

Improving water delivery system to the low income group in the Municipality of Gwanda- Spitzkop ward 5



INTRODUCTION

Implementing an urban resilience program calls for innovative ways of restoring the dilapidated service structures to their original status and improving service delivery systems. With the growing urban population water reticulation and sewage systems is always a challenge for most urban centres as they are unable to meet the demand for the services. Gwanda is also a fast growing town in terms of infrastructural development and in terms of the population due to its proximity to mines and border towns, hence the demand for both domestic and industrial water has greatly increased. This has left some households without water, a basic need for every living creature and maintenance of good hygiene practices.

BACKGROUND

The Municipality of Gwanda has a total of 10 wards with two wards namely ward 1 and 10 being the peri- urban areas. In Gwanda the terrain is hilly and rugged such that it will be very expensive to connect some settlements to the conventional sewage collection system as these settlements are upstream. This is the case with Spitzkop in ward 5 which is home to about 500 households who do not

have access to potable water. The second problem in Gwanda is that not all developments can be connected to the existing treatment facilities as they are separated from the sewage catchment area by insurmountable mountains. The Municipality reservoirs are on the low lying areas hence reticulated water does not reach the high lying areas. The communities in Spitzkop rely mainly on the Gwanda Adventist Primary School and Njanji boreholes which are about 1-1.5km away. The yield of the School borehole is so low such that people have to wait some hours (1-2hrs) for it to recharge making it worse for the community who have to spend more time fetching water at the expense of other livelihood programs or household chores. Njani private borehole depends on availability of diesel and the water is sold at \$3 per 20 litre bucket.

The water crisis imply that the traditional household vegetable gardens cannot be established forcing the already burdened residents to resort to buying expensive vegetables (7 rtgs/bundle) each for lunch and supper. Water crisis entails no water for flushing which has resulted in most residents practicing open defecation in all open spaces in the area regardless of its proximity to other people's houses. This also poses a health hazard as the residents are exposed to potential health risks such as cholera, diarrhoea, dysentery and typhoid. Generally Gwanda is a dry area and probability of getting underground water is 50% and below.

The Municipality of Gwanda has made tremendous strides in the improvement of water supply service delivery to its residents by having another reservoir (5 Mega litres) at a higher ground in Spitzkop area but due to financial challenges this project is not yet complete and neither is the completion date known. Against this background MOG with funding from UNICEF and Africa AHEAD implementing partner, found it ideal to drill a borehole and construct a water kiosk powered by solar in ward 5, Spitzkop area. A water kiosk is an outlet through which formal water providers deliver safe and reliable water at affordable prices to residents of low income areas. This is in response to the resident's plea for water supply after the issue was taken as far as the Parliament of Zimbabwe in March 2019.

WATER KIOSK ESTABLISHMENT ROADMAP

A systematic process was followed for purposes of establishment of the Water Kiosk with the following events chronologically being followed. In all the meetings the concept of water kiosk was explained and well received. The concept is also reinforced by the base line survey carried out by BOOST on the current WASH situation in Gwanda Town.

Stage	Activity	Responsible Organization	Purpose	Period	Support Evidence	Validated(Y/N)
1	Inception Meeting on WASH Urban Resilience Project with MOG TS and Chamber Secretary	AA	Introduce Program and sell Water Kiosk Concept	19/07/19	Minutes, Pictures	Y
2	Inception Meeting on WASH Urban Resilience Project with MOQ Councillors	AA and MOG	Introduce Program and sell Water Kiosk Concept	23/07/19	Minutes, Pictures	Y

3	Inception meeting on WASH Urban Resilience Project to Matabeleland South PWSSC	AA and MOG	Introduce Program and sell Water Kiosk Concept	20/08/19	Minutes, Pictures	Y
4	Inception meeting on WASH Urban Resilience Project to Gwanda DWSSC	AA and MOG	Introduce Program and sell Water Kiosk Concept	20/08/19	Minutes, Pictures	Y
5	Consultation meetings with Gwanda Residents Association	AA and MOG	Introduce Program and sell Water Kiosk Concept and sites prioritization	20/08/19	Minutes, Pictures	Y
6	Consultation meetings with Gwanda community health clubs	AA and MOG Health Section	Introduce Program and sell Water Kiosk Concept and sites prioritization	27/08/19	Minutes, Pictures	Y
7	Baseline on WASH status	BOOST	Establish status of WASH in Gwanda	14/08/19	Report	Y
8	MOG Engineering Department	AA and MOG Engineering section	Identified the open spaces in the ward where the kiosk could be drilled in relation to Council Site plan	20/08/19	Minutes, Pictures	Y
9	Pre-siting, Geophysical Survey and Drilling of Borehole and capacity Testing	AA and MOG Engineering section	Establishing water kiosk	3/10/19 to 5/10/19	Drilling Report, Pictures	Y
10	Installation of submersible pump, 2 x 5000litre tanks ,water kiosk and security fence	AA and MOG Engineering section	Establishing water kiosk	5/02/20	Installation Report, Pictures	Y
11	Certification of Water Kiosk	AA and MOG, Residents	Handover of Water Kiosk		Certificate, handover report Pictures	

