and will serve 3,050 individuals. All projects are metered water systems to allow for effective management of the system. Users pay a fee for volume of water used.

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## 2.2.17 WATER FOR PEOPLE

### Organization Preview

Water For People helps people in developing countries improve quality of life by supporting the development of locally sustainable drinking water resources, sanitation facilities, and hygiene education programs. Water For People works to build a world where all people have access to safe drinking water and sanitation, and where no one suffers or dies from a water- or sanitation-related disease. The organization works with people and partners to develop innovative and long-lasting solutions to the water, sanitation, and hygiene problems in the developing world. Water For People strives to continually improve, to experiment with promising new ideas, and to leverage resources to multiply our impact.

### Activities in Africa

#### *Malawi*

Official government statistics relating to water and sanitation coverage (67% and 46%, respectively) in Malawi are considered by most to be overstated. There are insufficient resources available for measuring either population or coverage of these basic services. The urban water coverage estimate of 67% masks the situation in the unplanned peri-urban settlements that are not included in official statistics. The estimated rural water coverage figure of 62% may fail to account for the significant percentage of nonfunctioning facilities. As for sanitation, the usefulness of the figures depends on the definition of adequate sanitation. Almost all the facilities in Malawi are traditional pit latrines, the majority of which are merely holes in the ground and inadequate to prevent fecal-oral disease transmission. Most major agencies active in Malawi, including the government, estimate rural sanitation coverage at 30% or less.

Water-related diseases, including cholera and typhoid fever, are common throughout the country. These conditions have worsened through the rapid spread of HIV/AIDS, which has affected as much as 15% of the rural population and 30% of the in urban population

#### *Rwanda*

Water For People-Rwanda is focusing its work on the districts of Rulindo and Kicukiro. Both districts have a high number of nonfunctional water sources or intermittent water supply.

#### *Uganda*

Water For People-Uganda is exploring ways to promote “Sanitation as a Business” as well as pro-local private sector initiatives designed to overcome water and sanitation challenges.

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## 2.2.18 WATERLINES

### Organization Preview

Founded by volunteers in 1986 in Santa Fe, New Mexico, Waterlines now has grown to involve scores of men and women, in the US and abroad, who offer their expertise in small-scale drinking water projects in developing countries.

### Activities in Africa

#### Ethiopia

Waterlines has completed 35 spring-protection water projects in two provinces of Ethiopia, Gojam and Western Wollega, which supply clean water to an estimated 105,000 people.

#### Kenya

The majority of projects in Kenya are rain harvesting systems. The Bomet area in the Southern Rift Valley has a rainfall pattern favorable to rain harvesting.

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## 2.2.19 WATER.ORG

### Organization Preview

Water.org is a nonprofit organization whose founders have transformed hundreds of communities in Africa, South Asia, and Latin America by providing access to safe water and sanitation. Co-founded by Matt Damon and Gary White, Water.org works with local partners to deliver innovative solutions for long-term success. Its microfinance-based WaterCredit Initiative is pioneering sustainable giving in the sector. Water.org is challenging the traditional approach to assisting people in developing countries. One of the organization's goals is to draw attention to the world's number one health problem, unsafe and inadequate water supplies, and to raise funds to help fight this immense problem. Water.org empowers local communities and individuals to develop and sustain solutions to their own water and sanitation needs. The organization delivers programs through carefully-screened, indigenous partner organizations that understand, and are part of, the local culture. Water.org engages communities at every stage, from project planning, construction and financing, to ongoing project maintenance. Because its approach is demand driven, Water.org in-country partner organizations respond to communities that approach them with their water and sanitation needs. Water.org projects are funded through grants, loans or the two. The loan program is called WaterCredit, and is the first of its kind. The idea of building community-based water supply projects through a combination of grants and loans is new to the water sector. Until now, almost all water projects facilitated by other organizations have been funded entirely by grants, even when the individuals served by the project have the means to share costs.

### Activities in Africa

#### Ethiopia

Water.org's projects in Ethiopia are located in the regions of Tigray and Amhara. The need for water and sanitation in Ethiopia is severe. Only 42% of the population has access to an improved water supply, and only 11% of the population has access to adequate sanitation services. In rural areas, these numbers drop even further.

In rural Ethiopia, women and children walk up to six hours to collect water. Some people in rural areas collect water from shallow, unprotected ponds which they share with animals. Other people collect water from shallow wells. Both of these sources are subject to contamination as rain water washes waste from surrounding areas into the source. The jugs women use to carry water back to the village can weigh up to 40 pounds. Often, young children are left at home while their mother and older siblings collect water and their fathers work. In times of drought, there is often not enough water available for people to bathe regularly. As a result, community members, especially children, suffer from scabies and eye infections. During these times, in an effort to conserve water, hand-washing after defecation or before eating is rarely practiced. Diarrheal and water-related diseases are among the principle causes of death in young children.

Water.org's programs in Ethiopia mainly consist of working with rural communities to construct hand-dug wells equipped with hand pumps that are then managed by a water and sanitation committee made up of community members. In each community our partner organizations train a

community hygiene educator who learns how to build pit latrines from locally available materials and then teaches her neighbors to do the same while teaching hygiene education.

### Ghana

Water.org is working in two rural areas in Ghana: Volta Region around Lake Volta and Upper East Region, which borders Burkina Faso and Benin, respectively. Both districts are remote and poor, with less than half of the population unable to access safe water and very few families with access to improved sanitation. The rural areas suffer from many waterborne diseases, including diarrhea and guinea worm, which is only endemic in four countries in Sub-Saharan Africa. Guinea worm can be eradicated by drinking clean, uncontaminated water. Water.org and partner organizations work with communities to construct wells, latrines, and biosand filters as well as provide health and hygiene education.

### Kenya

Water.org is working in the urban city of Kisumu and rural Eastern Province, offering both grant and WaterCredit programs. More than 60% of Kisumu residents live in peri-urban settlements that ring the city. Although there are some household and community taps in the settlements (40% of residents have access to piped water), many people collect contaminated water from shallow wells or surface sources. Pit latrines are common, however, the water table is high and some latrines overflow often when it rains. There are very few open areas to dump waste from full latrines. In the past few years there have been several cholera outbreaks in urban Kisumu. Water.org provides loans for residents to connect to water lines in an urban neighborhood of Kisumu.

The rural communities Water.org works with in Eastern Province are semi-arid, with some rainfall each year, but a defined and long rainy season and occasional droughts. Many people (mostly women) in these communities travel from 3-4 hours per day to collect water from shallow wells and 80% of households do not have latrines. There is some conflict in the region over water between users groups (agricultural and pastoralists). Water.org's work in Eastern Province consists of constructing deep boreholes with hand pumps, public community pit latrines and school latrines, Arborloo household latrines and health and hygiene education for communities and schools.

### Uganda

Water.org's projects in Uganda are a mixture of grant and WaterCredit projects in urban and semi-rural communities located close to Kampala. Over 40% of people living in the greater Kampala area live in unplanned settlements. Of those residents, only 17% have access to piped water. Many people use springs and other surface sources that are highly contaminated due to poor drainage and little regulation of waste disposal. High population growth (more than 5% annually) due to migration to informal settlements is stressing current water and sanitation resources.

In Uganda, Water.org works with local partners to construct community kiosks and toilets, as well as providing loans to households for latrine construction and upgrades and household water connections.

## **Contact Information**

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## **Source of Information**

Website: <http://water.org/>  
Communication with organization representative via either written input or teleconferencing

## 2.2.20 WINROCK INTERNATIONAL

### Organization Preview

Winrock International is a nonprofit organization that works with people in the United States and around the world to empower the disadvantaged, increase economic opportunity, and sustain natural resources. Winrock matches innovative approaches in agriculture, natural resources management, clean energy, and leadership development with the unique needs of its partners. By linking local individuals and communities with new ideas and technology, Winrock is increasing long-term productivity, equity, and responsible resource management to benefit the poor and disadvantaged of the world.

Winrock has been intensely involved in water activities for more than a decade, establishing a reputation as one of the leading institutions in policy and management of water resources and irrigation. Working with various stakeholders - including policymakers, scientists, research institutions, ministries, non-governmental organizations, and rural communities – Winrock specialists provide technical assistance, implement capacity building and project management programs, and assist in strategy and policy reviews, among other activities.

Winrock, known for its field-based participatory approach in the design and implementation of water resources management, has expertise in a number of areas in water including: small-scale irrigation, water users associations, micro-hydro, aquaculture and fisheries, watershed management and policy, aquatic ecosystems, coastal management, wetlands, renewable energy, women and gender, environmental services, and remote sensing and geographic information system technologies.

### Activities in Africa

#### Ghana

*Ghana West Africa Water Initiative:* Although Ghana receives about 40 inches of rain per year, this rainfall is concentrated in a brief three-month period allowing the production of only one rainfed crop of cotton, rice, sorghum, or other grain crop. For the remaining nine months of the year, farmers do not generally produce crops because they have little familiarity with irrigation methods. Winrock has developed this program between 2002 and 2007. The main goal was to implement an irrigated agriculture program to improve rural nutrition and increase the incomes of farm families through production of high value crops.

*West Africa Water Initiative (Hilton Foundation: 2002-2007), Ghana (6 Districts in Northern Ghana).* Winrock trained farmers in Northern Ghana to pilot and demonstrate dry-season production of high-value horticulture fruits and vegetables using micro-irrigation. Farmers sold, consumed, and shared their new dry season produce thereby improving household incomes and nutrition. Through project field days and informal visits, neighboring communities were motivated and established dry-season gardens with micro-irrigation. Selected accomplishments in Northern Ghana include: the project helped establish 23 garden sites in six districts; due to project activities, 1,200 people (approx. 44% women) were cultivating vegetables in the dry season in 33 villages; nine WAWI agents and seven Ministry of Food and Agriculture extension



officers were trained in irrigation skills and techniques, irrigated crops, and marketing; five treadle pump manufacturers were trained on the soka and improved soka-bila treadle pumps. In total, the manufacturers sold 159 pumps. Winrock promoted activities via local radio, demonstrations, and brochures.

*Ghana WatSAN (USAID/Ghana and Rotary International (2009-2013), Ghana (29 districts in 5 regions in Ghana: Western Region, Central Region, Greater Accra Region, Volta Region, and Eastern Region).* The aim of the WatSan project is support improved access to safe and adequate water supply and basic sanitation facilities infrastructure for schools, clinics, and households and promote complementary hygiene practices to maximize the health impact from this improved infrastructure. Project partners include USAID/Ghana, Rotary International, Relief International (lead agency), Winrock International (implementing partner), and Adventist Development and Relief Agency (implementing partner). Winrock's role is leading the behavior change communication strategy and building the capacity of government agencies, local NGOs and communities groups to develop and support increased access to improved water and sanitation facilities.

### Zambia

*Zambia Smallholder Market Creation Project:* This project builds on International Development Enterprise Zambia's five years of practical experience in developing private-sector micro-irrigation supply chains, conducting rural awareness-raising and marketing campaigns, and supporting farmers in agricultural intensification. The project was implemented in 2003 and proposes to take this market-based approach to the next level by placing an increased emphasis on market opportunities as the driving force behind smallholder market systems. The project will take advantage of market "pull," as opposed to technology "push," to enable smallholder wealth creation.

### Mali

*West Africa Water Initiative:* Mali has a large natural resource base for agricultural production. At this time the rural economy relies on rain-fed agriculture which results in inconsistent revenue from year to year. An increase in the use of irrigation could have many benefits. Crop production would increase, improving market opportunity both domestically and internationally. The income of local farmers, who are primarily women, would increase. Winrock's project aims to increase horticultural crop production by training farmers on the use of micro irrigation equipment in selected areas in Mali.

*West Africa Water Initiative (Hilton Foundation: 2005-2008), Mali.* As a founding member of the WAWI consortium, Winrock piloted the agriculture and micro-irrigation sub-component to introduce WAWI communities and partners to income generating activities and low-cost, resource-efficient technologies which save time and contribute to household income and nutrition. Winrock's program trained men and women to install and manage drip irrigation kits for market gardens and fruit tree propagation, increasing production and decreasing labor. The program trained local artisans to manufacture three types of treadle pump. Selected accomplishments in Mali include the following: farmers increased their income by up to \$570 (in less than a year), depending on the size of the drip irrigation kit; economic impact per kit (incl. 20m<sup>2</sup> - 500m<sup>2</sup>) averages \$100 per year; irrigation with the drip kits reduced farmers' water use

by 40% compared with traditional hand watering; drip kits reduced labor by 43%; improved plant health and crop yields were demonstrated on farmer field days by comparing drip kit impacts with traditional watering.

### Tanzania

*iWASH Tanzania: Multiple Use Services (USAID: 2009-2012), Tanzania (Morogoro).* iWASH is a \$15 million integrated water, sanitation and hygiene program funded under the FIU-GLOWS consortium and implemented by Florida International University, Winrock, and Care. As part of the iWASH program, Winrock is implementing Multiple-Use Services (MUS)—a \$6.5 million program aimed at improving the health and livelihoods of approximately 65,000 people. The project is increasing access to water for domestic and productive activities as well as improving livelihoods and food security through productive water-use activities. Winrock is supporting local employment and enhancing sustainability of water services through supporting development of locally manufactured pumps and manual drilling teams. To date, Winrock has provided technical and business training to over 10 pump manufactures and manual drilling teams.

### Niger

*Niger Multiple Use Services (USAID and WADA: 2008-2010), Niger (Zinder).* The 24-month Niger Water for Health and Wealth: Multiple-use Water Services (or MUS) project improved access to water for domestic and productive activities to over 13,500 people in 33 communities by improving access to safe drinking water and increasing incomes from productive water use activities. The project has helped over 86 gardeners increase their crop yields (including 3 dynamic women's cooperative gardens), provided hygiene training for more than 17,000 persons, stimulated demand for handwashing, leading to 592 households investing in handwashing stations and installed and provided training for seven experimental aquaculture ponds. In addition to improving health and water-based livelihoods, the MUS project has generated new employment in the Zinder region by providing technical and business development services training to 3 rope pump manufactures, 3 irrigation pump manufacturers and 4 drilling teams. Both the rope pumps and the treadle pumps are manufactured locally, using completely local materials. The locally manufactured pumps have proved to be much more reliable than hand pumps that some other organizations have installed elsewhere in Niger.

### Sudan

Through the Sudan BRIDGE program, Winrock International and its partners are strengthening Sudanese government capacity in the states of Northern Bahr el Ghazal, Warrap, and Unity. BRIDGE strengthens the ability of state and county governments to plan and deliver essential services and empowers communities to become active partners in their development and reconstruction. In addition to helping state and county governments set up and adopt key functional procedures and systems by building their skills and knowledge through training, BRIDGE also builds their technical skills through practical, on-the-ground implementation that facilitates the delivery of peace dividends. At the same time, BRIDGE's sector programs put a practical face on the work of developing good governance at the state level and below. The approach fosters interaction between citizens and the government with a goal of increasing responsiveness, accountability, and transparency. By building the ability of government to plan, design, and implement coherent services while simultaneously fostering mechanisms for citizen

input and oversight, BRIDGE serves as an important link in USAID's overall strategy to transition efforts in Southern Sudan from relief to development.

The BRIDGE integrated approach creates a model for success by addressing key service delivery areas while also building the skills and knowledge of government to deliver those essential services and promoting dialogue between government officials and communities. The five program components work in coordination to address immediate needs while laying the foundation for sustainable long-term development.

***Component 1: Strengthen the capacity of government to deliver social services and promote economic growth***

- Improve state and county government capacity
- Improve cross-sectoral planning and budgeting
- Deepen the culture of democracy

***Component 2: Strengthen the capacity of communities and government to jointly address community needs***

- Development of community organizations
- Strengthen interaction between communities and government
- Support for micro-projects

***Component 3: Increase food security and promote rapid, broad-based, and self-sustaining economic growth***

- Strengthen government capacity to support agricultural development
- Build civil society capacity that underpins vibrant agriculture
- Increase crop production and improve profitability of livestock and fishing

***Component 4: Increase access to safe water and sanitation in a sustainable manner***

- Build government capacity to deliver improved water and sanitation services
- Build government capacity to collaborate in the planning, building, operation, and maintenance of water and sanitation systems
- Strengthen private sector involvement

***Component 5: Expand access to quality education***

- Strengthen government capacity to improve access to quality education
- Strengthen community governance mechanisms and their ability to work with local officials
- Increase literacy

BRIDGE's WASH activities will provide access to clean water for 582,000 people by the end of the project. BRIDGE provides training to government WASH officers, as well as community Water Management Committees (WMCs), Parent-Teacher Associations (PTAs), and Community Action Groups (CAGs) to effectively manage water resources. BRIDGE also supports drilling of new boreholes, repairing of existing boreholes, and construction of latrines, particularly at school sites. BRIDGE also provides hygiene and sanitation training to schools, PTAs, and CAGs. In the first two years of the program, BRIDGE formed and trained over 1,220 WMCs, provided hygiene and sanitation training to over 58,000 individuals, and provided access to clean water for over 304,000 people.

## **Contact Information**

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### **Source of Information:**

Website: <http://www.winrock.org/>  
Communication with organization representative via either written input or teleconferencing

## 2.2.21 WORLD NEIGHBORS

### Organization Preview

World Neighbors is an international development organization striving to eliminate hunger, poverty and disease in the poorest, most isolated rural villages in Asia, Africa and Latin America. World Neighbors listens to people, without predetermined ideas, to identify and address their needs, resulting in greater community involvement and long-lasting impact. World Neighbors provides knowledge and training so people gain skills and confidence, then local leaders and organizations emerge and work together to carry on the work.

### Activities in Africa

#### Burkina Faso

- Initiating innovative food security programs
- Improving reproductive health
- Increasing income generating activities
- Building leadership and management capacity
- Increasing literacy opportunities for women
- Reinforcing local leadership of village associations

#### Mali

- Increasing financial independence through trainings
- Preventing recurring famine through increased food security
- Enhancing access to agricultural credit for equipment
- Developing sufficient water supply for raising livestock
- Establishing food banks

#### Uganda

- Improving maternal and child health
- Supporting HIV/AIDS orphans and vulnerable children
- Providing training for savings and credit groups
- Preventing HIV/AIDS through testing and education

#### Kenya

- Increasing food security
- Expanding income generating activities
- Decreasing environmental degradation
- Establishing savings and credit groups
- Creating mobile HIV/AIDS voluntary counseling and testing programs
- Developing Farmer-Field Schools

#### Tanzania

- Encouraging efficient use of natural resources
- Expanding capital for savings and credit programs
- Facilitating group organizational skills

- Promoting HIV support groups
- Establishing individual and school nurseries
- Establishing tool banks for farmers

### **Contact Information**

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Website: [www.wn.org](http://www.wn.org)

### **Source of Information**

Website: [www.wn.org](http://www.wn.org)  
Communication with organization representative via either written input or teleconferencing

### 2.2.22 Other Organizations

The organizations listed below are either multilateral or international NGOs involved in some capacity building efforts in Africa in the water sanitation and hygiene sector.

1. Rural Africa Water Development Project

Web: [www.rawdp.org](http://www.rawdp.org)

RAWDP is active in the following countries: Benin, Burkina Faso, Cameroun, Chad, The Gambia, Ghana, and Liberia

Rural Africa Water Development Project (RAWDP)

58 MCC/Uratta Road

P.O.BOX 6116 Aladimma

Owerri, Imo State NIGERIA

Telephone: 234 (083) 305 266; (0)8035767048

2. Sustainable Sanitation Alliance (SuSanA)

Web: <http://www.susana.org/>

3. Gender and Water Alliance

Web: <http://www.genderandwater.org>

4. World Bank - Water and Sanitation Program (WSP)

The Water and Sanitation Program is an international partnership to help the poor gain sustained access to improved water supply and sanitation services. The Program assists countries with capacity building (including policy reforms), planning and implementing sustainable investments, and synthesizing and disseminating lessons. The lessons are then fed back into another cycle of policy and program development, and learning. There are four regional offices: Africa, Andean Region, East Asia & Pacific, and South Asia.

1818 H Street, NW

Washington, DC 20433

Telephone: 202-473-9785

Fax: 202-522-3313 / 3228

E-mail: [info@wsp.org](mailto:info@wsp.org)

Web: <http://www.wsp.org>

#### 5. Global Water Partnership

Contact GWP West Africa  
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c/o CREPA  
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Ouagadougou 03  
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Web: [www.gwpao.org](http://www.gwpao.org)  
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Web [www.gwpcentralafrica.org](http://www.gwpcentralafrica.org)  
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Web: [www.gwpsa.org](http://www.gwpsa.org)  
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E-mail: [sthuo@nilebasin.org](mailto:sthuo@nilebasin.org)

#### 6. Food for the Hungry

Web: <http://www.fh.org>

Food for the Hungry partners with local leaders, churches and families to overcome human poverty.

