

Capacity Building Support to GWCL-Setting up of Low Income Consumer Support Unit (LICSU)

Workshop Background and Objectives

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BACKGROUND

- ❑ The Government of Ghana (GoG) has over the years been pursuing a restructuring of the water sector to improve efficiency and increase accessibility to potable water for the population.
- ❑ In 1990's there was the separation of the water sector into URBAN and RURAL segments.
- ❑ The Ghana National Water Policy document has stated that the main challenges of making the urban sector sensitive to pro-poor issues include *understanding the needs of the poor and designing interventions to suit their supply and payment choices*

BACKGROUND

❑ Public Utilities Regulatory Commission (PURC) Social Policy

- **It has a primary concern to address the interests of the poor.**
 - **PURC will support any interventions, which result in improved and more reliable access to water, with the ultimate goal of direct connections.**
 - **PURC will instruct urban water utilities to include pro-poor criteria when undertaking investments in water supply projects.**

Water & Sanitation for the Urban Poor (WSUP)

- ❑ WSUP is supporting GWCL in strengthening the organization's ability to deliver water supply services to low income urban consumers.**
- ❑ The benefits to the consumers will be more reliable, more affordable and safer water services and to GWCL will be increased revenues as well as improved operational performance through improved water supply to the urban poor and the reduction of non-revenue water (NRW).**
- ❑ A component of the support is to assist GWCL in the establishment of a Low Income Consumer (LIC) unit to be tasked with defining and implementing policy and oversight in relation to water supply provision to low income urban consumer.**

WORKING DEFINITION OF THE POOR

- ☐ **An adapted a working definition of the ‘urban poor’ refers to those:**
 - **Without direct access to the utility’s supplies.**
 - **Who depend on secondary suppliers.**
 - **Who buy by the bucket or container.**

- ☐ **This working definition of the urban poor is very relevant to the situation with the LIUC where access and alternate supply and payment options are the key concerns needed to be addressed by GWCL.**

A WAY FORWARD

Experience from a number countries shows that it is possible to significantly improve services to low-income urban areas

- Through innovation in management and financing mechanisms**
- Building on community and private sector initiatives**

Comparisons with Eastern Africa examples

Country	Kenya	Tanzania	Uganda	Zambia	GHANA
Name	Nairobi City Water and Sewerage Company	Dar es Salaam Water and Sewerage Authority	National Water and Sewerage Corporation, Kampala Branch	Lusaka Water and Sewerage Company	Ghana Water Company Ltd
Date established	2008	2003	2006	1999	1965 (as Ghana Water and Sewerage Corporation - converted to company in 1999).
Population in Poor settlements	Approximately 1.9 million (60% of Nairobi's population)	Approximately 900,000 (36% of the total population)	Approximately 450,000 (20% of the total population)	Approximately 1.5 million (60% of the total population)	Accra 4.0 million Kumasi 2.0 million
Number of full time staff in unit	6 (expansion plans are underway)	5	10 (15 as at visit by the consultant in early October 2013)	14	NO DEDICATED UNIT AND NO DEDICATED STAFF
Staff composition of unit	Manager. Technicians(9) Lead Sociologist (1) Assistant Sociologist (1) Secretary	Manager. Communications Specialist (1) Engineers (2) Technicians(1)	Manager. Technical Supervisor (1) Plumbers (1) Commercial staff (1) Social Workers (4) Cashier (1) IT support (1) (Community liaison assistants (5))	Manager. Zone Heads (3) Service Engineer (1) Engineer (1) Superintendents (2) Assistant Community Development Officers (4) Customer Services Assistants (3) Foreman (1) Community based contract plumbers (4)	NO DEDICATED STAFF
Model used	Headquarters Department	Headquarters Department	Branch Office	Headquarters Branch Office	NO DEDICATED UNIT AT HEAD OFFICE OR IN THE REGIONS

Comparisons with Eastern Africa examples

<i>Purpose</i>	To coordinate donor and partner initiatives, implement capital work programs (in coordination with the asset holder), and provide guidance and support to branch offices for O&M and social issues.	To implement and supervise the community-managed water and sanitation schemes; also responsible for DAWASA public relations and implementation the resettlement actions plan (RAP)	To execute NWSC's mandate to help meet the Millennium Development Goals by providing support to NWSC branches in the city of Kampala with informal settlements; and to work with HQ and donors to implement capital works programs targeting the urban poor.	Coordination, implementation and operations of services in peri-urban and informal settlements.	NO DEDICATED STRATEGIC PLAN FOR THE MARKET SEGMENT, NO OFFICIAL PURPOSE STATEMENT OR, OBJECTIVES
<i>Provided with annual budget</i>	Starting in FY 09-10	Yes	Yes	Yes	NO DEDICATED BUDGET Annual budget is not disaggregated to show allocation to pro-poor projects and areas
<i>Reporting</i>	The Department Head reports to the Technical Director (who then reports to the managing Director)	The CLU Manager reports to the CEO	The Branch manager Reports to the General Manager of Kampala and the Project Manager of Urban Poor Projects (located at Head quarters)	The Peri-urban Manager Reports to the Commercial Director (who then reports to the Managing Director)	NO DEDICATED STRUCTURE
<i>Novel approaches</i>	Strong focus on community participation and partnerships.	Off-network schemes in peri-urban areas	Pre-paid meters	Semi-autonomous branch in informal settlements, partnership with Community Water Trusts	LIMITED PILOTS SUCH AS COMPOUND HOUSE CLUSTER METERS,. PUBLIC STAND PIPES

OBJECTIVES

- ❑ Workshop is a follow-up to the one held on the 17th December 2013**
- ❑ That workshop gave opportunity to stakeholders to review the Consultants report on the way forward for GWCL**
- ❑ ORGANIZATIONAL options available and the option to setting up of a LICSU**
- ❑ SPECIFICALLY**
 - WORKDONE SO FAR BY THE CONSULTANT**
 - TERMS OF REFERENCE OF THE LICSU**
 - STAFFING PLANS AND JOB DESCRIPTION**
 - THE BUSINESS CASE FOR ESTABLISHING THE LICSU**

□ This stakeholder workshop aims at :

- Further strengthen the capacity of GWCL towards the setting up of a LICSU**
- The needed support and resources needed to make the LICSU operational and to deliver on its mandate**