12	Water Kiosk Management Strategy	MOG and CHC	Development of Water Kiosk management Model .This process has been on – going since project inception	20/08/19 To 30/03/20	Minutes, Financial Reports	Y
13	Development of Water Kiosk Model	MOG and AA	Water Kiosk management	28/11/19	Report	Y
14	Consultation with UNICEF	UNICEF	Technical Backstopping	30/01/20	Report	
15	Submission to Council Committee	MOG	Approval		Report	

WATER KIOSK SUSTAINABILITY STRATEGY

- a) The water kiosk and related infrastructure are owned by Gwanda Municipality, which is also fully responsible in ensuring proper operation and maintenance of the water kiosk through the CHC.
- b) Water provision to be for a cost for sustainability and to raise funds for maintenance of created infrastructures.
- c) Through consultations (random household survey and general talks with residents) the majority of residents of Spitzkop were willing to pay for water ranging from \$1 to \$5 per bucket. The CHC charged \$2 per 20 litre bucket for the supply of water, a fee 50% less than the Njanji private borehole. However this was expensive as compared to Municipality water hence this was to be toned down to \$14 per cubic litre.
- d) Introduction of prepaid meters for the kiosk based on lessons learnt from providing a bulk meter for the community where other household collected more water and the cost being shared equally to all users .The prepaid water meter allows for fair distribution of water and the beneficiaries will collect only the amount of water purchased, thereby eradicating favouritisms in water allocation by water operatives.
- e) Solar powering the facility as water supply is normally adversely affected by the electricity rationing.
- f) In addition to continuous water supply from water kiosk, the residents would also benefit by charging their phones at the kiosk thereby improving communication (U-Reporting), as well as business and social matters.
- g) Provision of security 24hours a day and 7 days a week in order to reduce vandalism of property. CHC to provide it security, of which female security to provide services during the day while males provide security during the night.
- h) All the affected communities are served by the water kiosk without segregation. Also the CHC membership is open to men and women, youth both males and females, people with disabilities therefore all members will benefit from the water kiosk proceeds
- i) As a long term strategy the CHC and MOG may consider further development of the water kiosk by introducing the provision of bottled water to the community of Gwanda.

LOCATION OF WATER KIOSK

- a) The resulting distances from residences homes is not more than five minutes' walk. It makes the kiosks easily accessible for all residents.
- b) Residents were involved in pre- selection for the sites for kiosks to improve their sense of ownership and prevent vandalism.
- c) Water kiosks is located on residential area adjacent to private residential stand, which makes it easier for MOG to replace kiosk operators if they are found culpable of misconduct.
- d) Space is available in the kiosk to display posters on IEC related to WASH and HIV and AIDS
- e) Kiosk supported by 2 x 5000litre tanks for supply of water.

OBLIGATIONS OF MOG

- a) Establishing a presence at the Spitzkop site area and visiting the kiosk operators on a regular basis, checking the records and advising way forward.
- b) Listening to the complaints and proposals made by kiosk operators and their customers and making sure a complaints handling system is in place.
- c) Applying sanctions and replacing kiosk operators who do not pay their bills with Council
- d) Making sure that kiosk operators are closely supervised. This is important because it is only through their presence and regular supervision that the kiosk operators will understand that water supply to low-income urban areas is a priority of the LA
- e) Ensure rules and guidelines mentioned in their contract have to be followed.
- f) The kiosk operators are monitored and controlled by the Engineering and Health Section of the MOG. MOG employees should conduct frequent monitoring visits to the kiosk at least three times a week to ensure proper and smooth running of the water kiosk and facilitate quick detection of anomalies and taking appropriate corrective measures.
- g) The MOG ensures that all information regarding the kiosk operators payments, water bills, and debts are available at all relevant levels within the MOG and integrated into the accounting system.