#### 7. World Vision

Web: <http://wvi.org/wvi/wviweb.nsf>

World Vision is a Christian relief and development organization promoting the well-being of all people, especially children.

#### 8. Eagle of Hope

Web: <http://www.eagleofhope.org/>

Eagle of Hope is devoted to providing sufficient clean water to less privileged villages in Africa and improving sanitation conditions and hygiene practices.

#### 9. Water Missions International

Web: <http://www.watermissions.org/>

Water Missions International implements sustainable water supply, wastewater and storm control systems.

#### 10. African Capacity Building Foundation (ACBF)

Web: [www.acbf-pact.org](http://www.acbf-pact.org)

A partnership between African governments and the international donor community, the African Capacity Building Foundation (ACBF) aims is to build sustainable human and institutional capacity for growth, poverty reduction and good governance in Africa. ACBF was established in 1991 with sponsorship from the African Development Bank, the United Nations Development Program, the World Bank, and African government.

### **3. ANNEX**

Annex 1 - Survey instrument for international NGOS

Annex 2 - Survey instrument for national and local African NGOs/CBOs

Annex 3 - African NGOs/CBOs that the surveyed international organizations work with



**USAID**  
FROM THE AMERICAN PEOPLE



## SURVEY INSTRUMENT FOR THE

### Cap-WASH Project

### Capacity Building of Local/National WASH NGOs/CBOs in Africa

#### Contact Person

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November 2010

## Introduction

Local NGOs/CBOs in Africa still require significant support and technical assistance to improve their capabilities in sustainable, state-of-the art WASH approaches. To address this need, USAID is investing in activities to help fill the significant knowledge and capacity gap among African local/national NGOs/CBOs working in the WASH sector.

The primary goal of Cap-WASH is to support capacity building and knowledge management for African local/national WASH NGOs/CBOs. To accomplish this, we will be assessing the existing networks engaged in capacity building (CB) and knowledge management (KM) by: (1) conducting a survey of international NGOs to determine existing sector capacities; (2) developing an adaptable modular WASH training tool; and (3) supporting the participation of NGO/CBO members to a Sustainable water and sanitation Services at Scale (Triple-S) Forum.

The survey aims to assess the WASH capacity building and knowledge management efforts of international NGOs in Africa. The survey, presented in the next section, covers five important areas: general information, leadership, organization, programs, and engagement. Because your organization is active in Africa, we are requesting that you will help us by completing the survey and returning it to me by December 3, 2010.

The analysis of the survey data will allow us to: (1) to highlight any trends; (2) Identify strengths and weaknesses of current efforts at the system, organizational and individual levels, and (3) identify gaps in current efforts and opportunities within the WASH sector.

For questions or additional information concerning the survey instrument please contact me:

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Email: [lboukerr@fiu.edu](mailto:lboukerr@fiu.edu)

**ASSESSMENT OF INTERNATIONAL AND REGIONAL NGOs/CBOs  
WATER SANITATION AND HYGIENE CAPACITY BUILDING ACTIVITIES  
IN AFRICA**

**Date of survey:**

**Part I – Information about International NGOs**

**Section I.A: General Information**

1. Please provide your name and contact information

- First Name:
- Last Name:
- Title:
- Name of Organization:
- Type of NGO organization: (please circle one): Regional National International
- Country where main office is located:
- Tel:
- Fax:
- Email address:
- Organization website:

2. Does your organization currently have a physical presence in Africa? If yes, please list the country(ies)?

List of countries: \_\_\_\_\_  
\_\_\_\_\_

3. How many of your staff members who are actually based in Africa are directly involved in the WASH activities/programs in Africa (please specify by country)?

List of countries (include number after each country): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Has your organization been engaged in capacity building activities/programs in the WASH sector in Africa? If yes please complete the next question.

Yes \_\_\_\_\_ No \_\_\_\_\_

## Section I.B: WASH related activities

5. What activities has your organization carried out that resulted in capacity building of NGOs/CBOs in the WASH sector in Africa (please check all that apply and, if possible, provide a brief overview about the activity(ies) undertaken):

### Organization and Management

- a.  Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis
- b.  Define the critical issues facing the organization
- c.  Define the organization capacity building needs
- d.  Develop goals and measurable objectives
- e.  Define expected outcomes for the organization's activities
- f.  Financial viability or NGOs/CBOs
- g.  Have an expenditure tracking and reporting system
- h.  Develop a long-term plan and project sustainability
- i.  Clearly define and articulate the staff job descriptions
- j.  Clearly define the budgeting process and financial management procedures
- k.  Generate formal reports (financials, performance, etc.)
- l.  Develop a human resources development plan
- m.  Organizational capacity and sustainability
- n.  Other (please specify)

### Data collection, monitoring and Evaluation

- o.  Define a monitoring and evaluation in plan to measure service delivery progress and achievements
- p.  Collect data on service delivery and performance indicators
- q.  Other (please specify)

### Technical programming

- r.  Address the full-life cycle cost of WASH services
- s.  System design process
- t.  Build appropriate sanitation infrastructures
- u.  Build appropriate water distribution infrastructures
- v.  Involve the community participation in operation and maintenance of infrastructures
- w.  Develop community level system operation and maintenance programs
- x.  Have effective programs in good hygiene (hand washing, use of latrines, toilets, etc.)
- y.  Other (please specify)

**Legal, Policy and Advocacy**

- z.  Foster a good public image of the organization
- aa.  Have adequate and effective advocacy programs
- bb.  Understand the country's legal environment
- cc.  Other (please specify)

**Communication, Fundraising, and Community Involvement**

- dd.  Communicate with and disseminate information to the stakeholders
- ee.  Fund raise enough resources for the efficient implementation of the programs
- ff.  Mobilize the community
- gg.  Mainstream gender issues into their programs
- hh.  Encourage and involve private sector investment
- ii.  Other (please specify)

6. How long has your organization been involved in the WASH sector in Africa (please provide the information for each of the countries you are involved in)?

List of countries (include number of years after each country): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Please list the African countries where your organization has implemented WASH related capacity building activities in the last five years, include the type of activities (workshop, short course, other) that took place and the NGOs/CBOs which receiving the training.

List of countries	List of NGOs/CBOs	Type of activities
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Part II – Information about the NGOs/CBOs you work with in Africa**

**Section II.A: Organization Development and Management**

8. Are the mission, goals, and objectives of the NGOs/CBOs you work with in Africa well understood by their Board and staff. If yes, please list the countries and NGOs/CBOs where applicable.

List of countries

List of NGOs/CBOs

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9. Have the African NGOs/CBOs you work with developed and adopted a strategic plan. Please list the countries and NGOs/CBOs where applicable.

List of countries

List of NGOs/CBOs

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10. The NGOs/CBOs we have worked with have (please check all that apply and list the countries where applicable):

- a.  Conducted a strength, weaknesses, opportunities, and treats (SWOT) analysis
- b.  Defined the critical issues facing the organization
- c.  Defined capacity building needs
- d.  Developed goals and measurable objectives
- e.  Defined expected outcomes for its activities
- f.  Defined a monitoring and evaluation in plan to measure progress and achievements



11. List the NGOs/CBOs (including country) you work with which you think have a staff with the skill sets necessary for the accomplishment of their organization's work plan.

List of countries

List of organizations

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**Section II.B: Organizational Leadership**

12. The Board members of the African NGOs/CBOs we are working with are aware of the challenges facing their organization. If yes, please list the countries and NGOs/CBOs where applicable.

List of countries

List of NGOs/CBOs

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13. The staff members of the African NGOs/CBOs we are working with are aware of the challenges facing the NGO/CBO. If yes, please list the countries and NGOs/CBOs where applicable.

List of countries

List of NGOs/CBOs

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14. The Board members of the NGOs/CBOs we worked with are aware of their organization's capacity building needs

List of countries

List of NGOs/CBOs

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15. The staff members of the NGOs/CBOs we worked with are aware of their organization's capacity building needs. If yes, please list the countries and NGOs/CBOs where this is applicable.

List of countries

List of NGOs/CBOs

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16. The Board members of the NGOs/CBOs we worked with have been the recipients of capacity building exercises/training in the past five years. If yes, please list the countries and NGOs/CBOs where this is applicable.

List of countries

List of NGOs/CBOs

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17. The staff members of the NGOs/CBOs we worked with have been the recipients of capacity building exercises/training in the past five years. If yes, please list the countries and NGOs/CBOs where this is applicable.

List of countries

List of NGOs/CBOs

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## Section II.C: Organizational Programming and Funding

18. What percentage of the NGOs/CBOs you work with have the internal financial resources to meet their program goals and objectives
- 0 – 10%
  - 10-25%
  - 25-50%
  - 50-75%
  - 75 – 100%
19. What percentages of the NGOs/CBOs you work with rely on external funding to meet their program goals and objectives?
- 0 – 10%
  - 10-25%
  - 25-50%
  - 50-75%
  - 75 – 100%
20. What percentage of the NGOs/CBOs you work with collaborates with other NGOs/CBOs in the country to produce sound and relevant programs?
- 0 – 10%
  - 10-25%
  - 25-50%
  - 50-75%
  - 75 – 100%
21. What percentage of the organizations you work with collaborates with other international NGOs/CBOs to produce sound and relevant programs?
- 0 – 10%
  - 10-25%
  - 25-50%
  - 50-75%
  - 75 – 100%

22. What percentage of the programs of the NGOs/CBOs you work with is tailored to the needs of the communities they serve?
- a. 0 – 10%
  - b. 10-25%
  - c. 25-50%
  - d. 50-75%
  - e. 75 – 100%

### **Section II.D: Observed Gaps**

23. The organizational capacity gaps we have observed among the NGOs/CBOs we are working with in Africa include the lack of ability to (please check all that apply to the NGOs/CBOs you work with):

#### **Organization and Management**

- a.  Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis
- b.  Define the critical issues facing the organization
- c.  Define the organization capacity building needs
- d.  Develop goals and measurable objectives
- e.  Define expected outcomes for the organization’s activities
- f.  Financial viability or NGOs/CBOs
- g.  Have an expenditure tracking and reporting system
- h.  Develop a long-term plan and project sustainability
- i.  Clearly define and articulate the staff job descriptions
- j.  Clearly define the budgeting process and financial management procedures
- k.  Generate formal reports (financials, performance, etc.)
- l.  Develop a human resources development plan
- m.  Organizational capacity and sustainability
- n.  Other (please specify)

#### **Data collection, monitoring and Evaluation**

- o.  Define a monitoring and evaluation in plan to measure service delivery progress and achievements
- p.  Collect data on service delivery and performance indicators
- q.  Other (please specify)

#### **Technical programming**

- r.  Address the full-life cycle cost of WASH services
- s.  System design process
- t.  Build appropriate sanitation infrastructures

- u.  Build appropriate water distribution infrastructures
- v.  Involve the community participation in operation and maintenance of infrastructures
- w.  Develop community level system operation and maintenance programs
- x.  Have effective programs in good hygiene (hand washing, use of latrines, toilets, etc.)
- y.  Other (please specify)

**Legal, Policy and Advocacy**

- z.  Foster a good public image of the organization
- aa.  Have adequate and effective advocacy programs
- bb.  Understand the country's legal environment
- cc.  Other (please specify)

**Communication, Fundraising, and Community Involvement**

- dd.  Communicate with and disseminate information to the stakeholders
- ee.  Fund raise enough resources for the efficient implementation of the programs
- ff.  Mobilize the community
- gg.  Mainstream gender issues into their programs
- hh.  Encourage and involve private sector investment
- ii.  Other (please specify)

24. The cause of the actual/potential deficiencies or lack of capacity to address the NGO/CBO goals and objectives that we have observed within the NGOs/CBOs we work with in Africa are due to (please check all that apply):

- a.  There is no link between the staff's professional background and the NGO/CBO goals/objectives.
- b.  The staff members do not have the skill set to accomplish the goals/objectives of the organization.
- c.  The technical staff members have not received adequate training in the WASH sector.
- d.  The staff are not motivated.
- e.  The staff are not allowed to take initiative.
- f.  There is not team work within the organization.
- g.  There is a lack of collaboration between the staff of the NGOs/CBOs we work with and that of other organizations in the area.
- h.  The staff has too many responsibilities.
- i.  There is not enough staff within the local NGO/CBO.



**USAID**  
FROM THE AMERICAN PEOPLE



## SURVEY INSTRUMENT FOR THE

### Cap-WASH Project

### Capacity Building of Local/National WASH NGOs/CBOs in Africa

#### Contact Person

Lakhdar Boukerrou, Ph.D.  
Program Manager, Cap-WASH  
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## Introduction

Local NGOs/CBOs in Africa still require significant support and technical assistance to improve their capabilities in sustainable, state-of-the art WASH approaches. To address this need, USAID is investing in activities to help fill the significant knowledge and capacity gap among African local/national NGOs/CBOs working in the WASH sector.

The primary goal of Cap-WASH is to support capacity building and knowledge management for African local/national WASH NGOs/CBOs. To accomplish this, we will be assessing the existing networks engaged in capacity building (CB) and knowledge management (KM) by: (1) conducting a survey of international NGOs to determine existing sector capacities; (2) developing an adaptable modular WASH training tool; and (3) supporting the participation of NGO/CBO members to a Sustainable water and sanitation Services at Scale (Triple-S) Forum.

The survey aims to assess the WASH capacity building and knowledge management efforts of international NGOs in Africa. The survey, presented in the next section, covers five important areas: general information, leadership, organization, programs, and engagement. Because your organization is active in Africa, we are requesting that you will help us by completing the survey and returning it to me by April 22, 2011.

The analysis of the survey data will allow us to: (1) to highlight any trends; (2) Identify strengths and weaknesses of current efforts at the system, organizational and individual levels, and (3) identify gaps in current efforts and opportunities within the WASH sector.

For questions or additional information concerning the survey instrument please contact me:

Dr. Lakhdar Boukerrou  
Tel: +1-305-348-4520  
E-mail: [lboukerr@fiu.edu](mailto:lboukerr@fiu.edu)

**ASSESSMENT OF INTERNATIONAL AND REGIONAL NGOs/CBOs  
WATER SANITATION AND HYGIENE CAPACITY BUILDING ACTIVITIES  
IN AFRICA**

**Date survey completed:**

**Part I – Information about International NGOs**

**Section I.A: General Information**

25. Please provide your name and contact information

- First Name:
- Last Name:
- Title:
- Name of Organization:
- Type of NGO organization: (please circle one): Regional   National   International
- Country where main office is located:
- Tel:
- Fax:
- Email address:
- Organization website:

26. Does your organization currently have a physical presence in more than one country in Africa? If yes, please list the country (ies)?

List of countries: \_\_\_\_\_  
\_\_\_\_\_

27. How many of your staff members are directly involved in WASH activities/programs (please specify by country)?

List of countries (include number after each country): \_\_\_\_\_  
\_\_\_\_\_

28. Has your organization benefited from capacity building training? If yes please complete the next questions.

Yes \_\_\_\_\_ No \_\_\_\_\_



## Section I.B: WASH related activities

29. What capacity building activities has your organization benefited from (please check all that apply, if possible please specify the organization that conducted the capacity building training/efforts).

### Organization and Management

- jj.  Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis
- kk.  Define the critical issues facing the organization
- ll.  Define the organization capacity building needs
- mm.  Develop goals and measurable objectives
- nn.  Define expected outcomes for the organization's activities
- oo.  Financial viability or NGOs/CBOs
- pp.  Have an expenditure tracking and reporting system
- qq.  Develop a long-term plan and project sustainability
- rr.  Clearly define and articulate the staff job descriptions
- ss.  Clearly define the budgeting process and financial management procedures
- tt.  Generate formal reports (financials, performance, etc.)
- uu.  Develop a human resources development plan
- vv.  Organizational capacity and sustainability
- ww.  Other (please specify)

### Data collection, monitoring and Evaluation

- xx.  Define a monitoring and evaluation in plan to measure service delivery progress and achievements
- yy.  Collect data on service delivery and performance indicators
- zz.  Other (please specify)

### Technical programming

- aaa.  Address the full-life cycle cost of WASH services
- bbb.  System design process
- ccc.  Build appropriate sanitation infrastructures
- ddd.  Build appropriate water distribution infrastructures
- eee.  Involve the community participation in operation and maintenance of infrastructures
- fff.  Develop community level system operation and maintenance programs
- ggg.  Have effective programs in good hygiene (hand washing, use of latrines, toilets, etc.)
- hhh.  Other (please specify)

**Legal, Policy and Advocacy**

- iii.  Foster a good public image of the organization
- jjj.  Have adequate and effective advocacy programs
- kkk.  Understand the country’s legal environment
- lll.  Other (please specify)

**Communication, Fundraising, and Community Involvement**

- mmm.  Communicate with and disseminate information to the stakeholders
- nnn.  Fund raise enough resources for the efficient implementation of the programs
- ooo.  Mobilize the community
- ppp.  Mainstream gender issues into their programs
- qqq.  Encourage and involve private sector investment
- rrr.  Other (please specify)

30. How long has your organization been involved in the WASH sector in Africa (please provide the information for each of the countries you are involved in)?

List of countries (include number of years after each country): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

31. Please list the African countries where your organization has benefited from WASH related capacity building activities in the last five years, include the type of activities (workshop, short course, other) that took place and the organization which conducted the training.

List of countries	Organizations which conducted training	Type of activities

**Part II – Information about the NGOs/CBOs you work with in Africa**

**Section II.A: Organization Development and Management**

32. Are the mission, goals, and objectives of your organization well understood by the Board of Directors and staff?

Yes \_\_\_\_\_

No \_\_\_\_\_

33. Does your organization have strategic plan?

Yes \_\_\_\_\_

No \_\_\_\_\_

34. Has your organization done any of the following: (please check all that apply):

- g. \_\_\_\_\_ Conducted a strength, weaknesses, opportunities, and treats (SWOT) analysis
- h. \_\_\_\_\_ Defined the critical issues facing the organization
- i. \_\_\_\_\_ Defined capacity building needs
- j. \_\_\_\_\_ Developed goals and measurable objectives
- k. \_\_\_\_\_ Defined expected outcomes for its activities
- l. \_\_\_\_\_ Defined a monitoring and evaluation in plan to measure progress and achievements

## **Section II.B: Organizational Leadership**

35. Are the Board members of your organization aware of the challenges facing the organization?

Yes \_\_\_\_\_

No \_\_\_\_\_

36. The staff members of our organization are aware of the challenges facing the organization.

Yes \_\_\_\_\_

No \_\_\_\_\_

37. The Board members of our organization are aware of the organization's capacity building needs

Yes \_\_\_\_\_

No \_\_\_\_\_

38. The staff members of our organization are aware of the organization's capacity building needs.

Yes \_\_\_\_\_

No \_\_\_\_\_

39. The Board members of our organization have been the recipients of capacity building exercises/training in the past five years. If yes, please specify the theme of the capacity building training.

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40. The staff members of our organization have been the recipients of capacity building exercises/training in the past five years. If yes, please specify the theme of the capacity building training.

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**Section II.C: Organizational Programming and Funding**

41. Does your organization have the internal financial resources to meet its program goals and objectives

Yes \_\_\_\_\_  
No \_\_\_\_\_

42. Does your organization rely on international funding to meet its program goals and objectives?

Yes \_\_\_\_\_  
No \_\_\_\_\_

43. Does your organization collaborate with other local/national NGOs/CBOs in the country to produce sound and relevant programs?

