



WSUP

Water & Sanitation for the Urban Poor

Quarterly Project Bulletin
March 2009

“Stronger Service Providers, Better Services For All”

WSUP was founded in 2005 to bring together skills, expertise and commitment to address the huge challenge of improving water and sanitation in poor urban areas of the developing world. An innovative partnership between public, private and civil society organisations, WSUP operates as a not-for-profit company.

DHAKA, BANGLADESH

BANGALORE, INDIA

NAIVASHA, KENYA

GATWEKERA, NAIROBI, KENYA

MAPUTO, MOZAMBIQUE

ANTANANARIVO, MADAGASCAR

WSUP's mission: To strengthen both local service providers and community organisations, and the linkages between them, to achieve better water and sanitation services and improved hygiene for the urban poor.

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DHAKA, BANGLADESH

The WSUP Dhaka Programme aims to improve water, sanitation and hygiene for over 100,000 low-income consumers in Dhaka city while building the capacity of Dhaka Water and Sewerage Authority (DWASA) and Dhaka City Corporation (DCC) to extend these crucial services to all citizens across the city. Dhaka city comprises ninety wards, of which three – Ward Nos. 6, 8 and 15, situated in the vicinity of Mirpur – are targeted for this programme. Approximately 70 percent of households are using unhygienic latrines, and there is currently no access to safe drinking water. Slum dwellers are dependant on local vendors for water, and they pay almost ten times more than those who receive supply from DWASA.

KEY ACHIEVEMENTS TO DATE

- All project partner agreements are in place, with MOUs signed with both DWASA and DCC.
- Three community-based organisations have been set up in Kazifuri slum which will be responsible for operating, maintaining and collecting revenue for the new facilities.
- Design for water points and community latrines has been finalised, and water point and water reservoir construction is underway.

RECENT NEWS

- **Project governance**
 - A Project Implementation Steering Committee has been formed, with the Chief Executive Officer of DCC as the Chair and with representatives from DWASA, Ward Commissioner, Care, WaterAid, Halcrow and the community.
- **Local service provider capacity building**
 - Work carried out in close collaboration with DWASA includes the first draft of a proposed organizational structure that will enable DWASA to serve low-income consumers better.
 - An analysis of the financial viability of extending water services to the slums has also been completed jointly with DWASA.
- **Service Improvement**
 - The first water reservoirs in Kazifuri have been constructed and the foundations of the community sanitation blocks started.
 - Applications have been submitted to DWASA for connection of the new infrastructure to the mains network.
- **Community education, advocacy and action**
 - Hygiene promotion activities in the Mirpur slums have started, and staff have already formed 6 hygiene promotion groups.

WSUP members providing input: *Halcrow Bangladesh, WaterAid Bangladesh, Care Bangladesh*

Sub-consultants: *Capacity Building Consulting Group, MultiWater Ltd, Independent Economist*



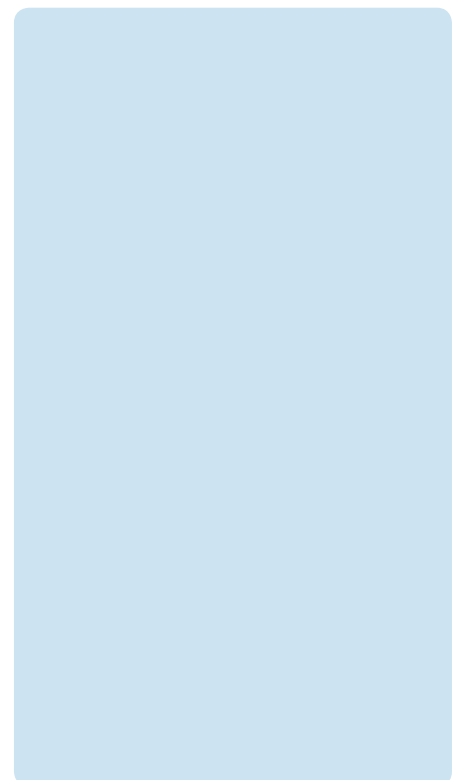
Excavating 1st Infrastructure in Slums



Site of 1st Infrastructure in Slums



Sam Parker, WSUP CEO



BANGALORE, INDIA

The Jana Swasthi Project aims to reach 150,000 people living in 40 slums who currently have no connection to either the mains water supply or the sewerage system. Water comes from a mixture of borewells and private vendors. Not all households have access to latrines, and hygiene standards are below par. Water supply for the above slums is provided through a network of public tapstands served by the borewells. This supply ranges from barely satisfactory to very unsatisfactory. A programme to improve this supply by a targeted investment programme is being formulated in consultation with the communities and the local service providers.