OBLIGATIONS OF COMMUNITY BASED OPERATORS AND THE CHC EXECUTIVE/CHC MEMBERS

- a) The CHC executive committee made up of the chairperson, secretary and the treasurer will monitor the day to day running of the facility while other member will maintain the yard and surrounding clean at all times. This therefore means that every member of the club will have a duty to undertake at the water kiosk on rotational basis.
- b) Responsible for day-to-day operation of the kiosk preferably a woman
- c) The water kiosk is managed by a kiosk operator (Committee of Community Health Club) contracted to the MOG.
- d) The kiosk operator sells water at an affordable set price, as stipulated by the CHC together with MOG
- e) The kiosk operator may sell other goods at the kiosk with the exception of some products such as meat, fish and certain chemicals (specified in the contract).
- f) The kiosk operator has to keep the kiosk clean and report damage and poor water quality to the MOG.
- g) The kiosk operator must be present during the opening hours, which are agreed upon with the customers.

OBLIGATIONS OF RESIDENTS

The community, the Residential Development Committee and other Community Based Organisations are involved in the implementation of the kiosk system (sensitisation and prevention of vandalism) but they do not handle cash.

WATER TARRIF

One of the objectives of the urban resilience programme implemented by AA in Gwanda is to create employment for the CHC members, instil sense of ownership (reduce vandalism of property), capacity building and the ability to raise funds for maintenance of created infrastructures.

To realise this objective and reducing the community dependence syndrome or free for all service delivery, a nominal fee will be charged for fetching water, so that every household is enabled to purchase water. By promoting social tariffs using increasing block rates, MOG makes sure that the service provision targets the poor. This helps the community based operators to extend service provision to the poor while still covering the operational and maintenance costs for water supplied by the water kiosks. MOG ensures that the tariff for the poor is set according to the kiosk customers' willingness and ability to pay

The charge for collecting water from the water kiosk is pegged at ZW \$14 per cubic litre. According to WHO standards a person is entitled to 20litres per capita per day for basic general and food hygiene. The tariffs are subject to review based on inflation rates. Water collected should only be for domestic use so as to spread the resource equally to the affected community. This will help in closing out those who might collect the precious liquid for construction or business activities at the expense of domestic requirements.

FINANCIAL MANAGEMENT

To enhance efficiency in service delivery a community based management structure to run the kiosk will be established whereby two cadres from CHC will be trained in the financial literacy and management of the kiosk, including record keeping, customer care. The training is aimed at capacity building of the people who will manage the kiosk e.g enhancement of proper recording and reports preparation and accountability to the Municipality and CHC members thereby fostering sustainability.

As a way of financial capacitation of the community health clubs the kiosk will be run by ward 5 Phikelela community health club. Two members of the CHC have been trained to manage the facility with direct assistance from the Municipality treasury and health staff. The CHC and MOG entered into an agreement on how the water kiosk will be run including what percentage goes to the council and what percentage remains with the CHC. The proposal is that the Municipality as the mother body will get 40% of daily proceeds while the health club gets 60% to maintain the facility, pay the water operatives and the night watch person. It is anticipated that the borehole will yield 25000litres a day, and if all the water is sold per day, this would result in ZW\$350 received daily. Of this amount the CHC receives \$210 which will go towards CHC fund while the Municipality receives \$140 daily based on 40%-60% Municipality and CHC allocations. The percentages maybe reviewed to make sure the CHC was getting enough money to properly run the kiosk.

The kiosk operator deposits all the cash he or she has collected to MOG. Each time a deposit is made the kiosk operator is issued with a receipt.

When a kiosk operator is unable to settle the bill, he or she is given three days to pay the outstanding amount. If an operator is unable or unwilling to pay debts within this period, his or her contract with the CHC will be terminated and the operator will be replaced.

LIVELIHOODS

- a) Savings made from the day to day running of the kiosk will go towards establishing a vegetable garden within the same ward. The MOG allocated the CHC a place for a vegetable garden. The area needs fencing while the borehole meant to provide water for the garden needs rehabilitation.
- b) In order to boost the CHC funds petty items like airtime, sweets, and freezits may be sold at the kiosk.
- c) Gwanda has not been spared by electricity load shedding, as a result the kiosk provide a service of charging cell phones at a nominal fee to CHC members and residents. No individual products/items would be sold at the kiosk but only the group (CHC) items.