

WATER SERVICE MONITORING IN EAST GONJA

Findings from baseline and second round of monitoring



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triple-s
WATER SERVICES THAT LAST



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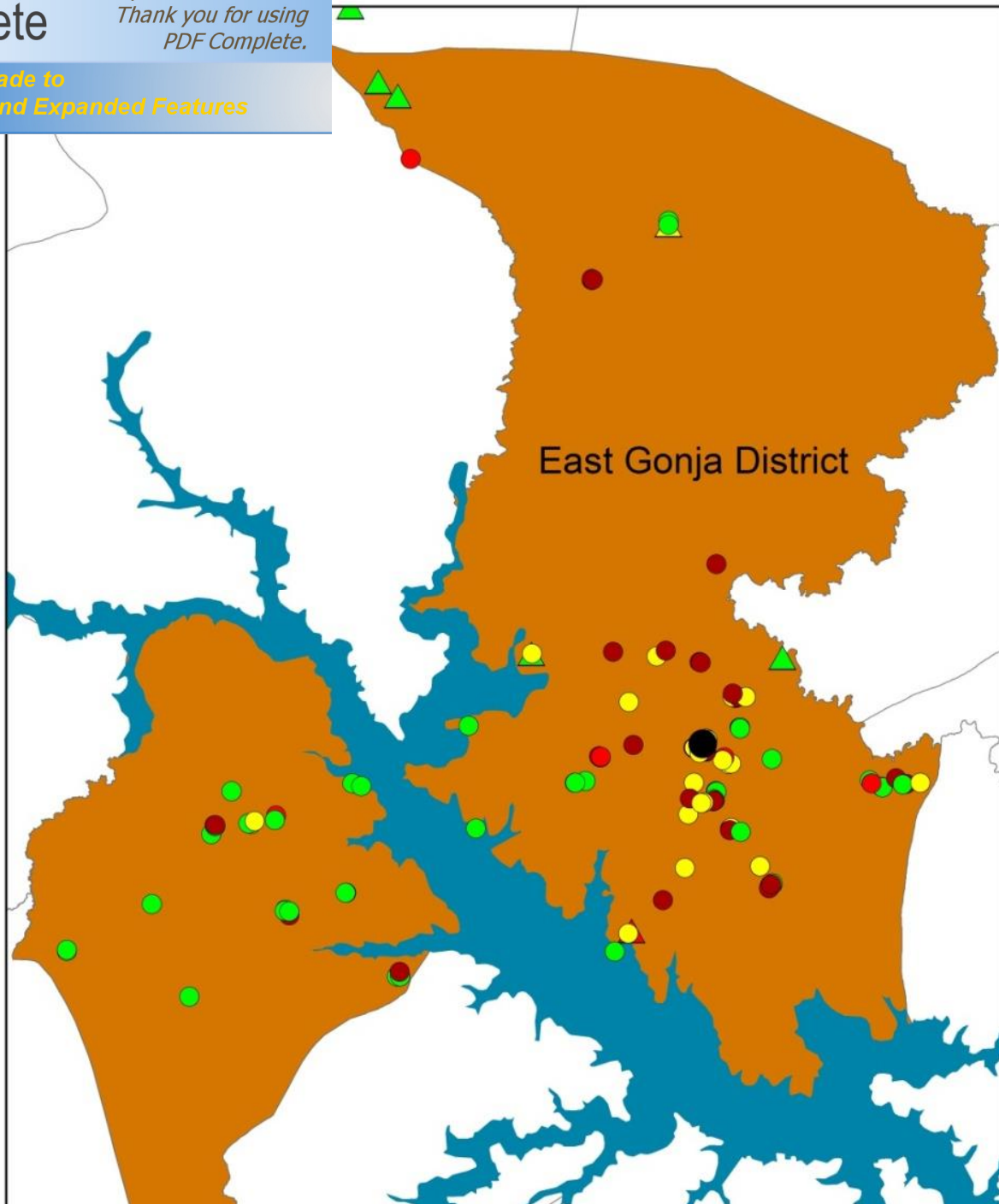
PRESENTATION OUTLINE