KEY ACHIEVEMENTS TO DATE

- **950 households were reached** in three slums as part of the community mobilisation and sanitation promotion.
- **The Karnataka State Pollution Control Board (KSPCB) is on board as a formal partner in the sanitation component of the Project.** KSPCB will provide financial and technical assistance benefiting some 6,000 people in the target area. The key components are: an increase in coverage of household toilets; construction of community-managed sanitation blocks; and a slum-wide hygiene promotion campaign, as well as the trialing of a sustainable sludge collection and disposal system.
- **Bangalore City Corporation to support extension of the project in seven slum settlements within the overall project.**

RECENT NEWS

- **Project governance and finance**
 - A stakeholder committee headed by the Chairman of KSPCB was formed, and the first meeting was held on 9 February 2009. This committee brings together WSUP and representatives from relevant local service providers (LSPs) and government departments, communities, and partner NGOs.
 - The first tranche of scheduled contributions was received from KSPCB.
 - There has been engagement with microfinance institutions who will assist the slum communities with small loans for constructing household toilets.
- **Service improvement**
 - Planning and design is underway for the community-managed sanitation block for Lakshmanamurthy Nagar slum, which will serve around 750 users. This is being done in partnership with CDD, a local NGO with expertise in on-site sanitation treatment systems.
 - Working with communities, typical designs were agreed for household toilets, and demonstration toilets were constructed in Rajiv Gandhi Nagar slum.
 - Design work for water quality improvements for 20,000 people in 2009 was started.



Leach pit under construction



Hygiene awareness programme



Demonstration toilets in Rajiv Gandhi Nagar slum

- **Community education, advocacy and action**

- Sanitation and Hygiene Educators were established in the 4 target slum communities. The Educators will maintain hygiene promotion activities on an ongoing basis.
- Hygiene awareness programmes were run in collaboration with Manipal Nursing School in the Rajiv Gandhi, Kaverinagar and Anandnagar slums, reaching 6,000 people.

WSUP members providing input: *Halcrow UK, Halcrow India, Cranfield, WSUP India*

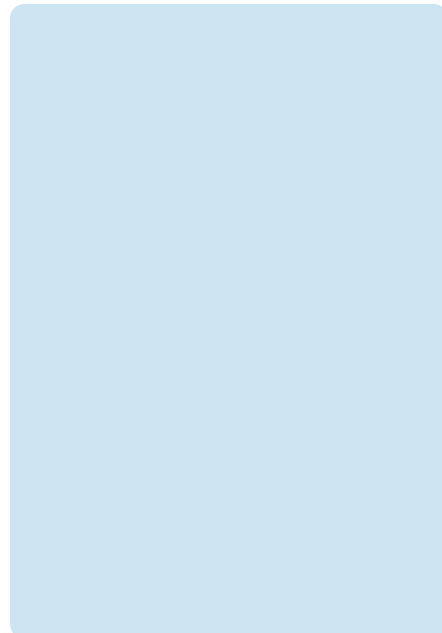
Sub-consultants: *CDD, LabourNet, Manipal Hospital, BE Foundation*

NAIVASHA, KENYA

The Mirera-Karagita Water and Environmental Sanitation Project aims reach 100,000 people in the Naivasha area with improved water and sanitation services, together with better hygiene. The first phase targets 10,000 people in Mirera-Karagita and Kamere, informal settlements in the urban area of Naivasha, and works with the local water company, borehole owners, regulators and the community. A community land ownership model is being tested, where the water services provider, water company and community run new decentralised water treatment plants under an operating agreement, while private and community boreholes provide the water.

