

LOCAL MONITORING PLAN OF POTABLE WATER SERVICES IN THE SAHEL REGION OF BURKINA FASO

EXECUTIVE SUMMARY

The decentralization process in Burkina Faso transferred water supply, sanitation and hygiene services among other services from the central government to the municipalities. The USAID West Africa Water Supply, Sanitation and Hygiene (USAID WA-WASH) Program through IRC, supported the evaluation of the performance of water management services using the Triple-s (sustainable services at scale) analytical framework in the municipalities of Aribinda and Gorgadji in the Sahel region. The Triple-s framework aims to: (1) identify challenges of the sustainability of water services at the community level; (2) experiment solutions to overcome the identified challenges and provide sustainable services; and (3) scale-up the successful experimented solutions. These objectives are achieved through action research that aims to test approaches, analytical tools and to train decision-makers at different levels of the supply chain (service providers, local authorities, decentralized technical services). In addition, the action research aims to appropriate the results of the experiments in order to improve the provision of water services and to provide national technical assistance to support public authorities to improve water sector policies. The support process and changes involved in the implementation of the Triple-s approach are documented and shared with professionals and decision-makers at local, national, and international levels.

Since March 2013, the USAID WA-WASH Program worked with the directorate of water and sanitation services in the Sahel region and in the municipalities of Arbinda and Gorgadji for the development and implementation of local monitoring plan for potable water services. This collaboration aimed to strengthen the directorate of water resources, to assist in the management of water services by the municipalities, and to coordinate WASH operations in the Sahel region, including, monitoring performance of drinking water services. Further, the collaboration aimed to build the capacities of municipalities of Aribinda and Gorgadji to develop a framework for monitoring the performance of public drinking water services.

For the implementation of the Triple-s approach, the USAID WA-WASH Program, through IRC, supports the regional directorate of water resources and the two municipalities with two technical staff. The technical staff supports the monitoring and evaluation of performance of the municipalities related to the management of potable water services. In addition, the Program provides necessary information for coordination at the regional level and support to municipalities by the regional office. The support includes developing legislative and regulatory documents on the management of water services within the decentralized framework, research, performance monitoring, and evaluation of potable water services, and the provision of appropriate equipment and software for monitoring and evaluation.

The regional directorate of water services in the Sahel region, IRC and the technical staff from the two municipalities of Aribinda and Gorgadji held meetings from July 16 to 19, 2013 to develop the monitoring plans. The monitoring plan defined main activities to be carried out in each municipality, the specific responsibilities of each actor and the resources required. Monitoring indicators were identified to be collected at five levels namely: (1) at the regional directorates of water resources; (2) at the municipality; (3) at the water management committees; (4) at the meetings between water users association (WUAs) executive board and water point managers; and (5) at the annual general meeting of WUAs.

At the level of regional directorates of water resources, there are two major activities: (1) the management of public water services, and (2) annual review of management of public drinking water services. The indicators evaluated under the management of public water services include the existence of the protocol of operations for the simplified piped water systems signed by the municipality and the governor of the region, and the existence of a functional simplified piped water system. The indicators evaluated during the annual review include: (1) existence of municipal water tariffs according to types of services provided by the municipality (hand pumps and simplified piped water systems); (2) existence of water users associations; (3) existence of the agreements between the hand pump management committees and WUAs; (4) existence of contracts with operators of the simplified piped water systems; (5) existence of contracts between the hand pump management committees and maintenance personnel for technical monitoring and maintenance of hand pumps; (6) existence of hand pump management rules between WUAs and the water point manager; (7) availability of annual report of the municipality in accordance with the management of the simplified water systems, and (8) maintenance of hand pumps by technicians contracted by the municipality.

The indicators evaluated at the level of the municipalities through an annual survey include: (1) the water tariffs; (2) annual general assemblies by WUAs; (3) payment of fees for monitoring and preventive maintenance of hand pumps; (4) financial reports of WUAs; (5) quality of water; and (6) the number of registered users in each water point. The monthly meetings of the water point management committees and technicians evaluate the number and duration of breakdowns of water points, and payments of technicians by the municipality. Quarterly meetings between WUA executives and water point managers evaluates the number and duration of break downs of water points, the quality of water, and the number of users at water points. At the annual general meeting of WUAs, the satisfaction of users in terms of water quality, quantity, and distance to water points, density at water points, functionality of hand pumps, and the governance at the water points are evaluated through user opinions.

The specific monitoring plan for each of the two municipalities was developed. The key activities in the monitoring plan are: (1) developing and validating data collection tools at the regional and municipality levels; (2) a training workshop on decentralization, and support to municipalities; (3) a training of the WUAs and technicians of the municipality by IRC technical assistants on the use of monitoring and data collection tools; (4) the annual survey of the performance and management of the simplified piped water systems; (5) monitoring by WUAs and water point managers; (6) data collection during quarterly meetings, and annual general meetings of WUAs; (7) training on data analysis, sharing, and use of the monitoring results by the regional directorate of water services, municipal technicians, and the technical assistants. The monitoring tools are the scoreboard for the WUAs (filled out after each quarterly meeting), visitors' books, data analysis tools at the municipality, and hand pump repair guide for the maintenance personnel.

These activities were elaborated on a Gantt chart for each municipality showing the timelines to accomplish each activity. Finally, a session was held with the staff of the municipal water and sanitation committees in the two municipalities to define detailed arrangements for implementation of the monitoring framework including selection of villages to be included in the monitoring, mobilization of financial and human resources, the level of involvement of municipal water and sanitation committees and activity planning. For successful implementation of the monitoring exercise, the two municipalities requested, from USAID WA-WASH Program, computers, office furniture, training on monitoring and evaluation, and internet connection.

The full report is available (in French) upon request via our website. For more details about our program activities and other reports please visit <http://wawash.fiu.edu/>.