Yes \_\_\_\_\_  
No \_\_\_\_\_

44. Does your organization collaborate with international NGOs/CBOs to produce sound and relevant programs?

Yes \_\_\_\_\_

No \_\_\_\_\_

45. What percentages of your organization's programs are tailored to the needs of the communities you serve?

- f. 0 – 10%
- g. 10-25%
- h. 25-50%
- i. 50-75%
- j. 75 – 100%

### **Section II.D: Observed Gaps**

46. The organizational capacity gaps I have observed within our organization include the lack of ability to (please check all that apply):

#### **Organization and Management**

- jj. \_\_\_\_ Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis
- kk. \_\_\_\_ Define the critical issues facing the organization
- ll. \_\_\_\_ Define the organization capacity building needs
- mm. \_\_\_\_ Develop goals and measurable objectives
- nn. \_\_\_\_ Define expected outcomes for the organization's activities
- oo. \_\_\_\_ Financial viability or NGOs/CBOs
- pp. \_\_\_\_ Have an expenditure tracking and reporting system
- qq. \_\_\_\_ Develop a long-term plan and project sustainability
- rr. \_\_\_\_ Clearly define and articulate the staff job descriptions
- ss. \_\_\_\_ Clearly define the budgeting process and financial management procedures
- tt. \_\_\_\_ Generate formal reports (financials, performance, etc.)
- uu. \_\_\_\_ Develop a human resources development plan
- vv. \_\_\_\_ Organizational capacity and sustainability
- ww. \_\_\_\_ Other (please specify)

#### **Data collection, monitoring and Evaluation**

- xx. \_\_\_\_ Define a monitoring and evaluation in plan to measure service delivery progress and achievements
- yy. \_\_\_\_ Collect data on service delivery and performance indicators
- zz. \_\_\_\_ Other (please specify)

#### **Technical programming**

- aaa. \_\_\_\_ Address the full-life cycle cost of WASH services

- bbb.  System design process
- ccc.  Build appropriate sanitation infrastructures
- ddd.  Build appropriate water distribution infrastructures
- eee.  Involve the community participation in operation and maintenance of infrastructures
- fff.  Develop community level system operation and maintenance programs
- ggg.  Have effective programs in good hygiene (hand washing, use of latrines, toilets, etc.)
- hhh.  Other (please specify)

**Legal, Policy and Advocacy**

- iii.  Foster a good public image of the organization
- jjj.  Have adequate and effective advocacy programs
- kkk.  Understand the country's legal environment
- lll.  Other (please specify)

**Communication, Fundraising, and Community Involvement**

- mmm.  Communicate with and disseminate information to the stakeholders
- nnn.  Fund raise enough resources for the efficient implementation of the programs
- ooo.  Mobilize the community
- ppp.  Mainstream gender issues into their programs
- qqq.  Encourage and involve private sector investment
- rrr.  Other (please specify)

47. The cause of the actual/potential deficiencies or lack of capacity I have observed within our organization are due to (please check all that apply):

- j.  There is no link between the staff's professional background and the NGO/CBO goals/objectives.
- k.  The staff members do not have the skill set to accomplish the goals/objectives of the organization.
- l.  The technical staff members have not received adequate training in the WASH sector.
- m.  The staff are not motivated.
- n.  The staff are not allowed to take initiative.
- o.  There is not team work within the organization.
- p.  There is a lack of collaboration between the staff of the NGOs/CBOs we work with and that of other organizations in the area.
- q.  The staff has too many responsibilities.
- r.  There is not enough staff within the local NGO/CBO.

Table 10. African NGOs/CBOs which received training for WASH related capacity building activities implemented by international NGOs.

COUNTRY	ANEW	Catholic Relief Services	Lifewater	Winrock	World Neighbors	Water.org
Tanzania	Tanzania Water and Sanitation Network (TAWASANET)		Moravian Church of Western Tanzania, Evangelical Lutheran Church of Tanzania, Village Schools International, Unreached People's Mission	SHIPO, MSABI, SEMA	Tarime Rural District Trust Fund (TARDTF) , KINGA Development Program	
Burkina Faso					Association d'appui a la Promotion du Developpement Durable des Communautes, Association for the Promotion of Sustainable, Community Development (APDC)	
Ghana	Coalition of NGOs in Water and Sanitation (CONIWAS)			Rural Water & Sanitation Promotional Services Project Planning & Management Network (PROMAG) Community Development Consult Network (CODESULT) New Nation Network Rural Action Foundation Development Fortress New Life Foundation Impact Edsam Social Network Foundation for Grassroot Initiatives in Africa Center for Rural Enterprise Development (CRED)		Afram Plains Development Organisation and Rural Aid
Niger				CRAC-GRN, DEMI-E		
Cameroon	Water Energy and Sanitation for Development (WESDE)					
Congo Dem. Rep.	Logos 1er, Avocats					
Ethiopia	Water and Sanitation Forum	AWASH	Ethiopian Evangelical Church Mekane Yesus- Development and Social Services Commission and the Ethiopian Kale Heywet Church			Relief Society of Tigray and Organization for Relief and Development in Amhara

Table 10 cont'd. African NGOs/CBOs which received training for WASH related capacity building activities implemented by international NGOs.

COUNTRY	ANEW	Catholic Relief Services	Lifewater	Winrock	World Neighbors	Water.org
Kenya	Kenya Water and Sanitation Network (KEWASNET)		Lifewater Kenya, GWAKO Ministries, World Vision Kenya, Staff of Hope, Robondo Community		FOKODEP; MUDEP; Ngua Mlambo Development, Trust (NMDT); Akukuranut Development, Trust (ADT)	Pamoja Trust, ADRA-Kenya, Kenya Water for Health Organization, Sustainable Aid in Africa
Lesotho		Mvula Trust WHELL Program				
Mali		Oranization Strengthening Women's Credi and Irrigated Agriculture in Macina project, or (ROCAM)			Union of Farmers of the Circle of Tominian (UACT) , Siginyogonjè	
Mozambique			Agua Para Todos			
Nigeria	Nigeria Civil Society Network for Water and Sanitation (NEWSAN)		Grace Christian Mission			
Rwanda	Rwanda NGOs Forum on Water, Sanitation and Environment (RWASEF)		MOUCECORE			
Sierra Leone			ChildHelp			
Sudan		Latjor Livelihood Project				
Uganda	Uganda Water and Sanitation NGO Network (UWASNET)		JOY Drilling, Divine Waters Uganda, All Nations Christian Care		No CBO partner	Voluntary Action for Development and Community Integrated Development Initiatives



## **APPENDIX II**

- **SURVEY TECHNICAL JUSTIFICATION**
- **SURVEY EXPANSION TO NATIONAL ORGANIZATIONS**
- **SURVEY TECHNICAL JUSTIFICATION**
- **RECOMMENDATIONS, PARTICULARLY REGARDING  
NATIONAL ORGANIZATIONS RESPONSE RATES TO DATE**

**María Catalina Bosch**  
September 17, 2012

## **Survey Technical Justification**

The Survey is justified from the following standpoints:

- i) **Results reliability** – The error chance from the responses is close to nil, since surveyed organizations are responding about their own core activities, questions are neutral in tone (i.e. do not induce subjective reactions), and no special interests are perceived that could introduce a bias in the answers. Our questions deal with real and present situations; they involve facts, rather than subjective opinions; question matters are not controversial and respondents have no incentive to refraining to provide information or prompted by assumptions. Finally, the selection of the addressees was not randomized to any extent: all NGOs/CSBs involved in the water resources realm were included.
- ii) **Standardized questions** – They make it easier to draw comparisons and reach general conclusions, as well as keeping records of the responses to do effective work, assemble data received in an usable format and make comparisons, and allows potential illustrations through charts and graphics (Processing and presentation virtues).
- iii) **Questions are neutral in tone** – They do not induce subjective reactions.
- iv) **Flexibility in the creation stage of the survey** made GLOWS' task easier in deciding how the questions and answers were to be administered.
- v) **Design flexibility** that allows GLOWS researchers to make inquiries on new issues resulting from initial research.
- vi) **Neutrality** – Findings can be compared in a non-judgmental manner.
- vii) **Unexpensive procedures** – The survey is self-administered, and can be and is being administered from a remote location.
- viii) **Accuracy** – Enhanced by the almost full coincidence between the target population (NGOs/CBOs) and the addressees – A thorough research was done to include a large number of active NGOs and CBOs in the listing.

- ix) **Confirmability** – The results can be confirmed by any other person conducting the same study, and through future updates.
- x) **Presentation** – Clear and understandable questionnaire, with an introductory email message for each addressee, expounding the aims and importance of the survey and their cooperation.
- xi) **Generalizability**, i.e. this survey’s virtue of allowing the findings and conclusions to be safely applied to non-respondents, thus overcoming the problem of limited numbers of responses from certain addressee segments.
- xii) **Internal coherence** – All questions are interrelated in a consistent way.
- xiii) **Internal validity** – The study was designed and is being pursued with rigor and persistence [e.g. (a) following up with additional request messages to the entities that had failed to send their answers, and (b) promptly responding to their doubts or clarification requests].
- xiv) **No information is considered irrelevant** – This was an important trait of this survey. The addressee organizations were specifically told that even “Non-Applicable”-type answers to certain questions would be useful, since they would help us ascertain the scope of their activities, in order for us to be able to reach general conclusions for the whole population.
- xv) **Verosimilitude** – In view of the above-mentioned attributes of the survey, the responses can be rated as verosimile, i.e. with high probability that findings match the reality.

A feature introduced in this report in May, 2012 consisted of adding a **National** stratum to the existing **Regional** and **International** segments of the survey. This innovation is reflected in the final table of this report. National response rates have a margin of improvement that was also discussed in the Recommendations section of this Appendix.

## Findings and Recommendations

### 1. Findings

- Data have been assembled in usable format that allows comparisons within the survey group, between the group, or both.
- A thorough search was done to identify the WASH organizations currently active in Africa, and their contact points. Network and international organizations were requested to help enrich such listings. The roster thus achieved can be considered comprehensive in terms of publicly available data (efforts to add new or still unknown entities will not cease, though)
- A deadline was set and made known to the addressees. However, in a number of cases they asked for an extension, and we emphasized the fact that receiving their responses was our primary goal. (Please see my recommendation in this respect below)
- Responses were received from mid-May to mid-September, 2012 from:
  - 1) International Life Line / International
  - 2) Catholic Relief Services / International
  - 3) Rain Foundation / International
  - 4) Lawyer's for Environmental Action Team / National-Tanzania
  - 5) Athi Water Services Board / Regional
  - 6) WASHplus Project, FHI 360 / International
  - 7) A Child's Right / International
  - 8) Africare Zambia / International
  - 9) RN-PM. BF
  - 10) ProNet North / National - Ghana
  - 11) Rural Aid / National – Ghana
  - 12) Water For People - International
- National organizations' response rates were low—an issue the following factors likely contributed to:

- Such organizations' and their countries' want of ICT and other resources –financial, physical, and human—in a significant number of African nations. In exploring the matter I have found that African countries experiencing such hardships are intending to create partnerships for better use of their scarce resources. The following quotation is revealing in this respect and easily applies to WASH:

*“Many West African (indeed almost all sub-Saharan African) countries lack technical, physical and financial resource capacity to develop... conservation strategies and programs, both in situ and ex-situ. The need for a coordinated mechanism that will help marshal technical and financial resources to drive the ... R&D agenda in West Africa cannot be overstated. This underscores the importance of the decision taken by the ECOWAS Heads of States and Governments to develop a regional Centre of Excellence that will help mobilize efforts at regional level and provide a point of entry for international partnerships and a platform for conducting regional public goods R&D”<sup>10</sup>*

Rwanda, for instance, is a case in point:

*“Most of the problems that have been encountered in Rwanda’s attempt to transform the economy are a direct result of the situation that the country was in at the start of the plan. Many of the problems still plague the country and are slowing the development process. The fact that the country had almost no ICT infrastructure before the plan means it has a long way to go to have a fully developed system. At the time of the creation of Vision 2020, Rwanda had a teledensity rate of 1.1% and Internet density of just 0.06%.”<sup>11</sup>*

Use of such collective, transnational mechanism is for those countries a sensible way to mitigate their resource problems, but one which obviously help explain the scarcity of active national NGOs/CBOs in their territories. One also could hypothesize that such efforts being mostly governmental –rather than private—in terms of management, processing requests from international programs such as ours might be delayed to some extent by mandatory authorization requirements.

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<sup>10</sup> [http://www.itc.gm/html/doc/BRIEFING\\_NOTES\\_AND\\_DRAFT\\_AGENDA.pdf](http://www.itc.gm/html/doc/BRIEFING_NOTES_AND_DRAFT_AGENDA.pdf)

<sup>11</sup> <http://ocw.mit.edu/courses/foreign-languages-and-literatures/21f-034-media-education-and-the-marketplace-fall-2005/projects/ictrwanda.pdf> (stress added).

- One remarkable response received was that of the Washington, DC-headquartered WASH Advocates organization<sup>12</sup>, which volunteered to publish our survey in their newsletter, a communications tool reaching foundations, corporations, civic/faith groups, implementing nonprofits, schools and universities. (See our recommendation in connection with this item below)

## 2. Recommendations

- Ongoing effort – The survey project should be conceived as an ongoing effort. This will ensure ready availability of the latest data obtained and dispense with the delays resulting from the longer request-and-response process.
- Secondary Analysis – Apply previously collected survey data (the ones presented in this report) to new research questions
- Send new requests to organizations that have not answered yet.
- Identification of new potential responders – NGOs and COBs being a major and growing factor in global governance and social citizenship, search for new ones, or identification of the ones still not detected should be a standing activity, in parallel to that of contacting those previously approached which had not responded. I particularly suggest exploring the programs set by a number of developed countries (e.g. those of AusAid in Australia) that work in partnership with NGOs and CBOs. (Delegating implementation tasks to such private organizations has become common in aid programs).
- Revisit the existing questionnaires for potential adjustments that make them more effective in terms of clarity and relevance. Care should also be taken not to introduce any changes that impair the possibility to make comparisons among the responses already received and those provided to the adjusted texts. The rule, in my view, should be limit any questionnaire editing to changes that provide more clarity --when this be really necessary—while maintaining the conceptual integrity of the item revised.
- One promising way to find and reach additional organizations for our survey is suggested by the above-referred WASH Advocates offer to made it known in their newsletter. This inexpensive tool should be developed both in future newsletters from such entity and in other existing newsletters from other organizations, which accurately reach the WASH community.

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<sup>12</sup> <http://www.washadvocates.org/>

One should consider drafting introductory texts for such electronic bulletins, with clear explanations for their NGOs/CBOs' recipient to perceive the relevance of our survey for improving WR efforts in their own areas.

- Survey deadlines might have discouraged respondents from sending their inputs – a possibility that could be linked with the aforementioned resource limitations in some organizations. Eleven national organizations' responses were received during the May-September 2012 period, and sixteen in the previous trench of the survey process. Even though the May-September spell was shorter and the difference is not statistically insignificant, and responses can still be coming, both figures were lower than expected.
- On the other hand, one cannot just dispense with setting a deadline –any deadline-- or the survey would become ineffective. I suggest a carefully revised text for our introductory letter, which should include a deadline but also point out that our fundamental expectation consists of receiving their responses, and we will understand some of them could need a reasonable time extension based on their circumstances.

The table on next page presents the survey procedural effort and response outcomes for the period 05/12/2012 to 09/15/2012.

## SURVEY IMPLEMENTATION PROCESS

INTERNATIONAL NGO's / CBO's				
Name of Organization	Contact/ Country	Survey Sent Date	Country Reply Date	Response
<b>AKVO.org's</b>	Peter van der Linde (Amsterdam) t: +31 (0)20 820 01 75 peter [at] akvo.org Head office: Akvo Foundation 's-Gravenhekje 1A 1011 TG Amsterdam Netherlands	Wed 5/9/2012 11:20 AM  Re sent:  Wed 5/30/2012 9:57 AM		NOT YET RECEIVED
<b>Earth Rights International</b>	<a href="mailto:infos@earthrights.org">infos@earthrights.org</a>	9/06/2012		
<b>Ashoka Innovators for the Public</b>  <b>A global citizen sector organization that identifies and invests in over 1,800 social entrepreneurs in over 60 countries.</b>	<a href="mailto:scenter@ASHOKA.ORG">scenter@ASHOKA.ORG</a> Joachim Ibeziako Ezeji MSc. (ASHOKA - Lemelson Fellow) Team Leader/Chief Executive Officer Rural Africa Water Development Project (RAWDP) www.rawdp.org 58 MCC/Uratta Road, P.O.Box 6116 Aladimma, Owerri, Nigeria Tel: +234 8107867335, 7059016372, 8183405204	May 31, 2012 4:38 PM  Re sent: 7/9/2012	May 31, 2012 4:38 PM (automatic reply)  7/9/2012	Sent Items Monday, July 09, 2012 11:26 PM Hi Joachim, Please let me know if you need any further clarification or assistance in filling out the survey. Thank you in advance for your time and effort, Kind regards, Maria Bosch ruralafrica developmentproject [ruralafrwadp@yahoo.com]  Actions In response to the message from Maria Bosch, 7/5/2012  To: Maria Bosch Monday, July 09, 2012 4:27 PM You replied on 7/9/2012 11:27 PM. Hi Maria,



				Please I will respond by end of this week. Cheers, Joachim Ibeziako Ezeji NOT YET RECEIVED
<b>WSSCC</b>	Water Supply & Sanitation Collaborative Council (WSSCC) 15, chemin Louis-Dunant 1202 Geneva Switzerland  Phone: +41(0) 22 560 81 81 Fax: +41(0) 22 560 81 84 E-mail: <a href="mailto:wsscc@wsscc.org">wsscc@wsscc.org</a> Normal business hours are 09.00 to 17.30.	Wed 5/9/2012 11:16 AM  Re sent:  Wed 5/30/2012 9:56 AM		NOT YET RECEIVED
<b>GWP</b>	141 Creswell Street Weavind Park, 0184 Pretoria South Africa Telephone: +27 12 8459100 Fax number: +27 12 8459110 E-mail: <a href="mailto:secretariat@gwpsa.org">secretariat@gwpsa.org</a>	Wed 5/9/2012 11:25 AM  Re sent:  Wed 5/30/2012 9:57 AM		NOT YET RECEIVED
<b>GWA</b>	P.O. Box 114 6950 AC Dieren The Netherlands Phone: +31 313 427230 Fax: +31 313 427230 <a href="mailto:secretariat@gwalliance.org">secretariat@gwalliance.org</a>	Wed 5/9/2012 11:11 AM  Re sent:  Wed 5/30/2012 9:55 AM  8/14/2012  9/06/2012	9/06/2012	Follow - up Global Water for Sustainability - Survey Completion  Request Maria Bosch  Actions In response to the message from Esther de Jong, Thu 9/6  To: Esther de Jong [ <a href="mailto:estherdejong@chello.nl">estherdejong@chello.nl</a> ] ] Cc: <a href="mailto:jokemuyliwijk@chello.nl">jokemuyliwijk@chello.nl</a> ; Ryan Stoa (rs

				<p>toa@globalwaters.net)</p> <p>Sent Items Thursday, September 06, 2012 10:04 AM</p> <p>Dear Esther,</p> <p>Many thanks for your response and attachment, as well as for your relevant comments and suggestions. I will forward them to Dr. Ryan Stoa, GLOWS Project Executive Officer.</p> <p>As regards our questionnaire, I would like to remark this initiative has been designed as a useful self-assessing tool GLOWS will be using to fine-tune our efforts and enhance our results for development countries and peoples. Under this light even "not applicable" responses from GWA will be significant for our experts to tabulate and reach global conclusions. Hence, I dare respectfully insist in requesting your kind help by filling the questionnaire.</p> <p>Kind regards and all the best for your important work.</p> <p>Maria C. Bosch</p> <p>Maria BoschThu 9/6</p> <p>Esther de Jong [estherdejong@chello.nl]</p> <p>Thursday, September 06, 2012 6:06 AM</p>
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				<p>Dear Maria Bosch,</p> <p>The Gender and Water Alliance is supportive of your initiative to review existing networks active in WASH in Africa. As GWA is an organization providing capacity building in the field of gender and water (of which WASH is a component), and not involved in executing WASH programmes or projects, it seems not very beneficial to fill in the questionnaire you have sent us. It would be much more beneficial to both of us, if GWA can assist in filling the knowledge gaps on gender and sanitation of the organizations you are approaching now. We are registered as a PVO with USAID and have extensive knowledge in the field of capacity building at many different levels.</p> <p>To give you a better understanding about our network I am attaching our leaflet to this e-mail.</p> <p>Kind regards,</p> <p>Esther de Jong Deputy Director Gender and Water Alliance PO Box 114, 6950 AC Dieren The Netherlands Tel. +31 313 427230 Email: <a href="mailto:estherdejong@chello.nl">estherdejong@chello.nl</a> <a href="mailto:secretariat@gwalliance.org">secretariat@gwalliance.org</a> <a href="http://www.genderandwater.org">www.genderandwater.org</a></p>
<b>CAP-Net</b>	E-mail: <a href="mailto:info@cap-net.org">info@cap-net.org</a> Telephone: +27 12 3309077	Wed 5/9/2012 11:42		

	Fax: +27 12 3314860 Visiting Address 491,18th Ave Rietfontein Pretoria 0084 South Africa	AM  Re sent:  Wed 5/30/2012 9:58 AM		
<b>IRC</b>	W.J. Pels   IRC, The Hague, the Netherlands   T +3170 30 044 024 / F 00   Skype PelsIRC	November, 2010		Survey filled out/ LAKHDAR
<b>Action Against Hunger</b>	Action Against Hunger   ACF-USA 247 West 37th Street, 10th Floor New York, NY 10018 USA	Phone: +1 (212) 967-7800 Toll free: +1 (877) 777-1420 Fax: +1 (212) 967-5480		Survey filled out/ LAKHDAR
<b>Africare</b>	International Headquarters Africare Africare House 440 R Street, N.W. Washington, D.C. 20001 USA Telephone: 1-202-462-3614 Fax: 1-202-387-1034 E-mail: development@africare.org pseshadri@africare.org	Wed 5/9/2012 11:44 AM  5/31/2012 <a href="mailto:seshadri@africareug.org">seshadri@africareug.org</a>  5/31/2012 <a href="mailto:cisely.africare@gmail.com">cisely.africare@gmail.com</a>  5/31/2012 <a href="mailto:angame@bf.africare.org">angame@bf.africare.org</a>  <a href="mailto:africaremalawi@africaremw.org">africaremalawi@africaremw.org</a>  <a href="mailto:alhassana@africare.sn">alhassana@africare.sn</a>  August 15, 2012 2:26 PM To: Jacqueline Johnson	Mr. Harrison Responded Monday, May 14, 2012 3:33 PM GLOWS responded asking for completion of survey: Tue 5/15/2012 9:44 AM Mr. Vonda forwarded GLOWS request to the Programs Depart for review: Wednesday, May 16, 2012 11:41 AM GLOWS RESPONDED: Wed 5/16/2012 11:59 AM Re sent by GLOWS: Wed 5/30/2012 10:22 AM Re sent by GLOWS to: development@africare.org; 'president@africare.org'; 'info@africare.org' : Thu 5/31/2012 10:52 AM Re sent by GLOWS to: 'dforte@africare.org Thu	<b>Survey filled out / Catalina</b>  Maria,  <b>Kindly receive the attached filled-in-instrument for Africare Zambia.</b> On questions relevant to in-country were adequately responded to. Cheers! Isaac  Paul Chimedza - -  Tuesday, July 31, 2012 11:27 AM  Thank you for the reminder  Maria Bosch  Sent Items Tuesday, July 31, 2012 11:00 AM Dear Mr. Paul Pascal Chimedza,  We very much appreciate your prompt reply.