- “ Findings from baseline and second round of service monitoring
- “ Findings from water users' satisfaction study
- “ Main Conclusion

OVERVIEW OF WATER SUPPLY FACILITIES

Table 1: Overview of number of water facilities

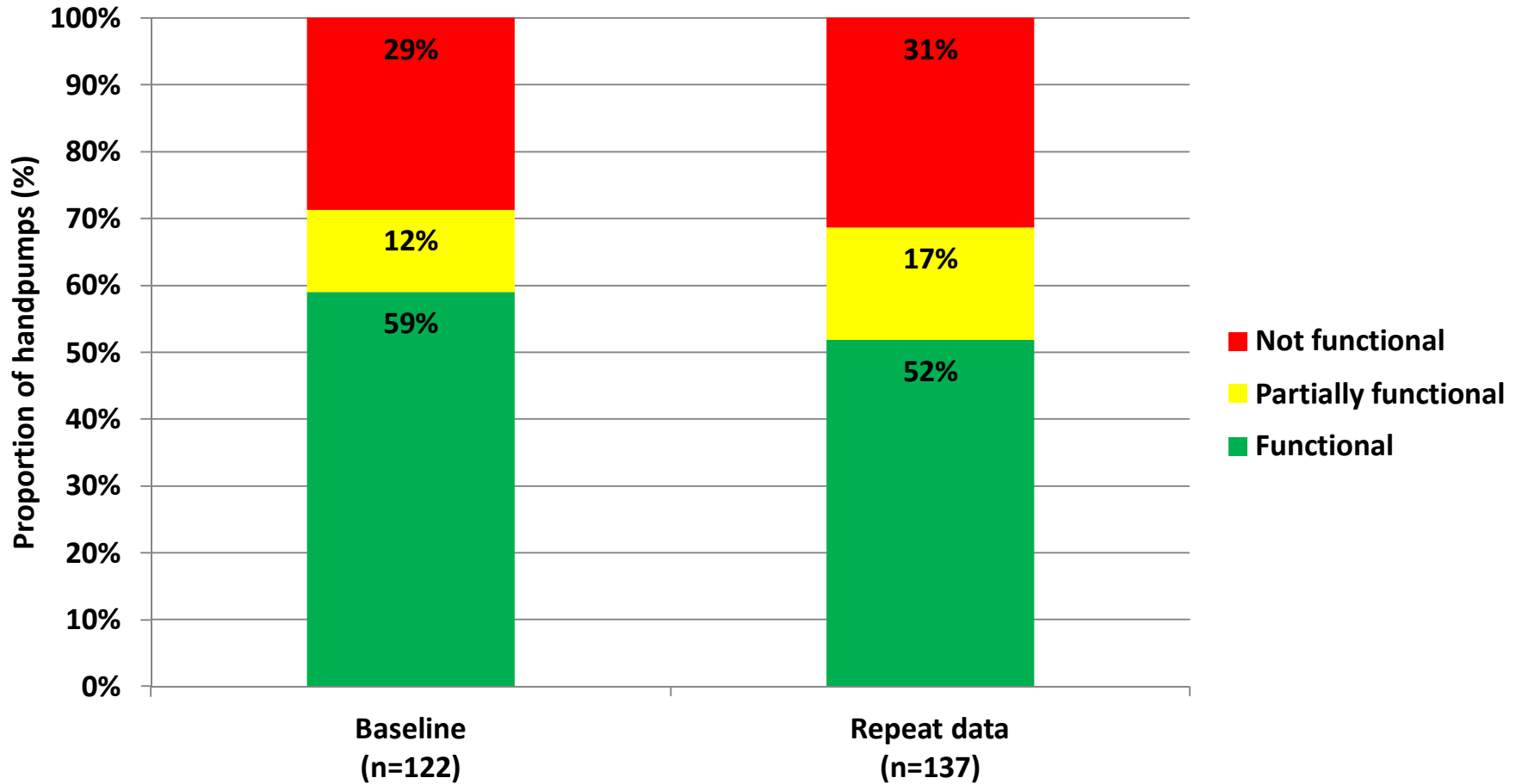
Type of scheme	Number of facilities	
	Baseline	Round 2
Handpumps	122	137
Standpipes	60	68
Piped schemes	8	12
Limited mechanized boreholes	3	4
Small town piped schemes	1	1
Water kiosks (Water Health Centre)	0	2
Ghana Water Company Ltd schemes	4	5