KEY ACHIEVEMENTS TO DATE

- **6,000 people informed about and in support of the project. Project Executive Committee in place and steering the scheme.**
- **Water quality improvements.** Work has started on a decentralised water treatment system, and trial infrastructure is place and running at key locations including the main primary school and a community borehole.
- **International support for the project is in place:** SNV (Netherlands) is providing capacity-building support under a partnership agreement with WSUP, and the World Bank's Water and Sanitation Programme is also supporting the scheme through the project steering committee.
- **Local support is strong:** the Rift Valley Water Services Board has agreed to act as the project executive, with important roles for the Naivasha Water Company (Naivawass) and community water vendors.
- **Capacity building with Naivawass, the local service provider, has begun.** A strategic plan has been developed and capacity has been built in areas including workforce planning & recruitment, billing systems, institutional organisation and financial assessment, resulting in improved internal operations and profitability of the company.



Improvised household rainwater harvesting system in Mirer-Karagita settlement



Preparing the site in Karagita for water treatment tanks

RECENT NEWS

• Project governance and finance

- Integration of strategic sanitation marketing and micro-credit is underway, with an introductory meeting between 12 local artisans and 4 latrine excavators.
- A new accounting system has been established and the Lake Naivasha Riparian Association (LNRA) has agreed to provide office space for WSUP's Naivasha team.

• Local service provider capacity building

- Planned capacity-building activities were suspended while a reform of human resources in Naivawass was supported. A new top management team comprising of CEO, Technical Manager and Commercial Manager has now been recruited.

• Infrastructure improvement

- Identification of trial sites for latrine construction has been done and the plot owners have been approached, with most of them expressing interest.
- Design of the water treatment plant and holding tank for the Karagita borehole has been completed. Procurement documents have been prepared, and land acquired and fenced off. Borehole testing is underway.

• Community education, advocacy and action

- 5,000 people have been reached through community education, advocacy and action: fluoride, hygiene, handwashing and environment awareness campaigns are proving successful. An approach for entertaining and educating Naivasha residents has been developed with local partners, in co-operation with the Catholic Diocese of Nakuru (CDN), with technical support from the District Public Health Office (DPHO).
- Community-based activities to improve solid waste management and water vendor practice include partnership meetings in Nairobi and Naivasha, and mobilization of 9 community groups for women, youth and disabled people.

WSUP members providing input: *WWF, Halcrow*

Sub-consultants: *UN-Habitat, WorldBike, Catholic Diocese of Nakuru, Batch Associates, Rubic Consultants and GEARR Consultants, CDN.*

GATWEKERA, NAIROBI, KENYA

The Gatwekera Project will provide sustainable and affordable water and sanitation to 74,000 residents of Gatwekera, a settlement in Kibera. In Gatwekera there are no formal roads along which pipes can be laid and many houses have been built over them, making access impossible. There are many legal customers, but the company's ability to visit their houses to read



'Flying toilet' in Karagita



Managing sludge & domestic waste in Karagita

meters and ensure they are receiving a good service is limited in many places. The lack of a formal layout to the settlement means that some customers are impossible to trace. These problems, and network losses through leaks and illegal connections led to mass disconnection in September 2007 from the Nairobi City Water and Sewerage Company (NCWSC)'s supply. Under the project, new secondary and tertiary networks and water kiosks are being constructed, managed, operated and maintained by community groups from within Gatwekera. The WSUP scheme will encompass the provision of water kiosks, toilet and washing services, drains, and hygiene promotion for those without access to the regular supply, while also building the capacity of local service providers to sustain the new services over time.

KEY ACHIEVEMENTS TO DATE

- **Community based organisations have been set up and registered to construct, operate and maintain the new services.**
- **Three bio centres and 4 water kiosks are under construction, providing installed capacity to reach 3,000 people with improved water and sanitation services.** The bio centres provide washing and sanitation services, as well as producing biogas for cooking. Construction is being carried out by community-based organisations (CBOs): Jasho Letu, Muvi-Grovani and Kibera Kids Youth Project. These new facilities are now being connected to the city network.
- **Water supplies have been restored to 10,000 people.** Repair of water supply pipelines damaged during political unrest in December 2007 has benefited thousands of people.
- **Hygiene promotion activities are reaching hundreds of adults and children.** Activities carried out in co-operation with Care Kenya and Umande Trust have included an orientation workshop on hygiene awareness, a hand-washing campaign taken to 9 schools in November 2008 and two Hand Washing Days in December 2008.
- **NCWSC has set up an Informal Settlements Unit** so it can be more effective at communicating and dealing with customers and water vendors in informal settlements.