	<p>Rue 181, porte 416 Bamako  Cell:(223) 7640 6044  Tel: (223) 2024 3703  <a href="mailto:skype:ahmed_ngame">skype:ahmed_ngame</a>  <a href="http://www.africare.org">www.africare.org</a></p> <p>Robert Patterson  Senior Program Manager, International Programs</p> <p>Africare House  440 R Street NW  Washington, DC 20001  United States  Tel: 202-462-3614 x 5349  Fax: 202-387-1034  <a href="mailto:rpatterson@africare.org">rpatterson@africare.org</a>  <a href="http://www.africare.org">www.africare.org</a></p> <p>Gordon K. Brown  <a href="mailto:info@africare.org.zm">info@africare.org.zm</a></p> <p>Dramane YAMEOGO  Officer in Charge  Africare / Burkina Faso  01 BP 608 Ouagadougou 01  Burkina Faso (West Africa)  Tel.: (226)50-36-93-70  Fax.: (226)50-36-93-73  Mobile: (226) 70-18-92-33  <a href="http://www.africare.org">http://www.africare.org</a></p> <p>Paul Pascal Chimedza  <a href="mailto:pchimedza@africare.org">[pchimedza@africare.org]</a></p>	<p>Cc: <a href="mailto:jjohnson@africare.ne">jjohnson@africare.ne</a></p> <p>6/4/2012  Gordon K. Brown  <a href="mailto:info@africare.org.zm">info@africare.org.zm</a></p>	<p>5/31/2012 10:56 AM  Answered by Dianne Forte:  Thu 5/31/2012 12:24 PM  Replied by GLOWS:  Thu 5/31/2012 12:56 PM  From: Robert Patterson  [mailto:rpatterson@africare.org]  Sent: Thursday, May 31, 2012 4:48 PM  From: Maria Bosch  Sent: Thursday, May 31, 2012 5:22 PM  To: 'Robert Patterson'</p> <p>Forwarded to Dianne Forte on :  Thu 6/7/2012 2:24 PM  'Dianne Forte'  <a href="mailto:dforte@africare.org">dforte@africare.org</a></p> <p>Re sent by GLOWS to: 'ppersell@africare.org':  Thu 5/31/2012 11:01 AM  Re sent by GLOWS to: 'countryrep@africare.org':  Thu 5/31/2012 11:07 AM  Re sent by GLOWS to: 'pseshadri@africare.org':  Thu 5/31/2012 11:10 AM  Re sent by GLOWS to: 'angame@africare.org':  Thu 5/31/2012 11:14 AM  Re sent by GLOWS to:</p>	<p>Thank you in advance,</p> <p>Maria Bosch</p> <p>Maria Bosch  7/31/2012</p> <p>Paul Pascal Chimedza  <a href="mailto:pchimedza@africare.org">[pchimedza@africare.org]</a></p> <p>Tuesday, July 31, 2012 10:54 AM  Isaac and TK can you fill in the survey questionnaire and send to Maria no later than 10 August. This had slipped through the cracks.</p> <p>Kindly acknowledge receipt.</p> <p>Regards</p> <p>Paul</p> <p>Maria Bosch</p> <p>Sent Items  Tuesday, July 31, 2012 10:46 AM  Dear Mr. Paul Pascal Chimedza,</p> <p>If at all possible, we would like to receive Africare's responses by August 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs. Please notice that our survey targets a wide range of respondents, and some items might not match some specific</p>
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			<p>'Kampfo@aficare.org'; 'fwest-central@aficare.org'; 'aficare.ghana@aficare.org'; 'cdombin@aficare.org'</p> <p>Thu 5/31/2012 11:20 AM Re sent by GLOWS to: 'al hassana@aficare.sn'; 'mamadum@yahoo.com'; 'julioinjai@hotmail.com'</p> <p>Thu 5/31/2012 11:26 AM</p> <p>6/27/2012 Dramane YAMEOGO Officer in Charge Aficare / Burkina Faso (automatic reply)</p> <p>August 14</p> <p>Aficare Zambia sent in Questionnaire</p>	<p>fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely,</p> <p>Maria Bosch</p> <p>Dear Paul,</p> <p>Many thanks and kind regards,</p> <p>Maria Bosch</p> <p>Maria Bosch</p> <p>6/1/2012</p> <p>Paul Pascal Chimedza [pchimedza@aficare.org]</p> <p>Friday, June 01, 2012 5:32 AM Received with thanks. will create time to fill this in.</p> <p>Dear Ms. Bosch, This message is in response to your inquiry below. I am in receipt of your email for the first time. Therefore, could you please let me now when the initial request was sent, and to which email address? Also, I have forwarded your request to our Programs</p>
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			<p>Department for response, they will have the most current information regarding our water program. I will follow up with you later on their response.</p> <p>Please feel free to contact me if you have any questions. Thank you.</p> <p>Best regards,  Vonda M. Harrison  Development Associate  Africare House  440 R Street NW  Washington, DC 20001  Tel: (202) 328-5334  Fax: (202) 387-1034  <a href="http://www.africare.org">www.africare.org</a>  CFC #11107</p> <p>Dear Mr. Harrison,</p> <p>Thank you very much for your prompt response. I assume our initial request was lost in the mail, and am attaching the original request, which is self-explanatory regarding the survey and its relevance for GLOWS' mission. In view of the scope and purpose of your organization, we believe it is able to provide us with valuable inputs that help make more effective our work on behalf of the developing countries in the water resources area.</p> <p>As mentioned in the attached document, we are trying to reach as broad a range of water resource organizations as possible; therefore, if in addition to completing our survey you could provide us with a list of potential international, regional, local or national entities in your area --</p>
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				<p>particularly NGOs/COBs- we would be most grateful.</p> <p>We are looking forward to hearing from you again.</p> <p>Kind regards, Maria Bosch</p> <p>Dear Ms. Bosch,</p> <p>Your survey request has been forwarded to our Programs Depart for review, and someone will follow up with you soon.</p> <p>In response to your request for contact information on local and/or international NGO's/CBO's who work in the area of water sanitation, Africare does not have a research department and we are therefore unable to assist you with the requested contact list. However, below are some great websites that you may find useful as you continue your research.</p> <p>Best regards, Vonda</p> <p>I very much appreciate your kind response and valuable collaboration.</p> <p>Hope to hear from your office soon, kind regards, Maria Bosch</p> <p>Dear Ms. Bosch, thanks for getting in touch. I am forwarding this to our water focal point for his immediate attention. His name is Rob Patterson.</p>
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			<p>Thanks, Dianne J. Forte</p> <p>Dear Dianne,</p> <p>We do appreciate your prompt response. We are looking forward to receiving your organization's inputs, and also thank Mr. Patterson in advance for his kind assistance in our effort.</p> <p>Cordially, Maria Bosch</p> <p>From: Robert Patterson [mailto:rpatterson@aficare.org] Sent: Thursday, May 31, 2012 4:48 PM To: Maria Bosch Subject: GLOWS survey request - Africare</p> <p>Hello Maria,</p> <p>I am responding to your request of Africare to complete a survey. Thank you for contacting us.</p> <p>When is the deadline to submit this document? Due to leave and other work commitments, I am likely to not be able to fully respond to your request before the week of June 18th.</p> <p>May I also ask how will the survey information be used? Africare has projects and offices in 19 countries. Moreover, answers to many of your questions will not readily fit</p>
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			<p>into the response wording/slots provided. Africare works extensively in agriculture and health, but we also often have WASH projects integrated across those sectors.</p> <p>Rob</p> <p>Robert Patterson Senior Program Manager, International Programs</p> <p>Africare House 440 R Street NW Washington, DC 20001 United States Tel: 202-462-3614 x 5349 Fax: 202-387-1034 rpatterson@aficare.org www.aficare.org</p> <p>From: Maria Bosch Sent: Thursday, May 31, 2012 5:22 PM To: 'Robert Patterson' Cc: Ryan Stoa (rstoa@globalwaters.net) Subject: RE: GLOWS survey request - Africare</p> <p>Dear Rob,</p> <p>Many thanks for your response. Considering the width and differing contexts in the survey target area, we have decided against setting a tight, or even inflexible deadline, lest we lose useful information from any organization.</p> <p>Hence, please accommodate our</p>
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			<p>query to your schedule. The second half of June would be fine.</p> <p>The survey information has been conceived as a self-assessment and fine-tuning tool for GLOWS. We are keenly aware of the importance of our work's reflecting real-people needs and environment, rather than being an abstract effort. Therefore, even "not applicable"-type answers will be a valuable input.</p> <p>You can also attach a separate outline of any multifocal project/program description you think we might be interested in, where water issues are relevant. They would help our experts; however, the survey itself is our main goal, and we understand your time restrictions.</p> <p>Again, thank you for your time. Kind regards, Maria Bosch</p> <p>Dear All,</p> <p>If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even such information will</p>
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				<p>be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing. Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely, Maria Bosch</p> <p>Dear Jacqueline,</p> <p>Our responses:</p> <p>-- This is a GLOWS survey, and GLOWS at large is funded by USAID, rather than the survey itself being allotted a particular USAID budget. For more information about GLOWS/USAID, please see, for instance, <a href="http://www.usaid.gov/our_work/environment/lwa_glows.html">http://www.usaid.gov/our_work/environment/lwa_glows.html</a> <a href="http://www.globalwaters.net/?s=usaid">http://www.globalwaters.net/?s=usaid</a>, etc.</p> <p>-- The survey is conceived as a self-assessment, fine-tuning tool for us. It will be reviewed by our experts with the idea that GLOWS' efforts must consistently reflect an effective response to actual needs of the developing countries and their inhabitants, rather than just being a theoretical, abstract statement of goals. It has been preceded by a thorough selection of potential respondents such as your organization, which we know are able to provide us with such type of real-world information.</p> <p>I would like to add that in the survey's</p>
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			<p>mechanics, even any "Not Applicable" responses to any survey items would be valuable inputs for us to caliber the relevance of our work and its potential to reach additional areas or assess our capabilities and explore possible synergies.</p> <p>-- We have opted out any inflexible deadline at this time, lest we lose responses from any organizations we have requested responses to. Hence, we are prepared to accomodate to your times. "As soon as you reasonably can according to your schedule" would be our "deadline".</p> <p>Thank you very much in advance to you and your colleagues for your assistance.</p> <p>Please feel free to contact us for further clarifications.</p> <p>Kind regards, Maria Bosch</p> <hr/> <p>From: Jacqueline Johnson [<a href="mailto:jjohnson@aficare.org">jjohnson@aficare.org</a>] Sent: Friday, June 01, 2012 3:18 AM To: Maria Bosch Cc: <a href="mailto:jjohnson@aficare.ne">jjohnson@aficare.ne</a>; Ryan Stoa (<a href="mailto:rstoat@globalwaters.net">rstoat@globalwaters.net</a>) Subject: Re: ATTENTION: Jackie Johnson - Global Water for Sustainability - Survey Completion Request</p> <p>Thanks for your contact. Some questions - What specific bureau and/or office of USAID is funding this survey? How will the results of this survey be</p>
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				<p>used?</p> <p>What is the deadline? The request letter says April 2011.</p> <p>Thanks,</p> <p>Jacqueline Johnson Country Director Africare Niger</p> <p>On Thursday, May 31, 2012, Maria Bosch wrote:</p> <p>I am pleased to contact you on behalf of the Global Water for Sustainability (GLOWS) program in order to request your valuable help in completing our survey for African Non-Governmental and Community-Based Organizations. The purpose of the survey questionnaire is to gather information for a review of the existing human resources networks in the water supply, sanitation, and hygiene sector in Africa.</p> <p>Attached you will find a letter of request and explanation of purpose, as well as the survey in both English and French. Thank you very much for your assistance. If you have any questions, please do not hesitate to contact us.</p> <p>Jacqueline Johnson</p> <p>Country Director BP 10534 Niamey, Niger Tel: Fax:</p>
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Blue Planet Network	<p>P.O. Box 3059 Redwood City, CA 94064-3059 +1.415.762.4340 fax +1.415.762.4340 info@blueplanetrun.org</p> <p>Partnership and Grants Lisa Nash, CEO +1 650-224-4498 lisa@blueplanetnetwork.org</p> <p>Media Contact Mark Steele, Creative Director +1 303-955-7828 mark@blueplanetnetwork.org</p> <p>Peer Water Exchange 163, Laughing Waters Varthur Road Ramagondanahalli Bangalore 560066 India +2 510-338-4538 water@blueplanetnetwork.org</p>	<p>Wed 5/9/2012 11:46 AM</p> <p>Re sent: Wed 5/30/2012 10:22 AM</p>	<p>'lisa@blueplanetnetwork.org'; 'info@blueplanetrun.org'</p> <p>'lisa@blueplanetnetwork.org'; 'info@blueplanetrun.org'</p>	NOT YET RECEIVED
*CARE	<p>Headquarters (Atlanta, USA): Mailing Address: CARE USA P.O. Box 7039 Merrifield, VA 22116</p>			Survey filled out/ LAKHDAR
Catholic Relief Services	<p>Catholic Relief Services 228 W. Lexington St. Baltimore, Maryland 21201-3443 877-435-7277   <a href="mailto:info@crs.org">info@crs.org</a> Communication About Africa Sara A. Fajardo</p>	<p>Wed 5/9/2012 11:50 AM</p>	<p>Answered with survey: Friday, May 11, 2012 7:22 AM</p> <p>GLOWS REPLIED:</p>	<p><b>Survey filled out / Catalina</b></p> <p>From: Cunliffe, Katherine [Katherine.Cunliffe@crs.org] Sent: Friday, May 11, 2012 7:22 AM</p>

	<p>Regional Information Officer, East and Southern Africa Nairobi, Kenya 011-254-733-556-868 sara.fajardo@crs.org</p> <p>Helen Blakesley Regional Information Officer, West and Central Africa Dakar, Senegal +221 77 333 42 31 helen.blakesley@crs.org</p> <p>Kim Pozniak Communications Officer, Sub-Saharan Africa Baltimore, Maryland 410-951-7281 <a href="mailto:kim.pozniak@crs.org">kim.pozniak@crs.org</a></p>		Fri 5/11/2012 11:28 AM	<p>To: Maria Bosch Subject: FW: Global Water for Sustainability - Survey Completion Request</p> <p>Dear Maria,</p> <p>I received this survey through a colleague at CRS. I've gone ahead and included information from CRS' WASH work in East Africa (see attached). Please let me know if you have any questions about my responses.</p> <p>Katherine</p> <p>Katherine Cunliffe Regional Technical Advisor - Water, Sanitation &amp; Hygiene East Africa Regional Office Catholic Relief Services</p> <p>Dear Katherine,</p> <p>Thank you very much for your valuable collaboration.</p> <p>We will be contacting you with any comments we might have.</p> <p>Kind regards,</p> <p>Maria Bosch Survey filled out</p>
Charity Water	Nat Paynter Director of Water Programmes	Wed 5/9/2012 11:52 AM	<b>Answered by Stephanie Goetz, May 10 01:58</b>	Dear All,



	<p>general inquiries: info@charitywater.org</p>	<p>Re sent: 8/13/2012</p>	<p><b>pm (EDT):</b> <b>GLOWS REPLIED:</b> <b>Maria Bosch, May 10 02:04 pm (EDT):</b> <b>Gave GLOWS INFO BUT DID NOT FILL OUT THE QUESTIONNAIRE:</b> <b>Stephanie Goetz, May 10 02:51 pm (EDT):</b> <b>Glows replied thanking:</b> Thu 5/10/2012 3:34 PM</p> <p>8/13/2012 Automated response</p>	<p>If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely, Maria Bosch</p> <p>Stephanie Goetz, May 10 01:58 pm (EDT): Hi Maria, Thanks for reaching out to charity: water! I've passed your request along to Nat, our Director of Water Programs. He will be in touch if able and interested in participating. Best, Stephanie Maria Bosch, May 10 02:04 pm (EDT):</p>
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			<p>Dear Stephanie,</p> <p>Thank you very much for your prompt response. Our request is self-explanatory regarding the survey and its relevance for GLOWS' mission.</p> <p>In view of the scope and purpose of your organization, we believe it is able to provide us with valuable inputs that help make more effective our work on behalf of the developing countries in the water resources area.</p> <p>As mentioned in the attached documents, we are trying to reach as broad a range of water resource organizations as possible; therefore, in addition to completing our survey if you could provide us with a list of potential international, regional, local or national entities in your area --particularly NGOs/COBs-- we would be most grateful.</p> <p>We are looking forward to hearing from you again.</p> <p>Kind regards,  Maria Bosch  Stephanie Goetz, May 10 02:51 pm (EDT):  Hi Maria,  Here is a list of our implementing partner organizations:  <a href="http://www.charitywater.org/projects/partners/">http://www.charitywater.org/projects/partners/</a>. They're not all based out of New York, but if you're interested in a broad</p>
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				<p>reach, it seems like they would be relevant to your study as well.</p> <p>Best,</p> <p>Questionnaire was not filled out</p> <hr/>
Global Water Challenge	<p>Global Water Challenge 1001 Connecticut Ave. Suite 925 Washington DC 20036</p> <p>P: 202.457.0960 <a href="http://www.globalwaterchallenge.org/contact/contact.php">http://www.globalwaterchallenge.org/contact/contact.php</a></p>	Wed 5/9/2012	Request was sent through web page	NO RESPONSE
Global Water	21410 N 19th Ave # 201 Phoenix, AZ 85027   (623) 518-4000, (520) 568-4452	1/20/2011		<p>Survey filled out/ LAKHDAR</p> <p>Sent again by Catalina 2012</p>
H2O for Life	<p>Patty Hall: 651-303-7763</p> <p><a href="mailto:phall@h2oforliveschools.org">phall@h2oforliveschools.org</a></p>	<p>Wed 5/9/2012 12:12 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 10:24 AM</p>		No response
Life Water International	<p>Mailing address: PO Box 3131 San Luis Obispo, CA 93403 USA</p> <p>Street Address: 3563 Empleo Street, Ste. C San Luis Obispo, CA 93401 USA</p>	12/14/2010		Survey filled out/ LAKHDAR