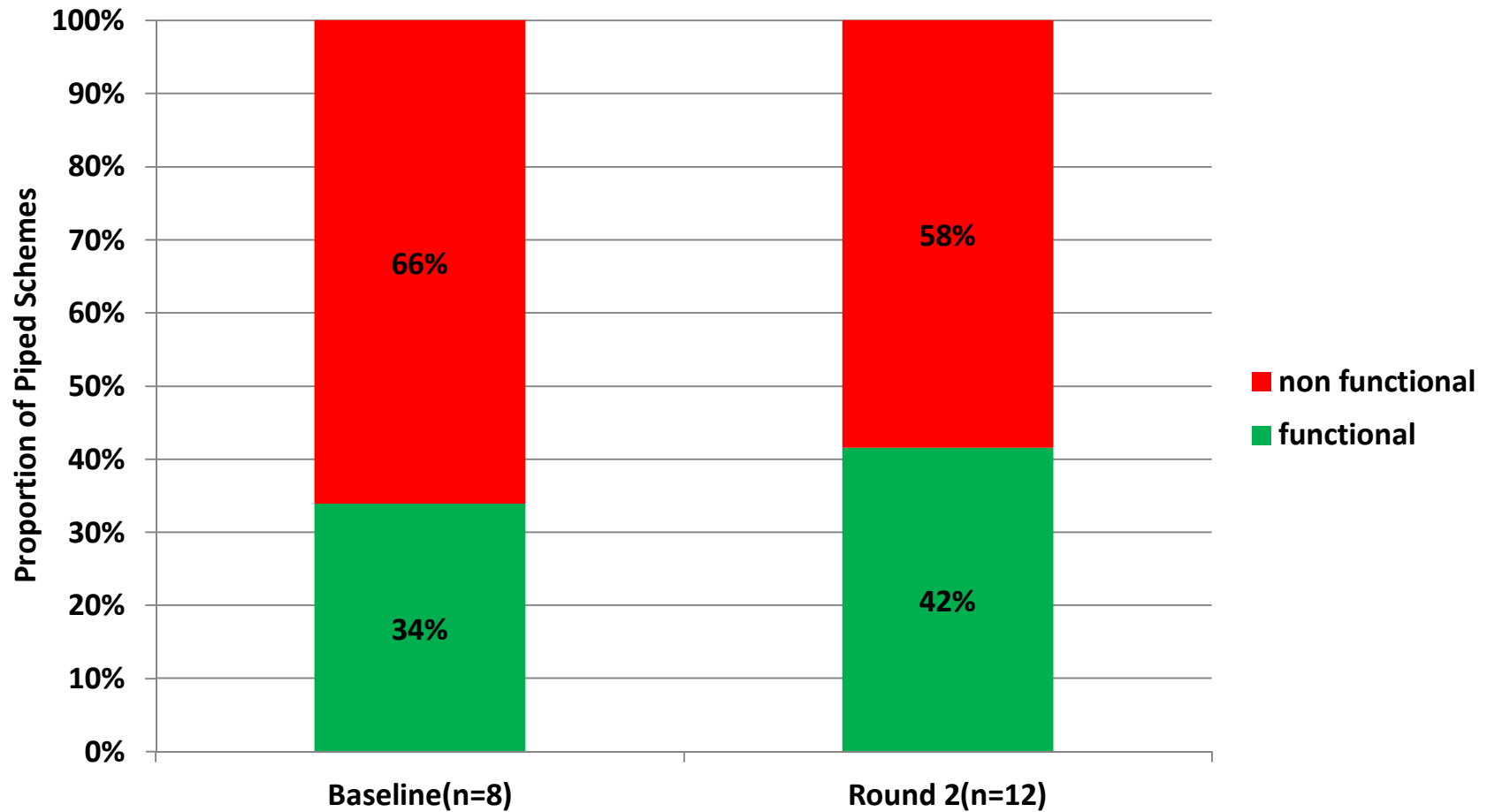
WATER :