RECENT NEWS

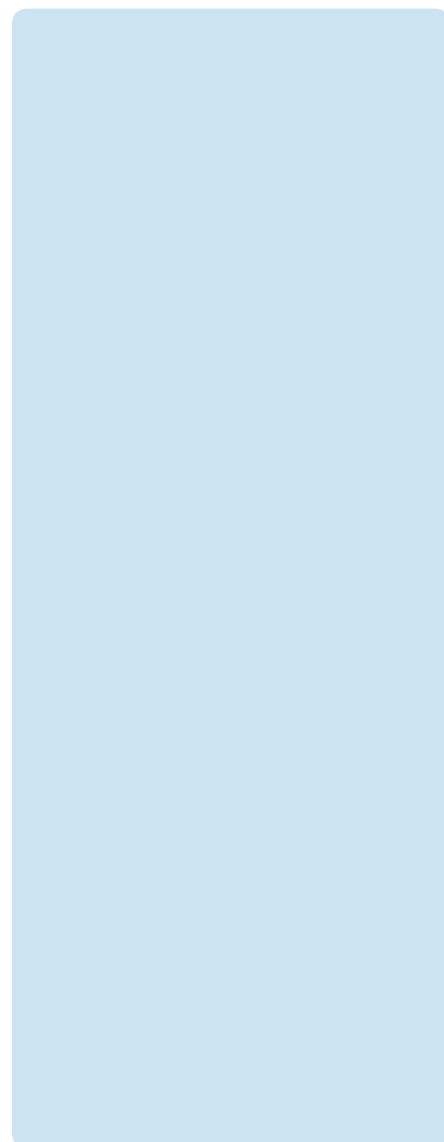
- **Project governance and finance**
 - Through the Umande Trust, WSUP has been able to extend contracts for the four staff in the project office for three years.
 - One of the CBOs, the Tosha Network, has strengthened its sustainability through adoption of a constitution and byelaws formalising the operating procedures for the new services.
 - The governance process for the Gatwekera Project Steering Committee was finalised and adopted. Stakeholders include the community, village elders, community-based organisations, the local administration, NCWSC, Athi Water Services Board, Nairobi City Council, NEMA and Civil Society Organi-



Water kiosk at the Jasho Letu bio centre



Bio-latrine under construction



sation and youth representatives.

- On-plot toilet owners have formed a committee in order to be trained and construct the toilets effectively.

Detailed plans for the scale up to 74,000 people was completed and will be used to support fundraising.

- **Local service provider capacity building**

- A multi-year capacity building programme was drawn up in discussion with the Informal Settlements Unit of NCWSC, to strengthen the capacity to deliver sustainable services to the urban poor. This includes implementing a water management plan for Gatwekera and neighbouring settlements, improved metering, training in leakage detection and repair, pipe technology, customer communications and consumer rights.

- Small scale water and sanitation providers are being made aware of the technology available to improve sludge removal, such as Vacutugs and Gulpers.

- **Service improvements**

- Construction of 4 water kiosks is underway. The four kiosks have been allocated to two water vendors and two CBOs (Jasho Letu CBO and Soweto West CBO) and WSUP strengthened the links between these CBOs and NCWSC. Design work on drainage is complete.

- 20 on-plot toilets are nearing completion.

- **Community education, advocacy and action**

- CBO members received management, leadership, business plan, and operation & maintenance training from the community development trainer.

- A simple pit-emptying device known as the “gulper” has been delivered from the UK and 15 trainees are learning how to use it, and being assisted in making a business plan with a view to local manufacture. Supplementary solid waste management training has also begun.