	<p>Toll Free: 888-LIFE-H2O (888-543-3426)  Phone: 805-541-6634  Fax: 805-541-6649  Email: <a href="mailto:info@lifewater.org">info@lifewater.org</a></p>			
<p>Living Water International</p>	<p>Chris Winter  <a href="mailto:chris@water.cc">chris@water.cc</a>   919-349-8190</p>	<p>Wed 5/9/2012 12:17 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 10:41 AM</p>	<p>From: Chris Winter  [mailto:CWinter@water.cc]  Sent: Thursday, May 10, 2012 10:15 AM</p> <p>From: Maria Bosch  [<a href="mailto:mcabosch@fiu.edu">mcabosch@fiu.edu</a>]  Sent: Thursday, May 10, 2012 10:09 AM</p> <p>From: Chris Winter  [mailto:CWinter@water.cc]  Sent: Wednesday, May 09, 2012 1:23 PM</p> <p>From: Chris Winter  [mailto:CWinter@water.cc]  Sent: Wednesday, May 30, 2012 11:06 AM</p>	<p>From: Chris Winter  [mailto:CWinter@water.cc]  Sent: Wednesday, May 30, 2012 11:06 AM</p> <p>To: Maria Bosch  Cc: Ryan Stoa  (<a href="mailto:rstoa@globalwaters.net">rstoa@globalwaters.net</a>)  Subject: RE: Global Water for Sustainability - Survey Completion Request</p> <p>Hi Maria,</p> <p>I have sent this on and hope they are able to help you all out. They have been out of the country almost continuously. I will send this email on to them.</p> <p>Thanks,  Chris</p> <p>Chris Winter  Senior Director - Development  Eastern U.S.  Living Water International  <a href="http://www.water.cc">www.water.cc</a>  919-349-8190  <a href="mailto:chris@water.cc">chris@water.cc</a></p> <hr/> <p>From: Maria Bosch</p>

				<p>[mcabosch@fiu.edu] Sent: Wednesday, May 30, 2012 11:00 AM To: Chris Winter Cc: Ryan Stoa (rstoa@globalwaters.net) Subject: Global Water for Sustainability - Survey Completion Request</p> <p>Dear Chris,</p> <p>In view of the relevance of the inputs you kindly requested from the LWI team involved in the subject of our survey, we dare ask whether you already have had any response from them.</p> <p>Thank you again for your time and cooperation in this key endeavor for GLOWS' mission on behalf of developing countries and peoples.</p> <p>Sincerely,</p> <p>Maria Bosch</p> <p>From: Chris Winter [mailto:CWinter@water.cc] Sent: Thursday, May 10, 2012 10:15 AM To: Maria Bosch Subject: RE: Global Water for Sustainability - Survey Completion Request</p> <p>Maria,</p>
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				<p>I have sent this on to our team that works with WASH and things along those lines.</p> <p>Thanks, Chris</p> <p>Chris Winter Senior Director - Development Eastern U.S. Living Water International www.water.cc 919-349-8190 chris@water.cc</p> <hr/> <p>From: Maria Bosch [mcabosch@fiu.edu] Sent: Thursday, May 10, 2012 10:09 AM To: Chris Winter Cc: Ryan Stoa (rstoa@globalwaters.net) Subject: RE: Global Water for Sustainability - Survey Completion Request Dear Mr. Winter,</p> <p>Thank you very much for your prompt response. I assume our initial request was lost in the mail, and am attaching the original request, which is self-explanatory regarding the survey and its relevance for GLOWS' mission.</p> <p>In view of the scope and purpose of your organization,</p>
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				<p>we believe LWI is able to provide us with valuable inputs that help make more effective our work on behalf of the developing countries in the water resources area.</p> <p>As mentioned in the attachment document, we are trying to reach as broad a range of water resource organizations as possible; therefore, if in addition to completing our survey you could provide us with a list of potential international, regional, local or national entities in your area --particularly NGOs/COBs-- we would be most grateful.</p> <p>We are looking forward to hearing from you again.</p> <p>Kind regards,</p> <p>Maria Bosch</p> <p>From: Chris Winter [mailto:CWinter@water.cc] Sent: Wednesday, May 09, 2012 1:23 PM To: Maria Bosch Cc: Ryan Stoa (rstoa@globalwaters.net) Subject: RE: Global Water for Sustainability - Survey Completion Request</p> <p>I was not aware of any initial contact, so I am not sure what</p>
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				<p>this is in follow up to.</p> <p>Chris Winter Senior Director - Development Eastern U.S. Living Water International www.water.cc 919-349-8190 chris@water.cc</p> <p>SURVEY WAS NOT FILLED OUT</p>
Millenium Water Alliance	<p>Email General Questions: <a href="mailto:info@mwawater.org">info@mwawater.org</a> Mail Millennium Water Alliance 1627 K St NW Suite 1000 Washington, DC 20006 Telephone (202) 296-1832 Fax (202) 296-1786</p>	<p>Wed 5/9/2012 12:23 PM Re sent: Wed 5/30/2012 10:25 AM</p>		No response
NWP	<p>Innovatiebureau Watertechnologie/mannen van de WITT: 070 304 3700 <b>E:</b> <a href="mailto:info@nwp.nl">info@nwp.nl</a> <b>Contactpersoon:</b> Barbara Alberts WASH Secretariaat<b>T:</b> 070 304 3700 <b>E:</b> <a href="mailto:wash@nwp.nl">wash@nwp.nl</a> <b>Contactpersoon:</b> Human Capital Water &amp; Delta<b>T:</b> 070 304 3716 <b>E:</b> <a href="mailto:h.sweeris@nwp.nl">h.sweeris@nwp.nl</a> <b>Contactpersoon:</b> Huiberdien Sweeris Internationaal Platform<b>T:</b> 070 304 3700 <b>E:</b> <a href="mailto:info@nwp.nl">info@nwp.nl</a> <b>Contactpersoon:</b> Water 2020<b>T:</b> 070 304 3719</p>	<p>Wed 5/9/2012 12:33 PM Re sent: Wed 5/30/2012 10:36 AM</p>		No response



	E: <a href="mailto:b.lamoree@nwp.nl">b.lamoree@nwp.nl</a> Contactpersoon: Ben Lamoree			
Rain Water Harvesting Implementation Network	<p>Annelies Withofs Coördinatrice de programme Mali et Burkina Faso Rainwater Harvesting Implementation Network (RAIN) Donker Curtiusstraat 7-523 1051 JL Amsterdam, The Netherlands</p> <p>Tel: +31 (0)20 58 18 292 Fax: +31 (0)20 68 66 251 Email: <a href="mailto:withofs@rainfoundation.org">withofs@rainfoundation.org</a> web: <a href="http://www.rainfoundation.org">www.rainfoundation.org</a></p> <p><a href="mailto:info@rainfoundation.org">info@rainfoundation.org</a></p> <p>Rainwater Harvesting Implementation Network Donker Curtiusstraat 7-523 1051 JL Amsterdam, The Netherlands Telephone: +31 (0)20 58 18 250 Fax: +31 (0)20 68 66 251</p>	Wed 5/9/2012 12:40 PM	Replied: Mon 5/21/2012 10:49 AM	<p><b>Survey filled out / Catalina</b></p> <p>Questionnaire was filled out Dear Maria,</p> <p>Please find attached the filled in questionnaire. Unfortunately, it only reached me on May 11, time at which I was on holiday (until today) - so the deadline of April 22nd is rather exceeded. Sorry for that.</p> <p>I am wondering though if we are an organisation relevant for your survey. We are not an African NGO, but a European one - active in Africa through local partners.</p> <p>Meilleures salutations, Best regards,</p>
WASRAG	<p>Address: #2300 - 20 Queen Street West Toronto, ON, Canada M5H 3R3 Email: <a href="mailto:info@startwithwater.org">info@startwithwater.org</a></p>	<p>Wed 5/9/2012 12:44 PM Re sent: Wed 5/30/2012 10:37 AM</p>		No response
Rural Water Supply Network	<p>Rural Water Supply Network: You can get in contact with RWSN through: RWSN Secretariat: Skat Foundation</p>	<p>Wed 5/9/2012 12:51 PM Re sent: Wed 5/30/2012 10:39</p>	<p>Responses from Kerstin Danert: Monday, June 11, 2012</p>	<p>Dear Kerstin,</p> <p>Thank you so much for your positive reply. Your input will be of great value</p>

	<p>Vadianstrasse 42  CH-9000 St. Gallen,  Switzerland  Secretariat rwsn@skat.ch  Tel: +41 71 228 54 54  Fax: +41 71 228 54 55  Erich Baumann erich.baumann@skat.ch  Tel: +41 71 228 54 44  Kerstin Danert kerstin.danert@skat.ch  Tel: 41 71 228 54 33  Karl Erpf karl.erpf@skat.ch  Tel: +41 71 228 54 43</p>	<p>AM  First response from  GLOWS:  Mon 6/11/2012 12:52  PM  Second Response from  GLOWS:  Tue 6/26/2012 10:27  AM</p>	<p>4:09 AM  June 27, 2012 6:56 AM</p>	<p>to us.    Kind regards,    Maria Bosch</p> <hr/> <p>From: Kerstin Danert  [Kerstin.Danert@skat.ch]  Sent: Wednesday, June 27, 2012 6:56  AM  To: Maria Bosch  Subject: RE: Global Water for  Sustainability - Survey Completion  Request  Dear Maria,</p> <p>Thanks for sending this email once  again. I have noted the earlier response  from you and will get to it. In order to  make a proper response that meets with  your requirements, this is going to take  some time. It is noted on my to do list  and I shall endeavour to get it back to  you once I am back from leave towards  the end of July.</p> <p>Warm wishes,    Kerstin Danert</p> <p>From: Maria  Bosch [<a href="mailto:mcabosch@fu.edu">mailto:mcabosch@fu.edu</a>]  Sent: Dienstag, 26. Juni 2012 16:27  To: Kerstin Danert  Subject: Global Water for  Sustainability - Survey Completion  Request</p>
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				<p>Dear Kerstin,</p> <p>Thank you very much for your response and the report- and strategy attachments, which we will thoroughly review and seem to be quite relevant for our study purposes. Nonetheless, could you also complete our survey form to the extent possible, even if only a limited number of questions actually reflect your organization's activities and mission?</p> <p>"Does not apply" responses, no matter how numerous, do help us, because our survey has been designed as a tool for us to see to what extent our work matches the WR needs and concerns of developing countries and peoples, and consider any changes that might be needed.</p> <p>Also from structural purposes, having your institution's data in a survey form format would help our experts' tabulation and comparison work. Many thanks again for your time and assistance.</p> <p>Best regards,</p> <p>Maria Bosch</p> <hr/> <p>From: Kerstin Danert [kerstin.danert@skat.ch] Sent: Monday, June 11, 2012 4:09 AM To: Maria Bosch</p>
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				<p>Subject: RE: Global Water for Sustainability - Survey Completion Request</p> <p>Dear Maria,</p> <p>Thanks for the email. I started to go through the questionnaire this morning, but soon realised that it seems to be targeting a different kind of organisation than ours.</p> <p>I think that the best for you to understand the rural water supply network is to look at the three-year report and new strategy (attached). This will provide you with much richer information than if I were to focus on Skat Foundation alone.</p> <p>If you have any further questions, please do not hesitate to contact me!</p> <p>Smiles and warm wishes, Kerstin</p>
Safe Water Network	<p>Safe Water Network 10 Saugatuck Avenue Westport, CT 06880 Phone: 203-341-8865 Fax: 203-226-9029 info@safewaternetwork.org</p>	<p>Wed 5/9/2012 12:54 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 10:39 AM</p>		No response
Save the Children	<p>Save the Children U.S. Headquarters 54 Wilton Road Westport, CT 06880 1.203.221.4030 (9:00AM - 5:00PM EST) 1.800.728.3843 (9:00AM - 5:00PM EST) 2000 L Street NW, Suite 500 Washington, DC 20036 1.202.640.6600 (9:00AM - 5:00PM EST)</p>	<p>Thu 7/5/2012 10:09 AM</p>		No response

	twebster@savechildren.org			
Water 1st	Water 1 <sup>st</sup> : E-MAIL:info@water1st.org PHONE:(206) 297-3024 MAIL: Marla Smith-Nilson Executive Director Water 1st International 1904 3rd Ave Suite 1012 Seattle, WA 98101 USA	Wed 5/9/2012 12:58 PM Re sent: Wed 5/30/2012 10:40 AM	Automatic replies: Wed 5/9/2012 12:58 PM Wed 5/30/2012 10:40 AM	Thank you for contacting Water 1st. This message is being sent to let you know that we have received your email and it will be forwarded to the appropriate staff person. If a response is necessary, we will get back to you as soon as possible.  Thank you for your interest in our work to help the world's poor meet their most basic need: safe water.  Best regards, Water 1st
Water Advocates	John Oldfield at joldfield@WASHinitiative.org. Sanitation and Water for All Secretariat : c/o UNICEF WASH Section, 7th Floor 3 UN Plaza New York, NY 10017 info@sanitationandwaterforall.org Fax: +1 212-735-4413	Wed 5/9/2012 1:07 PM Re sent Wed 5/9/2012 1:28 PM Reply: Thu 5/10/2012 9:57 AM Re sent: 8/15/2012	May 10, 2012 8:48 AM  8/15/2012 Automatic reply	Dear All,  If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.  Please notice that our survey targets a wide range of respondents and some items might not match some specific fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.  Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.

				<p>Sincerely, Maria Bosch</p> <p>Dear Mr. Oldfield,</p> <p>Thank you very much for your prompt response. The attachments we sent you are self-explanatory regarding the survey and its relevance for GLOWS' mission.</p> <p>In view of the scope and purpose of your organization, we believe you are able to provide us with valuable inputs that help make more effective our work on behalf of the developing countries in the water resources area.</p> <p>As mentioned in the attached document, we are trying to reach as broad a range of water resource organizations as possible; therefore, if in addition to completing our survey you could provide us with a list of potential international, regional, local or national entities in your area --particularly NGOs/COBs-- we would be most grateful.</p> <p>We are looking forward to hearing from you again.</p> <p>Kind regards, Maria Bosch</p> <p>From: John Oldfield [mailto:joldfield@washadvocates.org]</p>
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				<p>Sent: Thursday, May 10, 2012 8:48 AM</p> <p>To: Maria Bosch</p> <p>Cc: Ryan Stoa (rstoa@globalwaters.net)</p> <p>Subject: RE: Global Water for Sustainability - Survey Completion Request</p> <p>Thank you Maria – I will share this with some colleagues and get back to you asap.</p> <p>All the best,</p> <p>John</p> <p>NO RESPONSE</p>
Global Water Partnership Southern Africa	secretariat@gwp sa.org			
Global PAD	<p>Globalpad Partnership for African Development Inc.</p> <p>5725 Arabian Run</p> <p>Indianapolis, IN 46228-1684.</p> <p>Tel: (720) 535 - 1537</p> <p>email: info@globalpad-online.org</p>	Thu 7/5/2012 10:27 AM		NO RESPONSE
	<p>Nashville Office</p> <p>455 McNally Drive</p> <p>Nashville, TN 37211</p> <p>(615) 832-2000</p> <p>contact@hhi.org</p> <p>Fort Worth Office</p> <p>414 Blue Smoke</p> <p>Court West</p>			

	<p>Fort Worth, TX 76105 (817) 536-3383 ftw@hhi.org</p>			
*Water Aid	<p>WaterAid America 315 Madison Avenue Suite 2301 New York, NY 10017 USA</p> <p>General enquiries Tel: +44 (0)20 7793 4594 Reception Tel: +44 (0)20 7793 4500 Fax: +44 (0)20 7793 4545</p> <p>Sarah Dobseavage Program Development Manager WaterAid America 315 Madison Avenue, Suite 2301 New York, NY 10017 Tel: 212-683-0430, ext. 204</p> <p>Supporter Services, WaterAid, 47-49 Durham Street, London SE11 5JD, UK</p>	Sent through web page: 7/5/2012	Thu 7/5/2012 10:43 AM	<p>Thank you for contacting WaterAid</p> <p>We will be in touch shortly to talk to you in more detail about your query.</p> <p>If you have any problems at any time or would like to speak to us directly please contact us on:</p> <p>Telephone: 1 (212) 683 0430</p> <p>Or write to us at: WaterAid America 232 Madison Avenue Suite 1202 New York, NY 10016 USA</p> <p>Dear Maria,</p> <p>Thank you for your email. Please give me a call so I can help respond to your query – I'm not sure what exactly you are referring to or what you need from us!</p> <p>Kindly,</p>



				<p>Sarah</p> <p>Sarah Dobseavage  Program Development Manager  WaterAid America  315 Madison Avenue, Suite 2301  New York, NY 10017  Tel: <a href="tel:212-683-0430">212-683-0430</a>, ext. 204</p>
Water for All Children	<p>Water For All Children-Africa, Akpakpa PK  4.5 Road of Porto-Novo, Building face  SATEL, batch 645, Cotonou, Benin 06 BP  3722 Cotonou, Benin  Phone/Fax : (00 229) 21 33 67 33  Mobile: (00 229) 97 01 47 51 / 90 05 31 81  E-mail: <a href="mailto:info@water4children.org">info@water4children.org</a>  / <a href="mailto:Solange.yayi@water4children.org">Solange.yayi@water4children.org</a></p>	<p>Thu 7/5/2012 10:52 AM</p>		
Water for People	<p>For general questions or to contact a member of our staff, please email <a href="mailto:info@waterforpeople.org">info@waterforpeople.org</a> or call us at 720.488.4590. For issues specific to the website, donating on the website, or obtaining high-resolution photos from the website, please email <a href="mailto:admin@water4people.com">admin@water4people.com</a>.  Water For People  6666 West Quincy Avenue  Denver, CO 80235 USA</p> <p>Regional – Afrfca</p> <p>contact Emma Pfister  <a href="mailto:atepfister@waterforpeople.org">atepfister@waterforpeople.org</a>.</p>	<p>Thu 5/10/2012 11:04 AM  Re sent:  Wed 5/30/2012 11:22 AM    Re sent:    8/15/2012</p>	<p>Automatic replies:  Thu 5/10/2012 11:05 AM  Wed 5/30/2012 11:22 AM    8/15/2012    Automatic Reply</p>	<p>Dear All,</p> <p>If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents and some items might not match some specific fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p>

				<p>Sincerely, Maria Bosch</p> <p>Thank you for your interest in Water For People.</p> <p>We will do our best to reply to your message as quickly as possible.</p> <p>Please do not use this address for emergency or priority issues. If you are contacting us with an emergency or priority issue, please contact the Denver office at (720) 488-4590 and dial 0 for a more immediate and direct response.</p> <p>More Information and Helpful Links:</p> <p><b>Information on the work we do and answers to most questions you may have can be found on our website – <a href="http://www.waterforpeople.org">www.waterforpeople.org</a>.</b></p> <p>If you would like to make a donation or for more information on different ways to make donations, please visit <a href="http://www.waterforpeople.org/donate">http://www.waterforpeople.org/donate</a>.</p> <p>For information on volunteering to raise awareness and funds through local committees, contact Emma Pfister at <a href="mailto:epfister@waterforpeople.org">epfister@waterforpeople.org</a>.</p> <p>For information on volunteering your technical expertise through our programmatic work with World Water</p>
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				<p>Corps(WWC), visit <a href="http://www.tap.waterforpeople.org">http://www.tap.waterforpeople.org</a> or contact Amber Stenson at <a href="mailto:astenson@waterforpeople.org">astenson@waterforpeople.org</a>.</p> <p>Employment and internship opportunities are posted under the "Careers" section on our website, or click here: <a href="http://www.waterforpeople.org/careers">http://www.waterforpeople.org/careers</a>. Postings will include instructions for who to contact or where to send applications and resumes.</p> <p>If you have issues with the website or the online donation process, or wish to request permission to print photographs, please contact <a href="mailto:admin@water4people.com">admin@water4people.com</a>.</p> <p>If you choose to contact one of the organization's e-mail addresses listed above to further address your needs, please copy <a href="mailto:info@waterforpeople.org">info@waterforpeople.org</a> so that we can avoid duplicating responses to your message.</p> <p>Best regards, Water For People</p>
Water Missions International	Chris Bryan - Jr. Water and Sanitation Engineer - <a href="mailto:cbryan_@watermissions.org">cbryan_@watermissions.org</a> Ryan Reif - Water and Sanitation Engineer - <a href="mailto:reif@watermissions.org">reif@watermissions.org</a>	Wed 5/9/2012 1:19 PM Re sent: Wed 5/30/2012 10:41 AM		No response
*WAWI	10100 Santa Monica Blvd. Suite 1000 Los Angeles, CA 90067, 310.556.4694 Organization Info	Wed 5/9/2012 1:26 PM Re sent:		No response

