

WssTP, 1st Workshop

30th June 2010, Brussels

Setting up the Water MDG research agenda for the Urban Poor

Innovative approaches to monitoring the advancement toward the MDGs

Presentation by Anne Bousquet

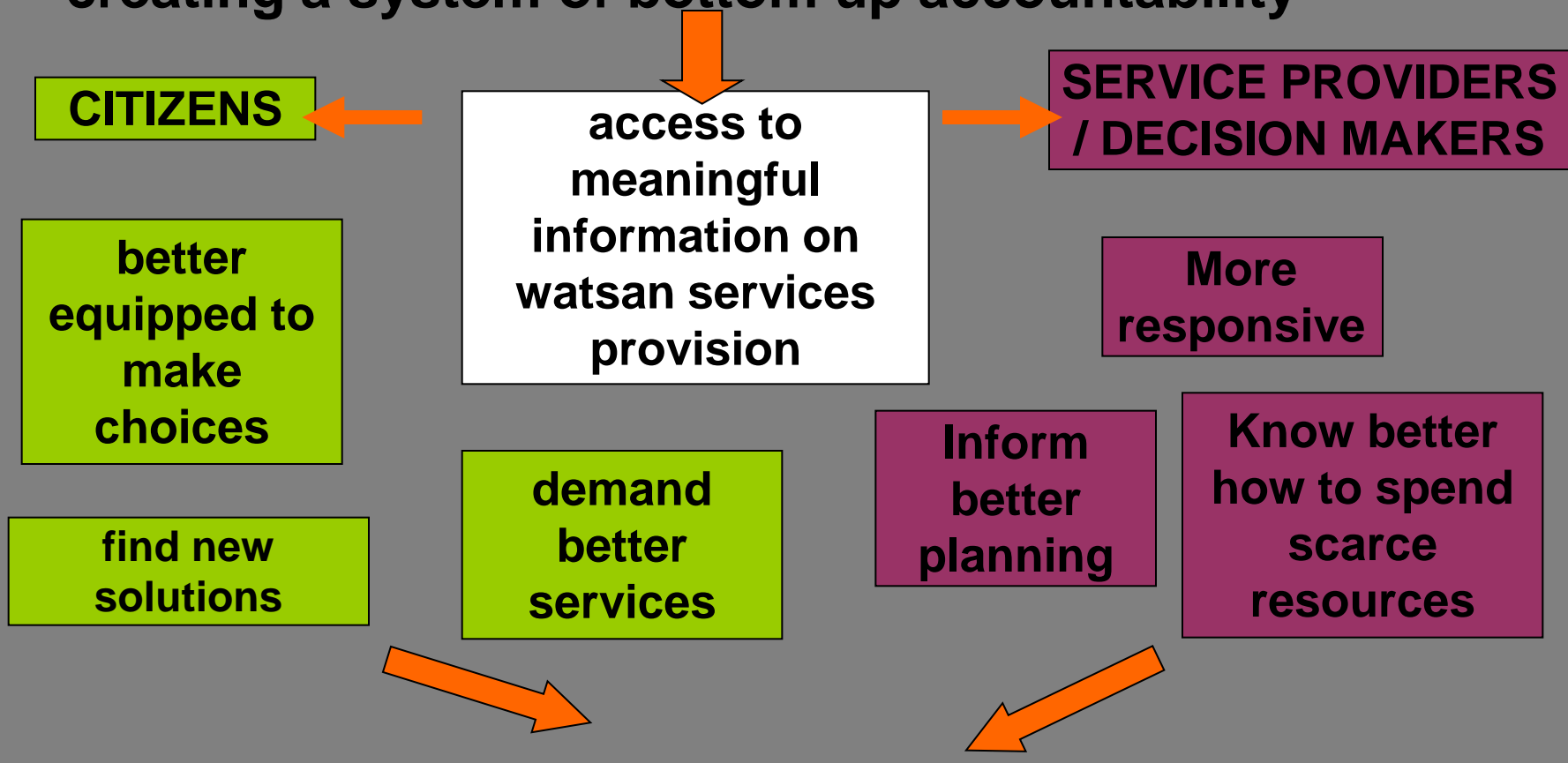
Training and Capacity Building Officer

The Global Water Operators' Partnerships Alliance

The h2.o monitoring services to **inform and empower** Initiative

- 1. The rational/ background
- 2. The GRUBS component
- 3. The SWIM component

creating a system of bottom up accountability



participatory monitoring + geo referenced data system = matches situation on the ground with levels of service delivered