RESULTS :FUNCTIONALITY OF HANDPUMPS

East Gonja



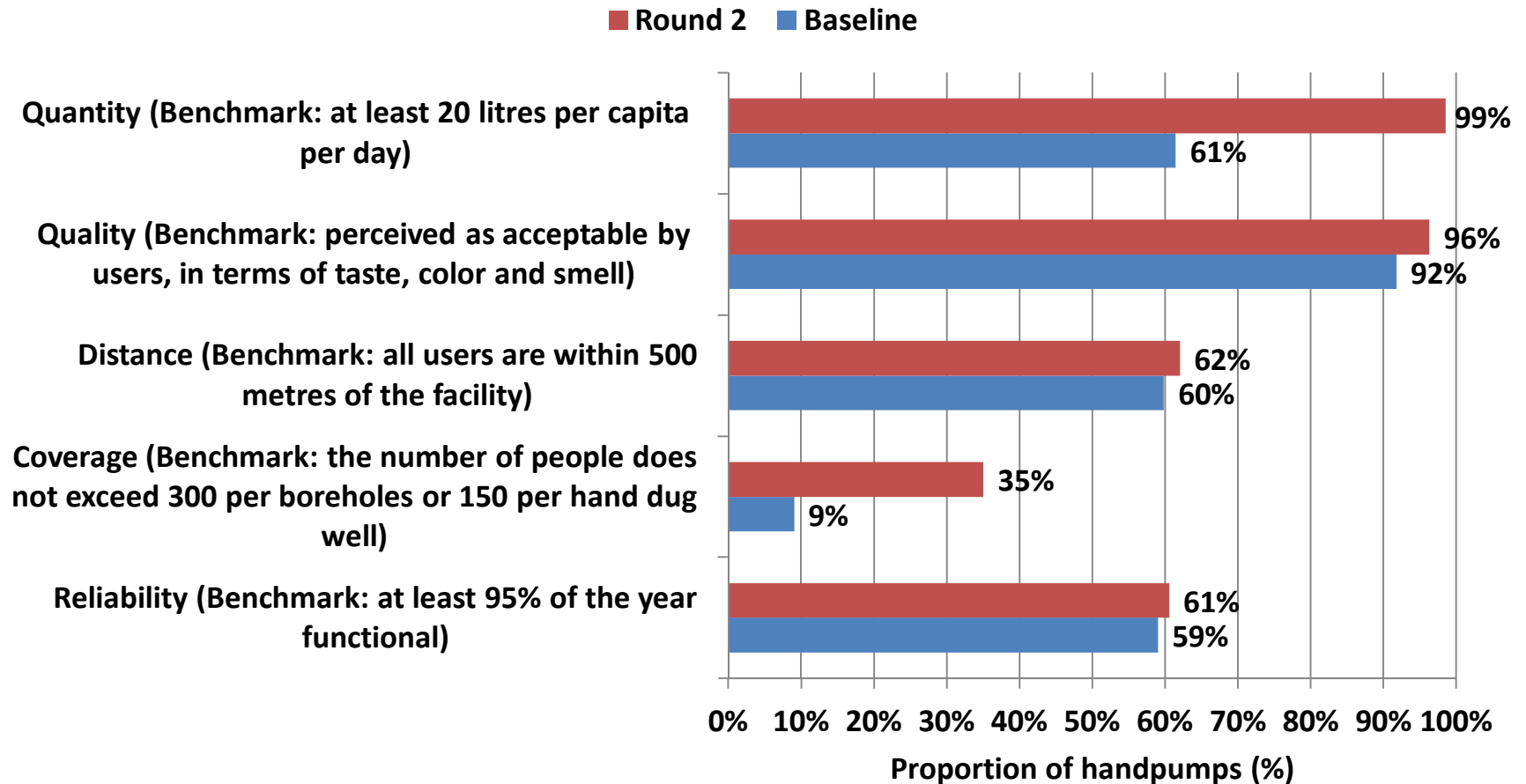
FUNCTIONALITY OF PIPED SCHEMES



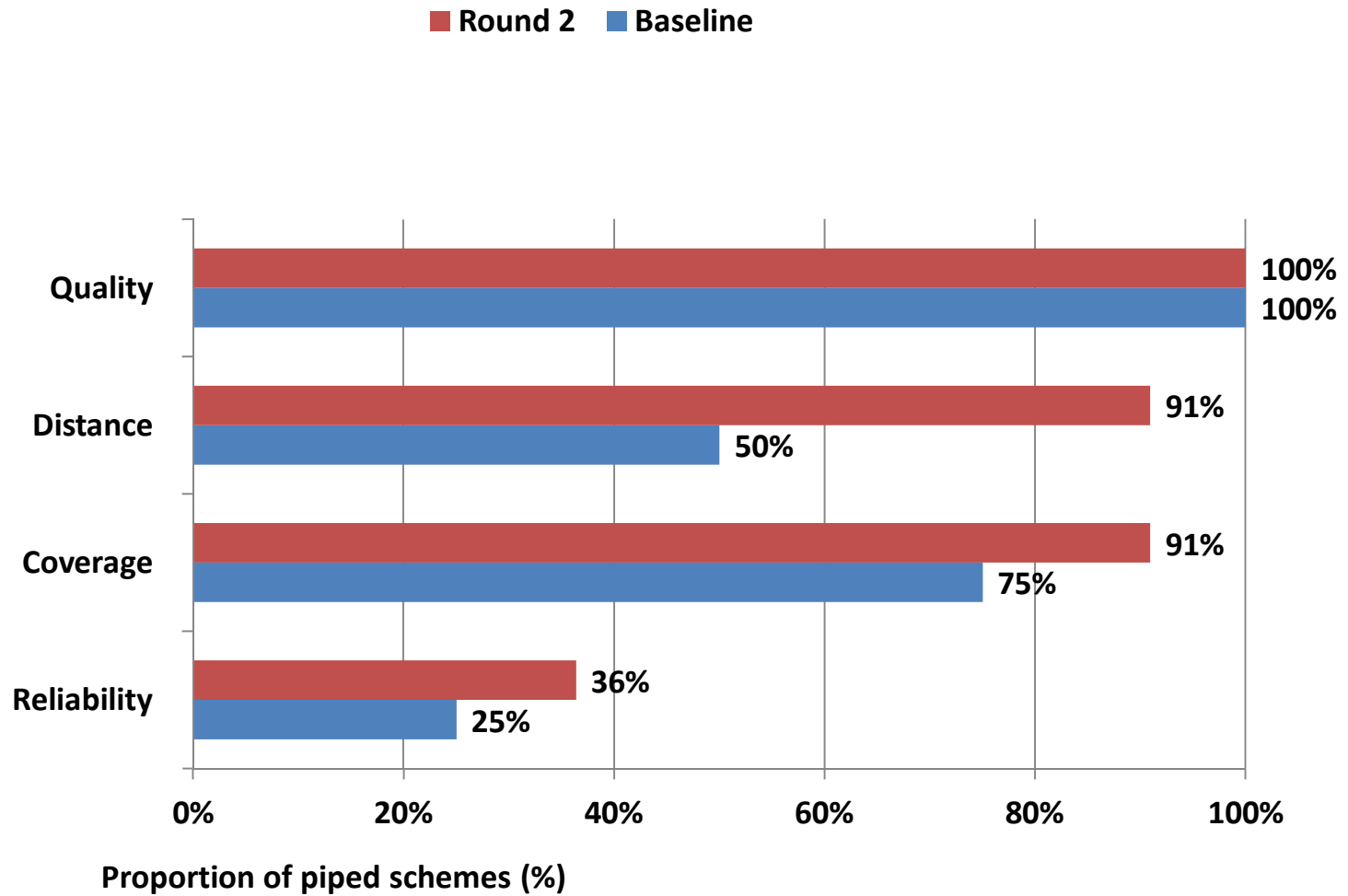
SERVICE LEVEL INDICATORS SCORE

Service level Indicators	Baseline -2011	Round 2- 2013
Reliability : functioning at least 95% of the year	59%	61%
Coverage : the maximum number of people served by a facility does not exceed 300 per borehole or standpipe, or 150 per hand-dug well	9%	35%
Distance : All users are within 500 metres of the facility	60%	62%
Quality : Perceived as acceptable by users, in terms of taste, color and smell	92%	96%
Quantity : at least 20 litres per capita per day	61%	99%