		Wed 5/30/2012 10:41 AM		
*Winrock Interantional	<p>Arkansas 2101 Riverfront Drive Little Rock, Arkansas 72202 Phone: 1.501.280.3000 Fax: 1.501.280.3090</p> <p>Virginia 2121 Crystal Drive, Suite 500 Arlington, VA 22202 Phone: 1.703.302.6500 Fax: 1.703.302.6512</p> <p>Affiliates</p> <p>Winrock International Europe European Cooperative for R 500 Avenue Louise 1050 Brussels, Belgium Phone: 32.02.649.05.31 Fax: 32.02.646.75.91 E-mail: info@eucord.org www.eucord.org</p>	<p>Sent to Arkansas and Virginia: Thu 7/5/2012 11:13 AM</p> <p>Sent to Europe affiliate: Thu 7/5/2012 11:53 AM</p>		
*World Vision	<p><b>info@worldvision.org</b> World Vision 300 "I" Street NE Washington, DC 20002</p>	<p><b>Wed 5/9/2012 1:35 PM</b></p> <p><b>Thu 5/10/2012 10:07 AM</b></p> <p><b>Wed 5/16/2012 9:49 AM</b></p> <p><b>Thu 5/17/2012 11:20 AM</b></p> <p><b>Re sent:</b></p> <p><b>Wed 5/30/2012 10:44</b></p>	<p><b>Thu 5/10/2012 9:58 AM</b> <b>World Vision NOT ABLE TO PARTICIPATE</b></p> <p>May 15, 2012 7:20 PM</p> <p>May 16, 2012 3:44 PM</p> <p>Automatic Reply: 8/15/2012</p>	<p>Dear Kara, Once again, thank you for your prompt reply and positive answer to our request. Hopefully we will hear from your department soon, please feel free to contact us at any time for further clarification, Blessings, Maria Bosch</p> <hr/> <p>From: World Vision [Info@WorldVision.org]</p>

		<p><b>AM</b></p> <p><b>Re sent:</b></p> <p><b>8/15/2012</b></p>	<p>Sent: Wednesday, May 16, 2012 3:44 PM</p> <p>To: Maria Bosch</p> <p>Subject: RE: Global Water for Sustainability - Survey Completion Request (KMM1694361V85561L0KM)</p> <p>Dear Ms. Bosch,</p> <p>Thank you for contacting World Vision to request information for your survey. We have forwarded your inquiry to the appropriate department. If scheduling permits and we are able to assist, the appropriate department will be in contact.</p> <p>If we may be of further assistance, please reply with history to this email or call a Donor Service Representative toll free at 1.888.511.6422. Our hours of operation are Monday through Friday 5 a.m. to 9 p.m. and Saturday 6 a.m. to 9 p.m. Pacific Time. We will be glad to help you.</p> <p>Thank you for your interest in building a better world for children.</p> <p>Blessings, Kara Donor Contact Services World Vision U.S.</p> <p>World Vision   Building a better world for children   <a href="http://www.worldvision.org/home">www.worldvision.org/home</a> World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the</p>
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				<p>causes of poverty and injustice.</p> <p>Dear Kara,</p> <p>We are very happy to hear from you and hope you will be able to help us out in this matter of utmost importance on behalf of the developing countries in the water resources area.</p> <p>Please don't hesitate to contact us if you need any further information,</p> <p>Kind regards,</p> <p>Maria Bosch</p> <hr/> <p>From: World Vision [Info@WorldVision.org] Sent: Tuesday, May 15, 2012 7:20 PM To: Maria Bosch Subject: RE: Global Water for Sustainability - Survey Completion Request (KMM1689322V60729L0KM)</p> <p>Dear Ms. Bosch,</p> <p>Thank you for contacting World Vision in response to the email you received. We apologize for the delay in our response.</p> <p>At this time we are unable to provide you with an immediate response. To ensure that we respond with the best possible information, we are further researching this issue and will contact you within 7 to 10 business days. We apologize for any inconvenience this may cause.</p>
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			<p>Thank you for your interest in World Vision. We trust this is helpful. If you have further questions, please reply with history to this email.</p> <p>Blessings, Kara Donor Contact Services World Vision U.S.</p> <p>World Vision   Building a better world for children <a href="http://www.worldvision.org/home">www.worldvision.org/home</a> World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice.</p> <p>Dear Kara,</p> <p>Thank you very much for your prompt response. The attachments we sent you are self-explanatory regarding the survey and its relevance for GLOWS' mission.</p> <p>In view of the scope and purpose of your organization, we believe you are able to provide us with valuable inputs that help make more effective our work on behalf of the developing countries in the water resources area.</p>
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				<p>As mentioned in the attached document, we are trying to reach as broad a range of water resource organizations as possible; therefore, even if you are not able at the moment to complete our survey you could provide us with a list of potential international, regional, local or national entities in your area --particularly NGOs/COBs-- we would be most grateful.</p> <p>We are looking forward to hearing from you again.</p> <p>Kind regards,</p> <p>Maria Bosch</p> <p>From: World Vision [<a href="mailto:Info@WorldVision.org">mailto:Info@WorldVision.org</a>] Sent: Wednesday, May 09, 2012 4:35 PM To: Maria Bosch Subject: Re: Global Water for Sustainability - Survey Completion Request (KMM1688848V91274L0KM)</p> <p>Dear Sir or Madam, Thank you for contacting World Vision regarding your survey. We welcome the opportunity to respond to your inquiry. We appreciate your invitation to complete this survey. However, we are unable to participate at this time. We appreciate your understanding.</p>
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				<p>If we may be of further assistance, please reply with history to this email or call a Donor Service Representative toll free at 1.888.511.6422. Our hours of operation are Monday through Friday 5 a.m. to 9 p.m. and Saturday 6 a.m. to 9 p.m. Pacific Time. We will be glad to help you.</p> <p>Thank you for your interest in building a better world for children.</p> <p>Blessings, Kara Donor Contact Services World Vision U.S. NO RESPONSE</p>
Water for the Third World	<p>Geschäftsstelle Wasser für die Dritte Welt Schönenbühlweg 30 CH-3414 Oberburg Tel: +41 (0)33 533 32 62 Mail: info (AT) w-3-w.ch <a href="mailto:info@w-3-w.ch">info@w-3-w.ch</a></p> <p>Nathalie Peyer Geschäftsleiterin Wasser für die Dritte Welt Schönenbühlweg 30 3414 Oberburg www.w-3-w.ch 079 203 44 82</p>	Thu 7/5/2012 12:28 PM	7/6/2012	<p>Maria Bosch</p> <p>Sent Items Friday, July 06, 2012 5:54 PM Dear Nathalie Peyer, For more information about GLOWS/USAID, please see, for instance, <a href="http://www.usaid.gov/our_work/environment/lwa_glows.html">http://www.usaid.gov/our_work/environment/lwa_glows.html</a> <a href="http://www.globalwaters.net/?s=usaid">http://www.globalwaters.net/?s=usaid</a>, etc. The survey is conceived as a self-assessment, fine-tuning tool for us. It will be reviewed by our experts with the idea that GLOWS' efforts must consistently reflect an effective response to actual needs of the developing countries and their inhabitants, rather than just being a theoretical, abstract statement of goals. It has been preceded by a thorough selection of potential respondents such as your organization, which we know</p>

				<p>are able to provide us with such type of real-world information.</p> <p>I would like to add that in the survey's mechanics, even any "Not Applicable" responses to any survey items would be valuable inputs for us to caliber the relevance of our work and its potential to reach additional areas or assess our capabilities and explore possible synergies.</p> <p>We have opted out any inflexible deadline at this time, lest we lose responses from any organizations we have requested responses to. Hence, we are prepared to accomodate to your times. "As soon as you reasonably can according to your schedule" would be our "deadline".</p> <p>Also we requested your agency to kindly provide us with the names, addresses, etc. of any Water Resource-specialized NGOs/CBOs in your country, even if they have no relationship whatsoever with your organization's structure.</p> <p>Thank you very much in advance to you and your colleagues for your time and assistance.</p> <p>Please feel free to contact us for further clarifications.</p> <p>Kind regards, Maria Bosch Maria Bosch Sent Items</p> <p>Friday, July 06, 2012 10:21</p> <p>Nathalie Peyer [nathalie.peyer@w-3-</p>
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				<p>w.ch]Actions</p> <p>To:</p> <p>Maria Bosch</p> <p>Friday, July 06, 2012 7:15 AM</p> <p>You replied on 7/6/2012 5:54 PM.</p> <p>Dear Maria Bosch</p> <p>We are not active in the field of WASH, but small irrigation projects.</p> <p>Nathalie Peyer</p> <p>NO RESPONSE</p>
SNV	<p>SNV BURKINA FASO</p> <p>Ouagadougou National Head Office</p> <p>Phone: (+226) 50 34 71 59</p> <p>Email: burkina-faso@snvworld.org</p> <p>01 BP 625 Ouagadougou 01</p> <p>Rue 17.02 Porte N°5</p> <p>Quartier Gounghin Sud Secteur 8</p> <p>Bobo-Dioulasso Office</p> <p>Phone: (+226) 20 97 11 94</p> <p>Email: burkina-fasobobo@snvworld.org</p>	<p>Wed 5/9/2012 1:40 PM</p> <p>Re sent</p> <p>Wed 5/30/2012 11:16 AM</p>		NO RESPONSE
World Neighbors	<p>4127 NW 122nd Street</p> <p>Oklahoma City , OK 73120</p> <p>Toll Free: (800) 242-6387</p> <p>Fax: (405) 752-9393</p>			Survey filled out/ LAKHDAR
Waters	<p>Emily_Bouvier@waters.com</p> <p>US Contacts</p> <p>Address: Waters Corporation</p> <p>34 Maple Street</p> <p>Milford, MA 01757</p> <p>Phone: 508 478 2000</p> <p>800 252 HPLC (4752)</p>	Thu 7/5/2012 1:23 PM	Thu 7/5/2012 1:23 PM	<p>NO RESPONSE</p> <p>( I am out of the office until 07/09/2012.)</p>
Water .org	<a href="http://water.org/contact/">http://water.org/contact/</a>	December 11, 2010		Survey filled out/ LAKHDAR
RNPM.BF		December 19, 2011		Survey filled out/ LAKHDAR

	<p>Joanny TAPSOBA</p> <p>Administrateur Général du RNPM-BF</p> <p>Administration &amp; Rédaction Cité 1200 logements (face au CIJEF et à l'ISIG) Tél : (226) 50 36 20 46 / 50 36 17 30 Fax : (226) 50 36 03 78 E-mail : ed.lepays@lepays.bf webmaster@lepays.bf 01 BP 4577 Ouagadougou 01 Burkina Faso Représentation Bobo Tél. : (226) 20 98 00 95 Représentation Ouahigouya Tél.: (226) 40 55 41 60 Représentation Koudougou Tél.: (226) 50 44 13 41</p>			<p><b>Survey filled out / Catalina</b></p> <p>2012/4/3</p>
AMUS	<p>48, Duerfstrooss L-9696 Winseler G.D. de Luxembourg</p> <p>+352 621 14 09 10 Burkina Faso Tel: + (226) 50440853/50332986 Fax: + (226) 50485656 amus@cenatrin.bf</p>			Survey filled out/ LAKHDAR
AZND	Mr Oscar G. Sawadogo, President			Survey filled out/ LAKHDAR
Acumen Fund	<p>US 76 Ninth Avenue, Suite 315 New York, NY 10011, USA Phone: +1 (212) 566-8821 Fax: +1 (212) 566-8817</p>	<p>Thu 5/31/2012 10:50 AM Re sent: Thu 7/5/2012 1:26 PM</p>		NO RESPONSE

	<p>India 203 Dheeraj Plaza, Hill Road Bandra West, Mumbai – 400050 Phone: +91 (22) 6758-9365 Fax: +91 (22) 6758-9373 Click here for detailed directions to our Mumbai office.</p> <p>Kenya Acumen Fund 1st Floor, Cape Office Park, opposite Yaya Centre Ring Road, Kilimani P.O. Box 101883-00101 Jamia Nairobi, KENYA Phone: + 254-20-386-1559/60/61</p> <p>Pakistan Acumen Fund, Pakistan 11-C, 4th Floor, 1st Commercial Lane, Shahbaz Commercial, Phase VI DHA Karachi, PAKISTAN Phone: +92.21.3584.6430-2 Fax: +92.21. 584.6490</p>			
RAWDP	<p>RAWDP Nigeria Headquarters: Rural Africa Water Development Project 58 MCC/Uratta Road P.O.BOX 6116 Aladimma Owerri, Imo State NIGERIA Tel: +234 (083) 305 266; (0)8035767048 <a href="mailto:ruralafrwadp@yahoo.com">ruralafrwadp@yahoo.com</a></p>	Thu 7/5/2012 1:32 PM		NO RESPONSE
WSP	<p><b>Washington DC</b> 1818 H Street, NW Washington, DC 20433 USA <a href="mailto:wsp@worldbank.org">wsp@worldbank.org</a></p>	<p>Thu 5/10/2012 10:43 AM</p> <p>Re sent:</p> <p><b>Wed 5/30/2012 11:20 AM</b></p>		NO RESPONSE
WASHplus	<p>Sarah Yagoda   Program Officer, WASHplus 1825 Connecticut Ave. NW, Washington, DC 20009</p>	<b>Thu, Jul 5, 2012 at 2:40 PM</b>	<b>September 07, 2012 12:12 PM</b>	Survey filled out / Catalina

	<p>202-884-8928   syagoda@fhi360.org   www.fhi360.org   www.washplus.org</p> <p>Patricia Mantey   Sr. Knowledge Management Specialist   WASHplus Project T 202-884-8960   F 202-884-8454   pmantey@fhi360.org Skype: pamantey   www.washplus.org   www.fhi360.org</p>		<p>Patricia Mantey Dear Maria, <b>Attached is the survey info for the WASHplus project.</b> Given that we (WASHplus are part of a much larger organization (FHI 360), we benefit from our organization's on internal structures and capacity building support so for many of these questions about gaps, they were not relevant. But I do hope that some of this information will be useful. I'm also attaching our general project information sheet if more information about our project is needed. Please let me know if you have any questions.</p> <p>best regards,</p> <p>Patricia -- Dear Patricia,</p> <p>The survey information has been conceived as a self-assessment and fine-tuning tool for GLOWS. We are keenly aware of the importance of our work's reflecting real-people needs and environment, rather than being an abstract effort. Therefore, even "not applicable"-type answers will be a valuable input.</p> <p>You can also attach a separate outline of any multifocal project/programme description you think we might be interested in, where water issues are relevant.</p>
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			<p>They would help our experts; however, the survey itself is our main goal, and we understand your time restrictions. Again, thank you for your time.</p> <p>Kind regards, Maria Bosch Patricia Mantey [pmantey@fhi360.org]</p> <p>Inbox Thursday, August 30, 2012 10:44 AM Hi Maria,</p> <p>Given that we are an international NGO that receives nearly all of our program resources from USAID, many of the questions here aren't relevant but someone will fill in what we can and get this to you by your deadline.</p> <p>best,</p> <p>Patricia</p> <p>On Thu, Aug 30, 2012 at 10:33 AM, Maria Bosch &lt;mcabosch@fiu.edu&gt; wrote: Dear Patricia Mantey and Sandy Callier, If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific</p>
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			<p>fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing. Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely,  Maria Bosch  From: Maria Bosch  Sent: Thursday, August 16, 2012 4:16 PM  To: 'Sarah Yagoda'  Cc: Patricia Mantey; Sandra Callier  Subject: RE: Follow up: Response to Your Inquiry</p> <p>Dear Sarah,  Thank you very much for your kind collaboration.  Best regards,  Maria Bosch  From: Sarah  Yagoda [mailto:syagoda@fhi360.org]  Sent: Thursday, August 16, 2012 12:15 PM  To: Maria Bosch  Cc: Patricia Mantey; Sandra Callier  Subject: Re: Follow up: Response to Your Inquiry</p> <p>Ms. Bosch,  Can you please send the survey to Patricia Mantey and Sandy Callier (both copied on this email)? They can direct you to the person who can fill this out.</p> <p>Thank you,  Sarah</p>
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<p>A Child's Right</p>	<p>-----  Amelia Lyons   Health &amp; Hygiene Manager   a child's right    1115 East Pike St. Seattle, WA  98122   206.535.7376  www.achildsright.org</p> <p>CONTACT INFO  USA  1115 E. Pike St.  Seattle, WA 98122  206-535-7375  acr@achildsright.org  CHINA  Room 1705A2, Floor 17, Qing Yun Dang  Dai Building, Man Ting Fang Yuan #9,  Qing Yun Li, Haidian District, 100086,  Beijing, China  86-139-3265-6680  wei@achildsright.org  CAMBODIA  #13A, Street 81, Sangkat Boeng Raing,  Khan Daun Penh  Phnom Penh, Cambodia  855-12977204  mony@achildsright.org  NEPAL  Manbhawan  Lalitpur  Kathmandu  Nepal  977-9851026506  prakash@achildsright.org</p>	<p>Thu 5/10/2012 3:57 PM  5/30/2012  8/15/2012  8/120/2012</p>	<p>8/17/2012  8/21/2012  8/27/2012</p>	<p><b>Survey filled out / Catalina</b></p> <p><b>Please find attached the survey for A Child's Right.</b></p> <p>Thank you,  Amelia</p> <p>-----  Amelia Lyons   Health &amp; Hygiene Manager   a child's right    1115 East Pike St. Seattle, WA  98122   206.535.7376  www.achildsright.org</p> <p>Attention Kith Rathamony - Global  Water for Sustainability - Survey</p> <p>Completion Request  Maria Bosch</p> <p>Sent Items  Wednesday, August 22, 2012 10:01 AM  Dear Mony,</p> <p>Thank you very much. Your collaboration is of great value to us.</p> <p>I am very grateful, kind regards,</p> <p>Maria Bosch  Kith Rathamony</p>
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				<p>[mony@achildsright.org]</p> <p>Tuesday, August 21, 2012 8:36 PM</p> <p>Dear Maria,</p> <p>I already passed on this information to my colleague and hope he will get back to you.</p> <p>Best, Mony ---</p> <p>Kith Rathamony Cambodia Program Manager a child's right (acr) Office mobile: (+855-12) 977 203 #13A, Street 81, Sangkat Boeung Raing, Khan Daun Penh, Phnom Penh, Cambodia www.achildsright.org</p> <p>"every child has a right to clean water" Actions</p> <p>To: mony@achildsright.org Sent Items Monday, August 20, 2012 1:20 PM Dear Mony,</p> <p>Thank you very much for your attention to our request, we are very interested in receiving your organizations inputs concerning African NGO's and CBO's.</p> <p>If you would be so kind as to forward</p>
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				<p>the request to the corresponding office we would be very much obliged.</p> <p>Once again thank you for your valuable collaboration,</p> <p>Kind regards,</p> <p>Maria Bosch</p> <p>NO RESPONSE</p>
A Glimmer of Hope	<p>3600 N. Capital of Texas Hwy. Bldg. B, Suite 330 Austin, Texas 78746</p> <p>Phone: (512) 328-9944 Fax: (512) 328-8872 General Information: <a href="mailto:inquiries@aglimmerofhope.org">inquiries@aglimmerofhope.org</a></p>	<p>Thu 5/10/2012 4:16 PM Re sent: Wed 5/30/2012 12:15 PM sent:</p>		NO RESPONSE
Concern World Wide	<p><b>Contact details for Concern Worldwide US Inc.</b></p> <p>New York 355 Lexington Avenue, New York, NY, 10017 Tel: 212-557-8000 Fax: 212-557-8004 <a href="#">Contact VIA Email</a></p> <p>Chicago Concern Worldwide (U.S.) Inc. 332 South Michigan Avenue, Suite 630 Chicago, IL 60604 Tel : 312.431.8400 Fax : 312.431.8830 <a href="#">Contact VIA Email</a></p>	<p>Thu 7/5/2012 1:51 PM</p>	<p>7/5/2012 10:47:18 AM (PT)</p>	<p>Sent to website and email (info.usa@concern.net') 7/5/2012 10:47:18 AM (PT)</p> <p>Maria Bosch Thank you, Maria, your information has been received. Concern Worldwide Contact information: Email Address: <a href="mailto:info.usa@concern.net">info.usa@concern.net</a></p> <p>NO RESPONSE</p>