1. The rational/ background

2. The GRUBS component

3. The SWIM component

creating a system of bottom up accountability

- essential **data** : hard to come by,
often **inaccurate/outdated/or doesn't exist**

Where data is available, **lack of good local level information**, clearly **disaggregated** and presented,
= statistics which **mask the true picture** of what is happening on the ground.

- little feedback from citizens and communities
on the level of services received and
on the performance of service providers.

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CITIZENS

- CITIZEN REPORT CARDS **
- URBAN INEQUITIES SURVEY **
- MAJI DATA *
- HUMAN SENSOR WEB *

SERVICE PROVIDERS

- BENCHMARKING EXERCISES ** =
- GRUBS *
- WATER POINTS MAPPING *

- Zanzibar * rural Tanzania * Lake Victoria small towns * poverty pockets/slums in Kenya
- * more than 134 operators

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Geo Referenced Utility Benchmarking System

GRUBS 1.0

WOP-Africa Indicators

- Operational performance and MIS
 - Water coverage
 - Sewerage coverage
 - Total water production
 - Total water consumption
 - Domestic consumption
 - Domestic consumption as % total
 - Non Revenue Water
 - Metering level
 - Average billed revenue
 - Average water revenue
 - Unit operational cost
 - Collection ratio
 - Collection period
 - Operating cost coverage
- HR Dev & Capacity Building
- Customer Care & Services to the Poor
- Infrastructure Dev
- Overlays
- Credits
- Disclaimer

Water coverage

Percentage (2006). Coverage is defined as the % of the population with access to water services, either with direct service connection or without.

Data source: [UN-Habitat, WSP](#) - Contact: grubs@gwopa.org

Charts

SewCov vs WatCov

Legend: Color RegionNum, Size Population

Search: Find: [] Next Previous Highlight all Match case

Benchmarking for more than 130 utilities in Africa

Extend this initiative to other regions (Caribbean, SEE, MENA...)

www.gwopa.org

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Shared Water Infrastructure Mapping Platform

What: to map intra-urban discrepancies in terms of access to watsan services = to monitor the achievements of MDGS & to empower and inform (both communities and service providers –Nairobi/ pilot project)

How: to
disaggregate
general indicators
from city level to
smaller entities level

&

to overlay diverse
database sources and
geo reference them
(harmonized)
+ research component

- complementary to the GRUBS initiative
- led by GWOPA
- focused on Nairobi (operator's area of service
- with MajiData + Water Trust Fund and local NGOs

RECOMMENDATIONS, WAY FORWARD

What research

- **GRUBS**: further statistical analysis of data generated by the benchmarking exercise (also for visualization)+ more efforts on the harmonization of existing benchmarking databases + extension of the exercise to other regions
- **SWIM**: completion of the pilot project (generating new data=socio-eco layer) + replication of the pilot + how to make sure that communities will make the most of it
- **GWOPA**: documentation of existing partnerships = comparative advantages? Typology? Good practices? M&E of the outcome and impacts
 - research-action embedded in water operators on access to service for the poor: in the framework of WOPs (pre-paid meters, DMM)

Funding

- GWOPA, other donors (WSP, GTZ, AFD...), google.org

Who

- IRC, IWA, IBnet, AFD, Universities (also local), Lab. PSIRU, PSEau, Master OpT

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THANK YOU
FOR YOUR
ATTENTION