WSUP members providing input: *Care, Halcrow, Cranfield*

Sub-consultants: *AWSB, Care Kenya, NCWSC, Umande Trust, WSP-AF*

MAPUTO, MOZAMBIQUE

Districts 3 and 4 of Mozambique’s capital city are sub-divided into bairros. Some areas are suitable for connection to the central network, while others need an alternative water source. Most bairros are not networked for water supply and are served by independent water providers. 50-60% of households are thought to have illegal connections, leading to high ‘commercial’ water losses, and there is poor management of water standpipes. WSUP has, additionally, identified a particular need to focus on sanitation in the bairros, including provision

of basic services; training local suppliers in latrine construction; supporting local private sector in developing sustainable latrine emptying services and sludge treatment. The Tchemulane Project aims to provide better services for 130,000 people in six bairros of Maputo and has recently been expanded to encompass two additional bairros, bringing the total number of beneficiaries to 162,000 for water supply and 66,000 for sanitation.

KEY ACHIEVEMENTS TO DATE

- **Tchemulane Project has signed formal agreements with the main stakeholders and local service providers**, including the Maputo Municipal Council, FIPAG, and AdeM.
- **Capacity building with Empresa Moçambique de Aguas (EMA), the local service provider, is progressing well**, and has enabled EMA to improve the efficiency of its water supply services to the Liberdade bairro.
- **An agreement is in place for a scheme for solid waste disposal**, to be supported by the Municipality in a selected Tchemulane Project bairro with community-based entrepreneurs.
- **Tchemulane Project addressed a government workshop** on the topic “Reflection about Water and Sanitation in the Peri-Urban Areas”.
- **The project team identified water losses** in the distribution system of bairro Maxaquene A, resulting in an improved quality of water supply to 2,000 people and reducing the incidence of localised flooding.

RECENT NEWS

- **Project governance and finance**
 - An international water operations specialist is in post as Project Co-ordinator.
 - The project team has been strengthened and partnerships established with selected local community-based organisations (CBOs) and NGOs.
- **Service improvements**
 - Work has started on improving the water and sanitation services in Maxaquene A and Chamanculo bairros.
- **Community education, advocacy and action**
 - A campaign of Hygiene Promotion in schools was carried out for Global Hand Washing Day on 15th October 2008.
 - The baseline survey questionnaire was pre-tested in Chamanculo C. This looks at current infrastructure, services levels, health and socio economic indicators.
 - A baseline survey has been carried out in the Maxaquene A schools, recording the service levels at school and understanding key factors for sustainability.

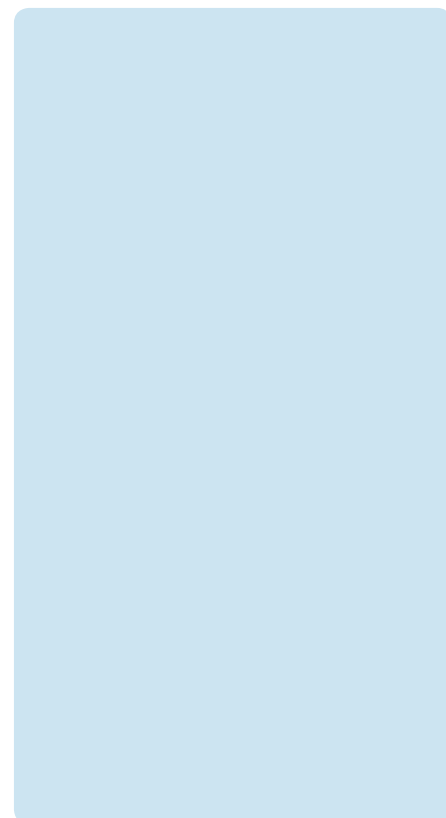
WSUP members providing input: CARE, Water Aid, Halcrow, **Sub-consultants:** Association of Small Private Operators, the National Statistics Institute, MICOA (the environmental agency), ESF, Architecture Faculty Eduardo Mondlane University.



Proposed location for community sanitation block



Community meeting in Chamanculo



ANTANANARIVO, MADAGASCAR

The Rano Soa Sy Fidiovana Project will improve access to water and sanitation services for over 200,000 people living in peri-urban communes and central urban communities in the city of Antananarivo. Best estimates are that 1 million out of the city's population of 1.6 million have inadequate water and sanitation services, and suffer the effects of poor hygiene. Alongside infrastructure and delivery improvements, the project will build the capacity of both local and municipal providers to sustain the enhanced services over time.