	<p><b>Concern Worldwide offices outside the United States.</b></p> <p>Republic of Ireland 52-55 Lower Camden Street, Dublin 2 Tel: 01 417 7700 Fax: 01 475 7362 <a href="#">Contact VIA Email</a> Website: <a href="http://www.concern.net">www.concern.net</a></p> <p>Northern Ireland 47 Frederick Street, Belfast BT1 2LW Tel: 028 9033 1100 Fax: 028 9033 1111 <a href="#">Contact VIA Email</a></p> <p>England and Wales Units 13 &amp; 14 Calico House, Clove Hitch Quay, Plantation Wharf, London SW11 3TN Tel: 020 7738 1033 Fax: 020 7738 1032 <a href="#">Contact VIA Email</a></p> <p>Scotland 40 St. Enoch Square, Glasgow G1 4DH Tel: 0141 221 3610 Fax: 0141 221 3708 <a href="#">Contact VIA Email</a></p>			
Equip Liberia	<p>EQUIP Liberia 14th Street at Coleman Avenue Sinkor, Monrovia Liberia</p> <p>rg com</p> <p>+231 (0) 6 518 846 +231 (0) 6 532 291</p>	<p>5/10/2012 4:39 PM Re sent: Wed 5/30/2012 12:16 PM</p> <p>Re sent: 8/15/2012</p>	<p>Thu 5/10/2012 4:39 PM Wed 5/30/2012 12:21 PM</p> <p>Automatic reply: 8/15/2012</p>	<p>Dear All,</p> <p>If at all possible, we would like to receive your responses by September 10<sup>th</sup>, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even such information will be relevant for</p>

				<p>our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely, Maria Bosch</p> <p>Thank you for your interest in EQUIP Liberia. A staff member will email you as soon as possible.</p> <p>NO RESPONSE</p>
ICDI	(574) 306-2810   info@icdinternational.org	Thu 5/10/2012 4:47 PM Re sent: Wed 5/30/2012 12:16 PM		NO RESPONSE
International Life Line Fund	rachael reichenbach <rachael@lifelinefund.org>	Thu 5/10/2012 4:56 PM Re sent: Wed 5/30/2012 12:28 PM	Tue, Jun 5, 2012 at 5:15 PM	<p><b>Survey filled out / Catalina</b></p> <p>Hi Ryan,</p> <p>Apologies for our tardiness. <b>Attached please find International Lifeline Fund's completed survey</b> for use in the Cap-WASH project.</p> <p>Best,</p>
Partners In Health	888 Commonwealth Avenue, 3rd Floor Boston, MA 02215 +1 617-998-8922 Email: info@pih.org	Thu 7/5/2012 2:07 PM		NO RESPONSE
Pump Aid	020 7922 7992 Email For all enquiries, including speaking	Thu 7/5/2012 2:10 PM  7/25/2012	7/23/2012  7/26/2012	<p>Sent Items</p> <p>Thursday, August 30, 2012 9:15 AM</p>

	<p>opportunities, please email fundraising@pumpaid.org or use the form below.</p> <p>Address 32-36 Loman Street, London, SE1 0EH</p> <p>Alexa Doman Fundraising Assistant</p> <p>Pump Aid 32-36 Loman Street London SE1 0EH Direct Line: +44 (0)20 7922 7999 Main Office: +44 (0)20 7922 7992</p>	<p>7/30/2012</p> <p>8/30/2012</p>	<p>7/30/2012</p>	<p>Dear Alexa,</p> <p>If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely,</p> <p>Maria Bosch</p> <p>Maria Bosch</p> <p>Actions To: Alexa Doman [Alexadoman@pumpaid.org] Cc: Ryan Stoa (rstoa@globalwaters.net) Sent Items</p>
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			<p>Monday, July 30, 2012 10:06 AM Dear Alexa,</p> <p>Thank you so much for your kind assistance and we await your response.</p> <p>Kind regards,</p> <p>Maria Bosch</p> <p>Alexa Doman [Alexadoman@pumpaid.org]</p> <p>Monday, July 30, 2012 10:04 AM Dear Maria</p> <p>Thank you for this. I have forwarded this on now to our CEO, she will be travelling to Malawi tomorrow and will be away for a few weeks but she will complete the questionnaires and send them on.</p> <p>Many thanks Alexa</p> <p>Maria Bosch</p> <p>Sent Items Monday, July 30, 2012 9:30 AM Dear Alexa,</p> <p>Please find attached the surveys in question and be assured of the pivotal importance your answers will be to us.</p> <p>Thank you in advanced, kind regards,</p>
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				<p>Maria Bosch</p> <p>Alexa Doman Dear Maria Thank you for this. There was no document attached as suggested. Many thanks Alexa</p> <p>7/26/2012</p> <p>Maria Bosch</p> <p>Sent Items Wednesday, July 25, 2012 2:01 PM Dear Alexa, Many thanks you for your response. Considering the width and differing contexts in the survey target area, we have decided against setting a tight, or even inflexible deadline, lest we lose useful information from any organization.</p> <p>Hence, please accommodate our query to your schedule.</p> <p>The survey information has been conceived as a self-assessment and fine-tuning tool for GLOWS. We are keenly aware of the importance of our work's reflecting real-people needs and environment, rather than being an abstract effort. Therefore, even "not applicable"-type answers will be a valuable input.</p> <p>You can also attach a separate outline of any multifocal project/programme description you think we might be</p>
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				<p>interested in, where water issues are relevant</p> <p>They would help our experts; however, the survey itself is our main goal, and we understand your time restrictions.</p> <p>Again, thank you for your time.</p> <p>Kind regards,</p> <p>Maria Bosch</p> <p>Alexa Doman [Alexadoman@pumpaid.org]</p> <p>Monday, July 23, 2012 5:25 AM Dear Maria</p> <p>Thank you very much for sending this. Just to clarify the survey says that the deadline for completion is 22 April 2011. Please could you confirm the deadline for the completion of the survey.</p> <p>Many thanks Alexa</p> <p>NO RESPONSE</p>
Samaritan's Purse	<p>P.O. Box 3000 Boone, NC 28607 Phone (828) 262-1980 Fax (828) 266-1056</p>	7/5/2012		<p>Sent through website</p> <p>NO RESPONSE</p>
Relief Society of Tigray		Thu 7/5/2012 2:31 PM		NO RESPONSE



	<p>Fax ++41 31 385 10 09 E-mail <a href="mailto:info@helvetas.org">info@helvetas.org</a></p> <p>HELVETAS Swiss Intercooperation - Secrétariat romand Rue de la Mercerie 3 CH 1002 Lausanne</p> <p>Phone ++41 21 323 33 73 Fax ++41 21 323 33 74 E-mail <a href="mailto:romandie@helvetas.org">romandie@helvetas.org</a></p>			
IWMI	<p><a href="mailto:iwmi-africa@cgiar.org">iwmi-africa@cgiar.org</a> Address: Private Bag X813 0127 Silverton, Pretoria South Africa - Telephone: +27 12 845 9100X: +27 12 845 9110l: <a href="mailto:iwmi-africa@cgiar.org">iwmi-africa@cgiar.org</a></p> <p>Sub Regional Office for Nile Basin &amp; Eastern Africa</p> <p>C/o ILRI-Ethiopia Campus, Wereda 17, Kebele 21, Addis Ababa, Ethiopia.</p> <p>Mailing Address: P. O. Box 5689, Addis Ababa, Ethiopia</p> <p>Telephone: +251 11 6457222/3 or 6172000 Fax: +251 11 6172001 Email: <a href="mailto:IWMI-Ethiopia@cgiar.org">IWMI-Ethiopia@cgiar.org</a></p> <p>IWMI Accra Office (Main office)</p>	9/2/2012		

	<p>Pos tal add ress :  Tel eph one :  Fax :  E- mai <a href="mailto:iwmi-ghana@cgiar.org">iwmi-ghana@cgiar.org</a> l:  Offi ce loca tion :  IWMI Southern Africa Office  Postal address : Private Bag X813, Silverton  0127, Pretoria, South Africa Telephone: +27-12-845-9100 Fax: +27-12-804-6397 E-mail: iwmi-southern_africa@cgiar.org</p>			
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	Office location IWMI Southern Africa, 141 Cresswell Street, Weavind Park, Pretoria, South Africa:			
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REGIONAL / NATIONAL NGO's / CBO's				
Name of Organization	Contact/ Country	Survey Sent Date	Country Reply Date	Response
*ANEW	The Executive Secretary c/o Maji na Ufanisi Theta Lane, off Tenana Road Hurlingham P.O. Box 58684 - 00200 Nairobi, Kenya  Tel: +254 20 2727107/8 Fax: +245 20 2726332  Website: www.anewafrika.org			Survey filled out/ LAKHDAR
Soil and Water Management Network (Kenya)	SWMnet Coordination Office ICRISAT-NAIROBI at ICRAF Complex United Nations Avenue, Gigiri P. O. Box 39063 – 00623, Nairobi, Kenya Tel: 254 20 7224550 or 254 20 7224565 Fax: 254 20 722 4001 Email: n.hatibu@cgiar.org or swmnet@asareca.or	7/7/2012  Re sent: 7/ 31/2012		Dear All,  If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.  Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even

				<p>such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely, Maria Bosch</p> <p>No response</p>
Rural Africa Water Development Project	Rural Africa Water Development Project 58 MCC/Uratta Road P.O.BOX 6116 Aladimma Owerri, Imo State NIGERIA Tel: +234 (083) 305 266; (0)8035767048	7/5/2012 Contact through web page.		<p>Thank you for your submission. We will be in touch with you when applicable.</p> <p>NO RESPONSE</p>
WAFAC	Mme Solange YAYI-ALLECHI MSc. President Founder	Thu 7/5/2012 10:52 AM		NO RESPONSE
CONIWAS	<p>CONIWAS , GHANA</p> <p>Address:</p> <p>P.M.B KA 24, Airport. Visiting: Farrar Street, Mango Tree, Asylum Down Accra Ghana</p> <p>- Telephone: +233 21 250816</p> <p>- E-mail: info@coniwass.org:</p>	Thu 7/5/2012 3:13 PM		NO RESPONSE

	<a href="http://coniwias.org">http://coniwias.org:</a> National non-Governmental			
Uwasnet.org	UWASNET.ORG UGANDA Address: Plot 475M Butabika Road Luzira Uganda P.O Box 33396, Kampala- Uganda. Telephone: +256-414 223- 135/220 893 Mobile Phone Number: +256- 772 617-710 <a href="http://www.uwasnet.org">http://www.uwasnet.org</a> <a href="mailto:ngoord@uwasnet.org">ngoord@uwasnet.org</a>	Thu 7/5/2012 3:24 PM		NO RESPONSE
Association DAKUPA	Tel: (226) 70211562/ 76660619/ 50390014 <a href="mailto:hamizeba@hotmail.com">hamizeba@hotmail.com</a>			Survey filled out/ LAKHDAR
ONG AMB	ACTION MICRO BARRAGE (AMB) Tel: (226) 50 440334 Fax: (226) 50 441979 <a href="mailto:ambkdg@fasonet.bf">ambkdg@fasonet.bf</a>			Survey filled out/ LAKHDAR
FRIENDS OF THE EARTH SOUTH AFRICA	postal address: P.O. Box 2375, Pietermaritzburg, 3200, South Africa visitors address: 6 Raven Street, Pietermaritzburg, 3201 South Africa  phone: 27 33 342 5662 fax: 27 33 342 5665 web: <a href="http://www.groundwork.org.za">www.groundwork.org.za</a> <b>GHANA</b> Theo Anderson Friends of the Earth-Ghana	Thu 5/10/2012 11:29 AM Re sent: Wed 5/30/2012 11:22 AM  Re sent:  8/13/2012		NO RESPONSE

	<p>Private Mailbag  General Post Office  Accra  Ghana  phone: +233 21 512 311  begin_of_the_skype_highlighting +233 21 512 311 end_of_the_skype_highlighting / 312  fax: +233 21 512313  email:  geobrigkwa@yahoo.com</p> <hr/> <p><b>MAURITIUS</b></p> <p>contact details  maudesco  PO Box 1124  Port Louis  Mauritius  phone: (230)4672565  begin_of_the_skype_highlighting (230)4672565 end_of_the_skype_highlighting  mobile: (230) 947-9333  begin_of_the_skype_highlighting (230) 947-9333 end_of_the_skype_highlighting  fax: +230 424 8500  email:  maudesco@REMOVEMEint.net.mu</p> <hr/> <p><b>CAMEROON</b>  Samuel Nguiffo  B.P. 3430 Yaoundé  Cameroon</p>			
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	<p>phone:+237 22 22 38 57  begin_of_the_skype_highl  ighting +237 22 22 38  57 end_of_the_skype_highl  ighting  fax: + 237 22 22 38 59  web: <a href="http://www.cedcameroun.org">www.cedcameroun.org</a>  contact: <a href="#">FoE Cameroun</a></p> <hr/> <p><b>Guamina / Friends of the  Earth Mali</b>  guamina@bur  oticsevices.net.ml  <a href="#">Siège Hamdallaye Rue 42  Porte 232  Marché Diafarana BP 2744  Bamako  Mali</a>  <a href="tel:+223225910">phone: +223 225 910</a>  <a href="tel:+223293134">fax: +223 293 134</a>  <a href="#">contact:  dembele_z@REMOVEMEya  hoo.fr or  guamina@REMOVEMEbu  ro  ticsevices.net.ml</a>  Niccolo' Sarno  Media Coordinator - Friends  of the Earth International  Email: <a href="mailto:media@foei.org">media@foei.org</a>  Tel: +31-20-6221369  (Amsterdam, The  Netherlands)  Website: <a href="http://www.foei.org/">http://www.foei.org/</a>  media</p>			
Sustainable Development Institute	Sustainable Development Institute PO Box 5678, Duarzohn Village, Robertsfield Highway	Thu 5/10/2012 12:08 PM ('listserve@sdilib eria.org')		

	<p>Margibi County, Liberia</p> <p>tel:+231 77 089947/ 206702</p> <p>web: <a href="http://www.sdiliberia.org">www.sdiliberia.org</a> Contact: <a href="#">FoE Liberia</a></p>	<p>Thu 5/10/2012 4:39 PM (<a href="mailto:info@equipliberia.org">info@equipliberia.org</a>; '<a href="mailto:davewaines@gmail.com">davewaines@gmail.com</a>'; '<a href="mailto:hr@equipliberia.org">hr@equipliberia.org</a>' Re sent: Wed 5/30/2012 11:24 AM Wed 5/30/2012 12:16 PM</p> <p>Sent to '<a href="mailto:ernestgaie@yahoo.com">ernestgaie@yahoo.com</a>':</p> <p>Thu 5/31/2012 11:33 AM</p>		
Citizens for Justice (CFJ)	<p>Post Dot Net Box X100, Crossroads, Lilongwe, Malawi</p> <p>phone: +265 (0)1 727828</p> <p>web: <a href="http://www.cfjmalawi.org/">http://www.cfjmalawi.org/</a> email: <a href="mailto:cfjmalawi@yahoo.com">cfjmalawi@yahoo.com</a></p>	<p>Thu 5/10/2012 12:11 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 11:28 AM</p>		NO RESPONSE
	<p>Siège Hamdallaye Rue 42 Porte 232 Marché Diafarana BP 2744 Bamako Mali</p>			

	phone: +223 225 910 fax: +223 293 134 contact: dembele_z@yahoo.fr or guamina@buroticseVICES.net.ml			
Eraction	PO Box 10577 Ugbowo Benin City Nigeria  phone: +234 52 880 619 telefax: +234 52 600 165 fax: +1 413 431 3512  web: <a href="http://www.eration.org">www.eration.org</a> email: eration@eration.org	Thu 5/10/2012 12:25 PM  Re sent:  Wed 5/30/2012 11:30 AM		NO RESPONSE
Friends of the Earth Sierra Leone	Olatunde Johnson P.M. Bag 950 33 Robert Street Freetown Sierra Leone  phone: +232 22 226577 fax: +232 22 226577  web: <a href="http://www.onesky.ca/foesl/">http://www.onesky.ca/foesl/</a> contact: <a href="mailto:FoE Sierra Leone">FoE Sierra Leone</a>	Wed 5/30/2012 11:22 AM		NO RESPONSE
Lawyers Environmental Action Team	Mikocheni B, Mazingira street P.O. Box 12605	Thu 5/10/2012 1:00 PM	Jun 15, 2012 10:58 AM	<b>Survey filled out / Catalina</b>  Dear Ryan,

	<p>Dar-es-Salaam Tanzania</p> <p>tel: +255 22 2780859</p> <p>web: <a href="http://www.lead.or.tz">www.lead.or.tz</a> email: <a href="mailto:info@leattz.org">info@leattz.org</a></p>	<p>Re Sent:</p> <p>Wed 5/30/2012 11:31 AM</p>		<p>Greetings from LEAT. Please, find attached the filled in questionnaire you sent to us for response. Apologies for delay.</p> <p>Kind regards, Emmanuel Massawe Executive Director</p>
Friends of the Earth Togo	<p>Mensah Franco Todzro 63, Rue Amoussimé BP : 20190 Lomé-Togo</p> <p>phone: +228 2221731 fax: +228 2221732</p> <p>web: <a href="http://www.amiterre.tg">www.amiterre.tg</a> contact: 'adt-togo@amiterre.tg'</p>	<p>Thu 5/10/2012 1:06 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 11:34 AM</p>		NO RESPONSE
Friends of the Earth Tunisia	<p>Mohamed Ali Abrougui 12 Rue Tantaoui El Jawhari El Omrane Tunis 1005 Tunisia</p> <p>phone: +216 71 959 081 fax: +216 71 320 295</p> <p>e-mail: Ayachi Abrougui: <a href="mailto:ayachia@atpne.org">ayachia@atpne.org</a></p>	<p>Thu 5/10/2012 1:17 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 11:35 AM</p>		NO RESPONSE
Friends of the Earth Mozambique	<p>Rue Marconi #110</p>	<p>Thu 5/10/2012</p>		NO RESPONSE

	<p>1 andar Maputo Mozambique tel: +258 21 496668</p> <p>website: under construction email: ja@ja.org.mz</p>	<p>1:20 PM</p> <p>Re sent:</p> <p>Wed 5/30/2012 11:36 AM</p>		
National Association of Professional Environmentalists	<p>PO Box 29909 Kampala Uganda</p> <p>tel: +256 414 534453 fax: +256 414 530181</p> <p>web: <a href="http://www.nape.or.ug">www.nape.or.ug</a> contact: <a href="http://FoE Uganda">FoE Uganda</a></p> <p>naep@bowermanagement services.com</p>	<p>Thu 7/5/2012 4:03 PM</p>		NO RESPONSE
Centre Socio-Culturel Amani. CSCA-KIVU,	<p><b>LOCAL</b></p> <p>Frédéric MUNGEMBE WABULASA, Président du Conseil d'Administration. Tél.+243 99 25 89 189 +243 99 25 89 189</p>			
SURUDEV	<p>Cameroon Kari Jackson Program Coordinator, SURUDEV Contact.00237 75957685</p>			
African Water Facility African Development Bank	<p><b>REGIONAL</b> BP 323 – 1002 (13, Rue du</p>	<p>Thu 5/10/2012 2:48 PM</p>		NO RESPONSE

	<p>Ghana) Tunis Belvédère - Tunisie</p> <p>TEL: + 216 71 10 39 71 begin_of_the_skype_highl ighting + 216 71 10 39 71 end_of_the_skype_hig hlighting FAX: + 216 71 34 86 70 Email: <a href="mailto:africanwaterfacility@afdb.org">africanwaterfacility@afdb.org</a></p>	<p>Re sent:</p> <p>Wed 5/30/2012 12:10 PM</p>		
Water and Sanitation Programme – Africa (WSP – Africa)	<p><b>REGIONAL</b> WSP Africa World Bank Hill Park Building P.O. Box 30577-00100 Nairobi, Kenya Phone (254-20)322 6334 Fax (254-20) 322 6386 wspaf@worldbank.org</p>	<p>Thu 5/10/2012 10:53 AM</p> <p>Re sent:</p> <p>Wed 5/30/2012 11:21 AM</p>		NO RESPONSE
Center for the Environment and Development	<p><b>National NGO</b> Center for the Environment and Development Mr. Samuel Nguiffo General Secretary B.P. 3430 Yaoundé Cameroon</p>	<p>Thu 5/10/2012</p> <p>Re sent:</p> <p>8/15/2012</p>		<p>Dear All,</p> <p>If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even</p>