SERVICE LEVEL INDICATORS- HANDPUMPS



SERVICE LEVEL INDICATOR SCORE-PIPED SCHEMES



OVERALL SERVICE LEVEL- HANDPUMPS

Service Level		Baseline - 2011	Round 2 - 2013
		(n=122)	(n=137)
III	Facilities provide services meeting all service level indicators	2%	12%
II	Facilities provide services not meeting all service level indicators	70%	57%
I	Facilities do not provide services (non functional or unused facility)	29%	31%

SERVICE LEVELS-PIPED SYSTEMS

Table 3: Number of piped schemes providing basic or sub-standard level of service

Service level	Baseline (n=8)	Round 2 (n=12)
Piped schemes provide services meeting the benchmark on the distance, non-crowding, quality and reliability	13%	33%
Piped schemes provide services <u>not</u> meeting all service level indicators	75%	58%
Piped schemes do not provide services (facilities broken down)	13%	8%

Service providers meeting service provider performance benchmarks (%)

Indicators	Handpump water service provider		Piped scheme water service provider	
	Baseline n=60	Round 2 n=65	Baseline n=8	Round 2 n=12
Governance indicators:				
Composition of WSMT Operating staff	27%	22%	63%	71%
Reporting and accountability	25%	2%	50%	0%
No political and chieftaincy interference	100%	100%	88%	100%
Operational indicators:				
Spare part supply technical services	48%	44%	50%	14%
Corrective maintenance Routine maintenance	63%	43%	13%	0%
Water quality testing	69%	52%	0%	21%
Financial management indicators:				
Revenue/ expenditure balance	54%	40%	75%	36%
Financial management	10%	5%	75%	43%
Tariff setting	37%	17%	75%	93%

SERVICE AUTHORITY ASSESSMENT

Water service authority indicators	Base-line	Round 2
• Presence of a Water Unit in DWD	X	X
• District Water and Sanitation Plan	X	√
• Budget allocation and utilization	X	√
• Facility management plans and by-laws	X	X
• NGO coordination	X	X
• Monitoring support	X	X
• Data transfer from district to regional level	X	X