KEY ACHIEVEMENTS TO DATE

- **6,000 people newly served with clean water and adequate sanitation in 2008** as a result of building both local service provider (LSP) and community capacity, and strengthening the linkages between them.
- **Improved sanitation services extended to 2,000 people.**
- **20,000 people reached through the hygiene awareness campaign**, including through puppet shows, house-to-house visits, and focus group discussions.
- **Community water and sanitation committees established** in all the Communes to promote hygiene education.
- **Capacity-building initiated with JIRAMA, the local water service provider (LSP)**, including: developing a non-revenue water reduction strategy, building financial modelling capacity, transferring know-how through a study tour for managers to observe Lilongwe Water Board's pro-poor approach in Malawi, recommendations for planning and regulatory aspects of water supply, sanitation and waste disposal.
- **The Rano Soa Sy Fidiovana Project included in the 2008 Country Action Plan by the Madagascar Ministry of Water.** Under the Plan, Madagascar and international development funds will be combined to support the scale-up of the urban service improvements, following WSUP's "stronger service providers, better services for all" approach.

RECENT NEWS

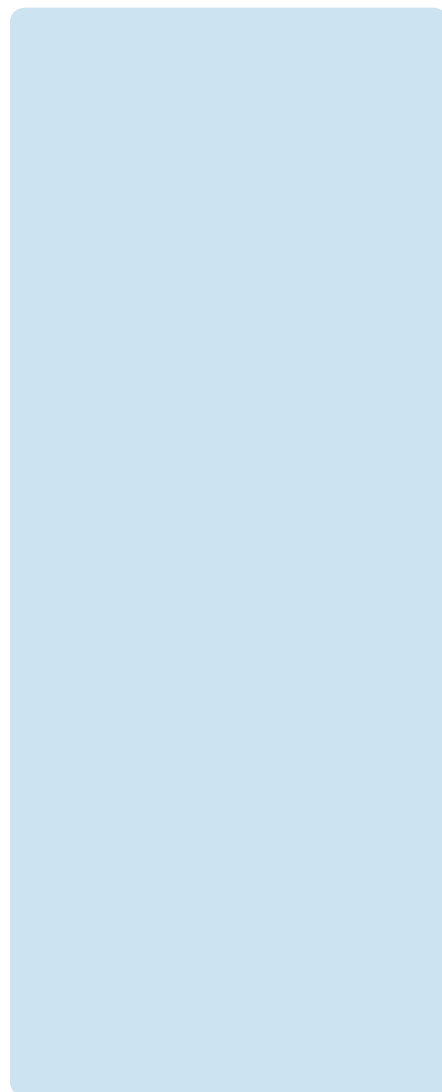
- **Project governance and finance**
 - Memorandum of Understanding signed in December 2008 formalising the partnership between WSUP and JIRAMA.
 - Commune management structure established in Sabotsy Namehana, Ambohidrapeto and Alasora to operate the new facilities on a full cost recovery basis.
- **Local service provider capacity building**
 - Continuation of the capacity building programme with JIRAMA including strengthening of financial modelling, support in the area of Non Revenue Water (NRW), benchmarking and GIS mapping.
- **Service improvements**
 - Latrine construction begun in 4 Communes including 120



The Mayor and Chief of the Region inaugurate the Sabotsy tap stand



Inauguration of the Sabotsy Namehana Commune project, with Ministry of External Affairs and local Mayor



sanplat slabs distributed and 73 household latrines installed.

- Construction begun on improved facilities in Alasora Commune: 9 tapstands, 1 laundry, 1 sanitation block.
- Negotiations with a second group of local contractors completed with a view to ensuring sufficient capacity for the scale up to 30,000 people in 2009.

- **Community education, advocacy and action**

- A latrine promotion action plan has been formulated.
- Training on advocacy has been completed for the 3 Communes.
- Hygiene promotion activities reaching an additional 10,000 people in 3 Communes were conducted via household visits, focus groups, structured discussions.

WSUP members providing input: *Care International, Halcrow, WaterAid, WWF*

Sub-consultants: *London School of Hygiene and Tropical Medicine, ENEA, Environment Agency of England and Wales, NRW specialist*