				<p>such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely, Maria Bosch</p> <p>No response</p>
Athi Water Services Board	<p><b>NATIONAL</b> Government Africa-Re Centre, Hospital Road, Upper Hill P.O. Box 45283 - 00100, GPO Nairobi, Kenya Telephone: 020 2724292/3 Fax: 020 - 2724295</p> <p>Email: <a href="mailto:info@awsboard.go.ke">info@awsboard.go.ke</a></p>	<p>Thu 5/10/2012 2:19 PM</p> <p>Fri 5/18/2012 10:00 AM</p>	<p>Thu, May 17, 2012 at 8:49 AM</p> <p>Mon 5/21/2012 9:37 AM</p>	<p><b>Survey filled out / Catalina</b></p> <p>Dear Maria, Kind Regards,</p> <p>Kenneth Owuocha</p> <p>Dear Mr. Owuocha,</p> <p>Once again, thank you very much for your valuable collaboration.</p> <p>Please don't hesitate to contact us for any further clarification.</p> <p>Kind regards,</p> <p>Maria Bosch</p> <p>From: Kenneth Owuocha [kowuocha@awsboard.go.ke] Sent: Friday, May 18, 2012 12:26 AM To: Maria Bosch</p>

			<p>Subject: RE: Capacity Building of Local/National WASH NGOs/CBOs in Africa Program (Cap-WASH_</p> <p>Dear Maria,</p> <p>Thanks for your prompt response. Kindly mail the soft copy of the questionnaire if this is possible so that I fill it online.</p> <p>Kind Regards,</p> <p>Kenneth Owuocha Senior Economist Athi Water Services Board (AWSB) Tel: (254 020) 272 4292-3, 2727438-42, 2727616 Fax: (254 020) 272 4295 P.O. Box 45283 Nairobi 00100 GPO, Kenya Email: <a href="mailto:kowuocha@awsboard.go.ke">kowuocha@awsboard.go.ke</a></p> <p>From: Maria Bosch [<a href="mailto:mcabosch@fiu.edu">mailto:mcabosch@fiu.edu</a>] Sent: Thursday, May 17, 2012 7:20 PM To: Kenneth Owuocha Cc: Ryan Stoa (<a href="mailto:rstoa@globalwaters.net">rstoa@globalwaters.net</a>) Subject: Re: Capacity Building of Local/National WASH NGOs/CBOs in Africa Program (Cap-WASH_</p> <p>Kenneth Owuocha Senior Economist Athi Water Services Board (AWSB)</p> <p>Dear Mr. Owuocha:</p> <p>Thank you so much for your prompt response. We understand the legal status</p>
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			<p>of your organization, and the fact that some survey questions were specifically directed to NGOs/CBOs does not prevent your responses to be useful for our study purposes. May we suggest that you just mark as "Not Applicable" to any questions you consider as such (no matter how many).</p> <p>A legal reality in our times in various regions of the world is that of closer links between government and private entities - particularly NGOs/CBOs in the area of public service provision. Even if such contacts/partnerships were not particularly relevant in the case of your nation, just mentioning such thing would be a significant datum for our project. That is why we did not exclude government entities in our mailing list.</p> <p>Also we requested your agency to kindly provide us with the names, addresses, etc. of any Water Resource-specialized NGOs/CBOs in your country, even if they have no relationship whatsoever with your Governmental structure.</p> <p>Again, many thanks for your time and for the data you be able to provide for this academic/programmatic effort, which is global in scope.</p> <p>Best regards,</p>
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				Maria Bosch
Nairobi City Water & Sewerage	<p><b>NATIONAL</b></p> <p>Kampala Road, Industrial Area PO Box 30656 - 00100, GPO Nairobi, Kenya Telephone: 020 557131/2/3 Fax: 020 552126</p> <p>Email: <a href="mailto:info@nairobiwater.co.ke">info@nairobiwater.co.ke</a></p>	<p>Thu 5/10/2012 1:30 PM</p> <p>Re sent: Wed 5/30/2012 11:36 AM</p>		<b>NO RESPONSE</b>
AWARD	<p><b>NATIONAL</b></p> <p>Private Bag X483 Acornhoek 1360 South Africa Telephone: +27 15 793 7500 begin_of_the_skype_highlighting +27 15 793 7500 end_of_the_skype_highlighting Fax: +27 15 793 7509</p>			
Iris	<p><b>REGIONAL</b></p> <p>Iris Ministries (for Africa) P.O. Box 493995 Redding, CA 96049-3995 USA +1-530-255-2077 <a href="mailto:irisredding@irismin.org">irisredding@irismin.org</a> <a href="#">here to reveal this email</a> <a href="http://www.irismin.org">www.irismin.org</a></p> <p>Contact Rolland directly at: <a href="mailto:rolland@irismin.org">rolland@irismin.org</a></p>	<p>Thu 5/10/2012 2:55 PM</p> <p>Re sent: Wed 5/30/2012 12:11 PM</p>	<p>Friday, May 25, 2012 6:45 AM</p>	<p>Dear Steve:</p> <p>We are ready to accommodate the possibilities of the respondents, since our main concern is to have and be able to compare as many responses as possible for as wide a geographical area as feasible. Therefore, "asap" would be the answer to your question, with "as possible" being the key.</p> <p>Thank you very much in advance for your help. We are looking forward to receiving your inputs.</p>

	<p>Iris Canada supports the work in Bangula, Malawi, Zimpeto , Pemba and South Africa. 10 - 1425 Abbeywood Drive Oakville, ON L6M 3R3 CANADA Tel: (905) 847-7749 Fax: (905) 847-7931</p> <p>Email: <a href="mailto:info@irismin.ca">info@irismin.ca</a> Contact: Janis Chevreau, Director <b>Iris Ministries (UK) Ltd</b> PO Box 351 Tonbridge, Kent TN9 1WQ UNITED KINGDOM Email: <a href="mailto:info@irisministries.co.uk">info@irisministries.co.uk</a></p> <p><b>Iris Ministries South Africa</b> 730 Dikhoorn St. Moreleta Park, Pretoria SOUTH AFRICA Tel: +27-12-998-8220</p> <p>Email: <a href="mailto:irismin@absamail.co.za">irismin@absamail.co.za</a> Contact: Peter Wheeler <b>Iris Ministries Malawi</b> David and Joanna Morrison, Partners In Harvest - Iris Africa PO Box 2379 Blantyre, Malawi Tel: +265-1-453-368 Cell: +265-8-343-814 Email: <a href="mailto:mo@irismin.ca">mo@irismin.ca</a></p>			<p>Kind regards,  Maria Bosch</p> <hr/> <p>From: Steve Soars [steves@irismin.org] Sent: Friday, May 25, 2012 6:45 AM To: Maria Bosch Subject: Re: Global Water for Sustainability - Survey Completion Request When is the survey due?</p> <p>Regards, Steve.</p> <p>Steve Soars Development Iris Ministries <a href="http://Irismin.org">Irismin.org</a> <a href="mailto:steves@irismin.org">steves@irismin.org</a></p> <p>Did not fill out the questionnaire</p>
<p><i>MVULA TRUST.</i></p>	<p><b>NATIONAL</b> – SOUTH AFRICA</p> <p>Mvula Trust - 12th Floor, Braamfontein Centre</p>	<p>5/30/2012 tshepo@mvula.co.za</p>		

	<p>23 Jorissen Street Braamfontein SOUTH AFRICA</p> <p>Contact: 011 403 3425 Head Office and Policy Unit - 011 403 3425 East London Office - 043 726 2255/6/7 Empangeni Office - 035 772 2552 Free State Office - 051 447 0487 Mpumalanga Office - 013 752 2658 Limpopo Office - 015 291 2405 Durban Office - 031 201 5255 Mthatha Office - 047 531 2391 Queenstown Office - 045 838 3131</p>			
EAU-VIVE	<p>EAU-VIVE - NIGER 473 Plateau I - avenue du fleuve Niger BP 11 156 Niamey - Niger Tél : (227) 20 72 49 90 Fax : (227) 20 72 49 91 Email : evniamey@eau-vive.org</p> <p>EAU-VIVE - BURKINA FASO</p> <p>secteur 4, quartier Paspanga rue 4.12, porte 256 01 BP 2512 Ouagadougou 01 – Burkina Faso</p> <p>Tél : (226) 50 30 75 52 Fax : (226) 50 31 19 44 email : evburkina@eau-vive.org</p>	<p>Thu 5/10/2012 1:44 PM</p> <p>Re sent: Wed 5/30/2012 11:39 AM</p>		

	<p>Cette adresse email est protégée contre les robots des spammeurs, vous devez activer Javascript pour la voir.</p> <p>EAU-VIVE - cité UNICEF rue 74 - porte 165 BP 2691 Bamako - Mali Tél : (223) 20 20 02 11 Fax : (223) 20 20 50 78 Email : evbamako@eau-vive.org Cette adresse email est protégée contre les robots des spammeurs, vous devez activer Javascript pour la voir.</p> <p>EAU-VIVE - Senegal cité Malick Sy n 54 A BP 300 Thiès RP - Senegal</p> <p>Tél : (221) 33 951 35 24 Fax : (221) 33 951 35 25 email : evthies@eau-vive.org Cette adresse email est protégée contre les robots des spammeurs, vous devez activer Javascript pour la voir.</p>			
SAHEL SOLIDARITE	<p>Tel: (226) 50353545 Fax: (226) 50 35 33 28 Email: saso@fasonet.bf</p>	Thu 7/5/2012 4:26 PM		No Response
CREPA - BURKINA	<p>CREPA Burkina is a non-governmental and non-profit-making organisation that acts as a reference and resource centre for water and sanitation. Supported by WaterAid Burkina Faso, CREPA Burkina is implementing two projects</p>	Thu 7/5/2012 4:29 PM		No response

	that improve the Sigh-Noghin communities' living conditions by ensuring their access to safe water and sanitation facilities, including a project funded by the British embassy. Tel: (226) 50 3640 34/5 Fax: (226) 50 366142 crepa-burkina@cenatrin.bf			
VARENA ASSO	Tel: (226) 20 905135 varena@fasonet.bf	Thu 7/5/2012 4:31 PM		No response
EMESA	Tel: (226) 50 319331 mesabf@hotmail.com / emesabf@yahoo.fr	Thu 7/5/2012 4:33 PM		No response
CCEPA :	Cadre de Concertation des ONGs/Association intervenant dans le secteur de l'Eau Potable et l'Assainissement (NGO and CBO Water and Sanitation Network) Administration & Rédaction Cité 1200 logements (face au CIJEF et à l'ISIG) Tél : (226) 50 36 20 46 / 50 36 17 30 Fax : (226) 50 36 03 78 E-mail : ed.lepays@lepays.bf webmaster@lepays.bf 01 BP 4577 Ouagadougou 01 Burkina Faso Représentation Bobo Tél. : (226) 20 98 00 95 Représentation Ouahigouya Tél.: (226) 40 55 41 60 Représentation Koudougou Tél.: (226) 50 44 13 41	Thu 7/5/2012 4:36 PM		No response

PLAN BURKINA.	<b>O1 BP 1184 Ouagadougou 01</b> <b>Tel :</b> (+226) 50 37 87 33 (+226) 50 37 87 35 (+226) 50 37 87 37 (+226) 50 37 87 38 <b>Fax :</b> (+226) 50 37 87 39			
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Environmental Trust of Kenya	<p><b>National</b>  ENVIRONMENT TRUST OF KENYA  Postal: Box 90193-80100  Mombasa, Kenya  Phone: 041-222-2503  Mobile: 0787-610-738  Fax: 041-231-1789  Email: info@etkkenya.org</p> <p>PHYSICAL ADDRESS  COAST CAR PARK  Behind NSSF Building off  Nkruma Road  MOMBASA KENYA.</p>	<p><b>7/31/2012</b></p> <p><b>Re sent:</b>  <b>8/15/2012</b></p>		<p>Dear All,</p> <p>If at all possible, we would like to receive your responses by September 10th, since we have started the final stage of processing the forms provided by the organizations contacted, and are keen to have your valuable inputs.</p> <p>Please notice that our survey targets a wide range of respondents, and some items might not match some specific fields/concerns of your entity, but even such information will be relevant for our research and contribute to the broader purpose of the important academic effort we are pursuing.</p> <p>Again, thank you for your time and intellectual contribution. We are looking forward to receiving your responses at your earliest convenience.</p> <p>Sincerely,  Maria Bosch</p> <p><b>No response</b></p>
APDO	<p>Akanyani  Beata Awinpoka  Program Director H/R</p> <p>awinpoka85@yahoo.co.uk</p>	<p><b>9/12/2012</b></p>		



New Energy	Abdulah Wumbai wumbeia@yahoo.com	9/12/2012		
Rural Aid	National Tijani Bolgatanga ghanaruralaid@gmail.com	9/12/2012	9/14/2012	Hi Maria,  Please send all mails to us through our gmail address as indicated <ghanaruralaid@gmail.com>  Rural Aid is willing to participate in the survey. Send us all necessary document that will aid us complete the survey forms.  GANI
<b>AWARD</b> (Association for Water and Rural Development) is an NGO in South Africa	derrick@award.org.va	9/12/2012		
Water Institute of Southern Africa (WISA)	PO Box 6011 Halfway House 1685 Gauteng South Africa Tel: 011 805 3537 Fax: 011 315 1258 Email: wisa@wisa.org.za Website: www.wisa.org.za Contact: Ms Dot Zandberg	8/16/2012 8/30/2012 9/12/2012		
Water Policy International	len.abrams@waterpolicy.com	8/16/2012 8/30/2012		
WRC	info@wrc.org.za	8/16/2012 8/30/2012		

<p>ERHA Ethiopia</p> <p>Mr. Girma H. Michael</p> <p>ERHA Executive Director</p> <p>Zerihun Building (2<sup>nd</sup> Floor, Room No. 30),</p> <p>Haile Gebreselassie Avenue</p> <p>Wereda 17, Kebele 14, H. No. 493/30</p> <p>P.O.Box 27671/1000</p> <p>Addis Ababa</p> <p>Telephone: + 251-(0)11-663 85 13/4,</p> <p>Cell phone: + 251-(0)911 - 24 94 26</p> <p>Fax: + 251-(0)11-663 85 14</p> <p>E-mail: <a href="mailto:erha@ethionet.et">erha@ethionet.et</a></p>	<p><a href="mailto:erha@ethionet.et">erha@ethionet.et</a></p>	<p><b>8/16/2012</b></p> <p><b>8/30/2012</b></p>		
<p>GHARP/KRA Secretariat</p>	<p>P.O. Box 10742-00100, Nairobi, Kenya</p> <p>Tel./fax: +254 (0) 20 2710657</p> <p>Email: <a href="mailto:gharp@wananchi.com">gharp@wananchi.com</a></p>	<p><b>9/12/2012</b></p>		

	<p>or <a href="mailto:gharp.kra@gharainwater.org">gharp.kra@gharainwater.org</a></p> <p>PHYSICAL ADDRESS</p> <p>Hurlingham, Rose Avenue, Off Argwings Kodhek Road, Rose Avenue Flats (next to Kwality Hotel), Block B, Office No. 4.</p>			
RAAS	<p>RAAS Focal Point</p> <p>Ahmed M. Abdi</p> <p>Chief Executive Officer</p> <p>GHARP/RAAS Secretariat</p> <p>Block B, Office 4, Rose Avenue Flats, Rose Avenue,</p> <p>Off Argwings Kodhek Road, P.O. Box 10742-00100, Nairobi, Kenya</p> <p>Telephone: +254 (0) 20 271 0657 or +254 (0) 722400167 / 734528678</p> <p>E-mail: <a href="mailto:raasgharp@yahoo.com">raasgharp@yahoo.com</a></p>	<b>9/12/2012</b>		

RHAT	<p>C/o GHARP/KRA Secretariat</p> <p>P.O. Box 10742-00100, Nairobi, Kenya</p> <p>Tel./fax: +254 (0) 20 2710657</p> <p>Email: gharp@wananchi.com or gharp.kra@gharainwater.org</p> <p>PHYSICAL ADDRESS</p> <p>Hurlingham, Rose Avenue, Off Argwings Kodhek Road, Rose Avenue Flats (next to Kwality Hotel), Block B, Office No. 4.</p>	9/12/2012		
SANGONET	<p>Contact SANGONeT</p> <p>Physical Address: 29th Floor, UCS Building 209 Smit Street Braamfontein Johannesburg Gauteng South Africa</p> <p>Postal Address: P O Box 31392 Braamfontein</p>	9/12/2012		

	<p>2017 South Africa</p> <p>Tel: +27 11 403 4935 Fax: +27 11 403 0130</p> <p>Executive Director: David Barnard, info@sangonet.org.za</p> <p>Reception: Dipuo Mahanyele, reception@sangonet.org.za</p>			
<b>African Peace Network</b>	<p><b>Re-afforestation, Rural Water and Sanitation, Environmental Education</b></p> <p><b>Box 2647 Dansoman, Accra</b></p>	<b>9/12/2012</b>		
ProNet North in Ghana West Africa.	<p><b>National</b></p> <p><b>Awuni Erasmus</b> <b>WASH Manager</b> <b>ProNet North</b> <b>awunierasmus@yahoo.com</b></p>	<b>9/13/2012</b>	<b>9/14/2012</b>	<p><b>Survey filled out / Catalina</b></p> <p>Hello Maria,</p> <p><b><u>Please see attached my responses to your survey assessment from ProNet</u></b></p> <p>North in Ghana West Africa.</p> <p>Thanks and best regards.</p> <p>Awuni Erasmus</p> <p>Subject: RE: Global Water for Sustainability - Survey Completion Request</p> <p>Dear Awuni Erasmus,</p> <p>I am responding to you email, with</p>

				<p>thanks, on behalf of Dr. Ryan Stoa, GLOWS Executive Officer, who is out of town today, in order that you receive our clarifications without delay.</p> <p>We do appreciate the cooperation of yours and ProNet North in responding to our survey, and are prepared to receive your responses if you please send them at your earliest convenience, i.e. please disregard the original questionnaire deadline.</p> <p>We would like to add, for further clarification, that in case any question do not specifically involve ProNet activities, you may either respond “Not Applicable” (such response will also be relevant for GLOWS) or add extra comments.</p> <p>We are in the process of drafting a progress report on the survey, and respectfully request and thank your prompt submission of your responses.</p> <p>Cordially, Maria C. Bosch</p> <p>From: Awuni Erasmus[mailto:awunierasmus@yahoo.com]</p> <p>Sent: Thursday, September 13, 2012 10:12 AM</p> <p>To: Maria Bosch</p> <p>Subject: Re: Global Water for</p>
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			<p>Sustainability - Survey Completion Request</p> <p>Hello Ryan,</p> <p>I received your mail on the intended survey of exiting human resources networks in the Water Supply, sanitation and hygiene sector in Africa. But I need some clarifications so as to enable me proceed in answering the questions. The introduction part is indicating that this questionnaire should be return to you before April 22, 2011. See below from your mail.</p> <p>The survey aims to assess the WASH capacity building and knowledge management efforts of international NGOs in Africa. The survey, presented in the next section, covers five important areas: general information, leadership, organization, programs, and engagement.</p> <p>Because your organization is active in Africa, we are requesting that you will help us by completing the survey and returning it to me by April 22, 2011.</p> <p>My Organization is a Ghanaian NGO and i need this clarification soonest as i am willing to offer my assistance towards your survey in Africa.</p> <p>A await your quick response.</p>
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				Awuni Erasmus
Consortium Congo Development (CCD)	<b>contact@consortiumcon godev.org</b>	9/13/2012		
Desert Research Foundation of Namibia	<b>drfn@drfn.org.na</b>	9/13/2012		
Green Belt Movement	<b>gbmi@greenbeltmovem ent.org</b>	9/13/2012		
Wildlife and Environment Society of South Africa	<b>marketing@wessa.co.za</b>	9/13/2012		











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## Global Water for Sustainability Program

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