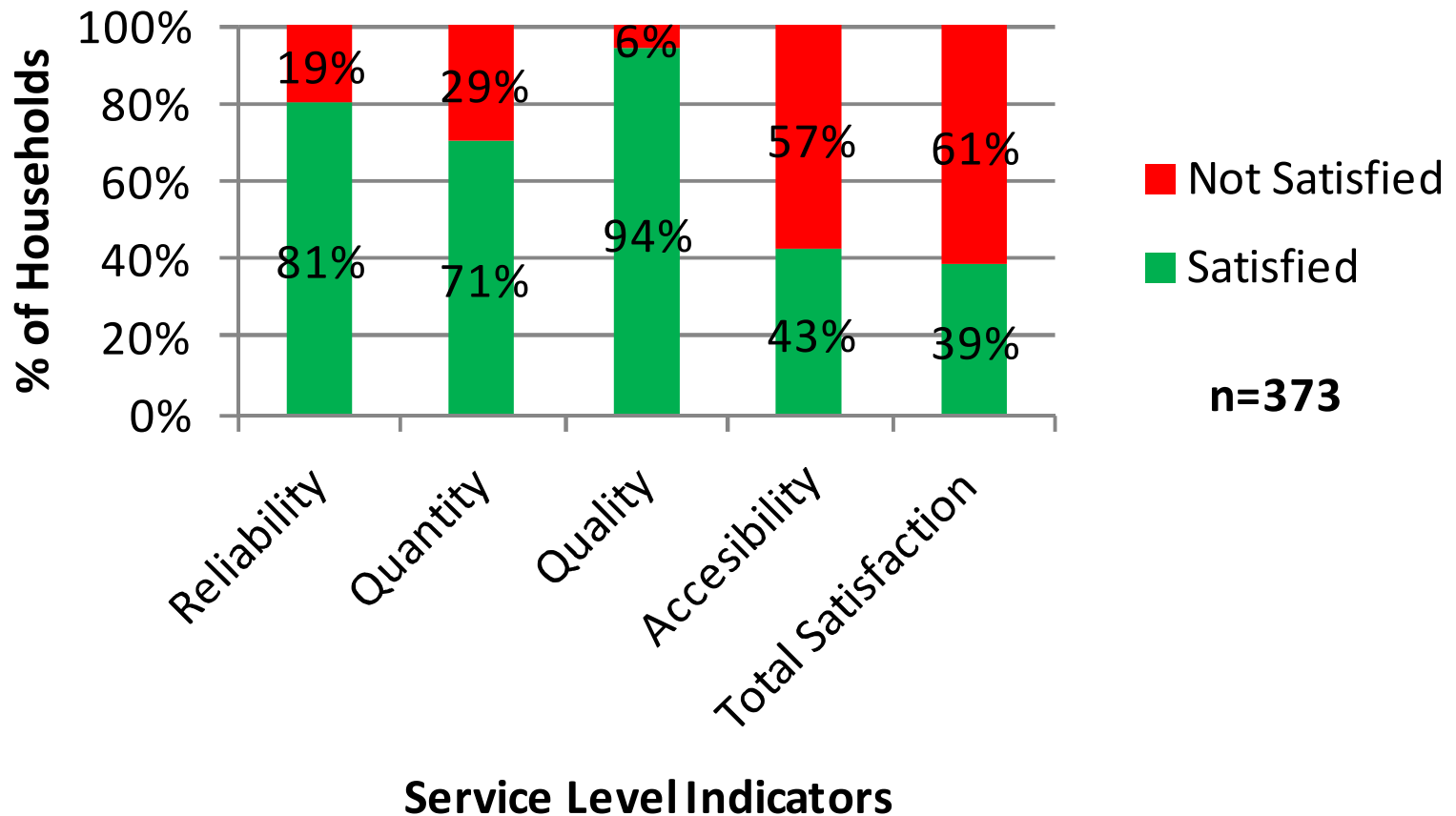
WATER SERVICES THAT LAST (X = benchmark not met; √ = benchmark met)

MAJOR SOURCE OF WATER FOR HOUSEHOLDS

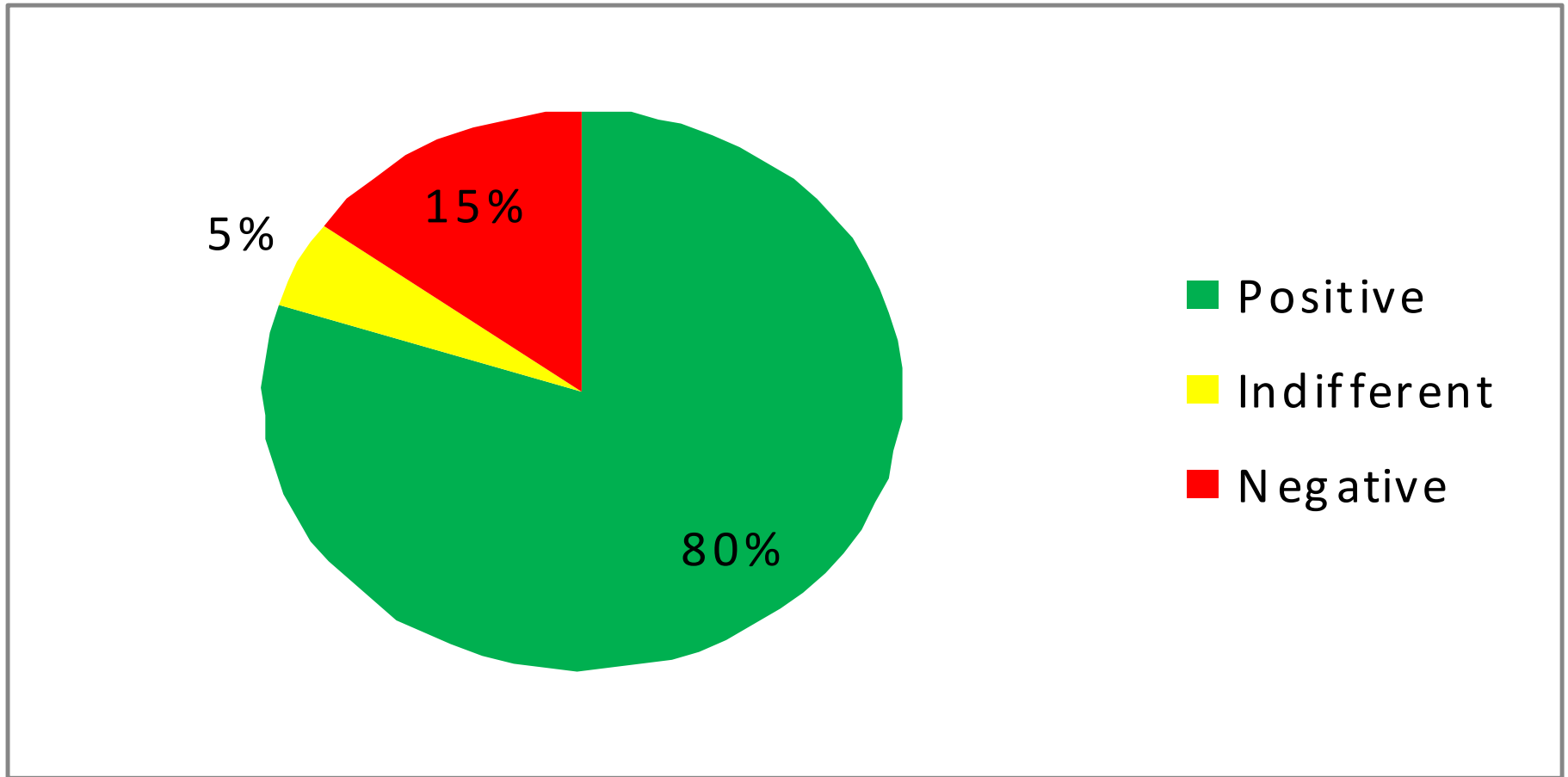
Table 1. The Percentage of the households using different sources of water in the wet and the dry season.

Main source of water	Drinking water		Other domestic uses,	
	Drinking water	Drinking water, dry season	wet season	Other domestic uses, dry season
	n=417	n=416	n=417	n=417
Handpump	75%	76%	48%	67%
Household connection (neighbour)	0%	0%	0%	1%
Household connection (own)	1%	1%	0%	1%
Standpipe	11%	10%	5%	7%
Rainwater	0%	0%	15%	0%
Sachet or bottled water	0%	0%	0%	0%
Hand dug well without handpump	2%	1%	6%	1%
Surface water	10%	10	26%	22%

WATER SERVICE USER SATISFACTION



PERCENTAGE OF HOUSEHOLDS EXPRESSING EMOTIONS RELATED TO WATER SERVICES



WATER USERS PERCEPTION OF SERVICE PROVIDERS

Table 2. Communities reasons for dissatisfaction with service providers

Reasons for dissatisfaction with water service providers	% of Households
Committee charges too much for water	4%
Committee does not communicate well with community	51%
Committee does not maintain facility well	43%
Committee does not use revenues well	2%
Grand Total	100%

MAIN CONCLUSIONS

- “ A third of handpumps were found not working in round 2.
- “ The percentage of handpumps providing services that meet all service level indicator, is still very low (12%)
- “ There has not been a major improvements in the performance of WSMTs for SCs and STs since the baseline
- “ The service authority performed better in budget allocation and utilization and alignment of Water and Sanitation Plan with other district plans and budget in round 2 than in the baseline.
- “ More than half of households in East Gonja district depend on handpumps as their major source of water for drinking and other domestic uses, except in the wet season

MAIN CONCLUSIONS CONTD

- “ More than half of households in the district are dissatisfied with the water services they are currently receiving.
- “ Less than a third of households were dissatisfied with the performance of service providers with about half attributing it to poor communication and maintenance culture of service providers
- “ About two thirds of households expressed positive emotions about the water services they receive.
- “



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