ANNUAL PROJECT REPORT – October 2002 to December 2003

Project Title: Urban Water Supply Management Models
Starting date: October 2002 **End date:** 30 June 2004

Executing Agent: NGO (NATL) – Care Mozambique

Project Site: Maputo and Matola Municipal Council

Primary target of Beneficiaries: The poor – urban poor
Field Project Number: MOZ/02/G58/GA/72
Project financing (in US$): 100,000.00

1. PROJECT DESCRIPTION:

The urban water supply in the outlying neighbourhoods, where a great part of the population of the urban centres live, is usually done from standpipes. Due to the shortage of water or to the existence of a precarious service (inadequacy of public sources, short distribution period in the urbanised areas, low pressure of water, mishaps in the standpipes, among other problems), the operation problems and maintenance of the standpipes reflected more directly in the community.

Associated to the operation and maintenance problems is the increase in the price of water for standpipes consumers, which is up to 10 times more than the domestic consumer, while the supplying entities of the services use the effective tariff and, in many cases, they do not charge for the water distributed through the standpipes. The high demand of water in the outlying neighbourhoods dictated the conditions for selling water by third parties and by informal salespersons.

The Programme for Public-Private Partnership for Urban Environment (PPPUE) in Mozambique focuses on the urban water service delivery system and associated sanitation activities. The project is implemented in partnership with the Water Departments of two major Municipalities, Maputo and Matola, the independent Water Regulatory Council (CRA) and CARE International, and aims to improve access of the poorest consumers to affordable good quality water and associated sanitation services in the context of a privatised water delivery system.

The main outputs of the project are:

- A Model for basic services delivery (water and sanitation) in Municipal areas;
- Clear roles and responsibilities of all key stakeholders in a privatised water delivery system, including the private water company, the government investment board, the regulatory council, the community consultative committees and the Municipal Council;
- Community water consultative committees that liase with the Water Regulatory Council (CRA) and represent the consumer in the high density suburbs;
- Documented Lessons learnt from the project area

2. BACKGROUND

On February 5 and 6 2000, record amounts of rain fell on southern Mozambique, in the midst of an abnormally heavy rainy season. Large areas of Maputo, the country's capital, flooded badly, forcing people to move from their homes to the safety of higher ground. In other areas the saturated soil gave way in sudden landslides, taking with it houses, roads, water pipes and electric poles.

Water Supply in the peri-urban areas of Maputo has been developed around the installation and operation of public standpoints, supplied by the city network or by small independent systems based on tubewells. However, these systems do not cover the whole peri-urban areas and the population relies also on other sources of water, like private open wells or tubewells. Demographical and economical evolution pressurised the network system that has been abused by many firstly illegal but then partly legalised yard tap connections.

In 1995, a new water policy is approved in Mozambique that opens the way to private sector participation in urban water supply. In 1998, the necessary entities of the envisaged Institutional Framework are created, namely:

- The Water Regulatory Council (CRA) with independent powers and a mandate to regulate the private sector contract and protect consumer interests, and
- The Investment and Asset Holding organisation (FIPAG).

In 1999 the water delivery system was privatised in five cities in Mozambique, including the capital city Maputo. The consortium that won the contract, Aguas de Moçambique (AdeM), has a leasing arrangement for 15 years for the city of Maputo, and a five-year contract to deliver water in the other four cities. The consortium will implement the water investment strategy funded through a World Bank loan[1] for the improvement of the urban water supply in Mozambique.

[1] World Bank loan of 75 million USD for investment in the urban water supply.

CARE International's Urban Livelihoods Project, Kuyakana[2], started in 1999 and has concentrated on the city of Maputo, with the intention of expansion to other urban centres in the second phase of the project. The main aim of the project is to improve urban livelihoods through the strengthening of the Municipal services, participatory planning and community empowerment. Maputo, the capital city of Mozambique, has a population of 1.3 million and one of the administrative sub-divisions of the city, Municipal District 3 has a population of 210,551[3]. Municipal District 3 is one of the target areas for the project. The second target area is the satellite city of Matola with a population of 440,927.

3. OBJECTIVES MET

Task 1: Outline of task
Establishment of a Technical Working Group (TWG) to finalise the strategy for standpipes administration.

Considerable advances, in the face of severe constraints, characterised the water and sanitation situation in 2002/2003. Consensus building through meetings began to define the role of the Municipal Council and other major actors in the area of the Municipal water delivery service. Documentation of the consultative process was initially organised by CARE, but has now been assumed by the Municipal Department for Water and Sanitation. Extensive consultation was held about; the organisation of community water committees; the agreement made by the government with the private sector and the impact on the poorest consumer and on the role of the regulatory board.

The Water and Sanitation Task force gathered on this period of one year 24 ordinary meetings, beside other issues have completed five consensual documents, these are:
- **Extended Management Structure for Water Management in Maputo City.**
- **Stand-pipes management models;**
- **Operator manual;**
- **Document for the legitimisation of the water committees by the administrative structures of the two municipalities; and**
- **Action plan for the implementation of the pilot process of Standpipes management in Maputo and Matola Municipal Council.**

The task force members in reference are the following entities:
- **FIPAG:** Government Investment Body for Privatised Water Supply;
- **CRA:** Water Regulation Board;
- **MWSD:** Maputo Municipal Water and Sanitation Department;
- **MWSD:** Matola Municipal Water and Sanitation Department;

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[2] Kuyakana is a Tsonga word meaning to build together or resolve problems together.

[3] Population Census 1997. Mozambican Government.

- **AdeM:** Águas de Moçambique (Mozambique water supply enterprise)
- **CARE:** NGO
- **MSF:** NGO
- **ESSOR:** NGO

Completely achieved	**X**	**Partly achieved**		**Not achieved**	
Problems encountered and steps taken to overcome them, or other reasons for changes in activities.					

Task 2: Outline of task

Meeting with Municipal council authorities and community leaders to present final document

In Maputo and Matola there is a universe of 620 standpipes tied to the Small Systems of Water supply. About 40% are broken down, and only 304 standpipes have contract with Águas de Moçambique[4].

The task force has presented a proposal plan of standpipes recovery and extension of the services of water supply that includes the characterisation of the existent standpipes, his distribution and the served population, the rehabilitation program and expansion of the net as well as the estimate for the enterprise.

On the other hand CARE has worked with the Municipal Council (Maputo and Matola) and the community leader[5] with the aim of presentation of project document and the Standpipes management models.

The great objective of these meetings were:

1. Popularisation campaigns at the selected focus areas for the pilot process experimentation
2. Monitoring of the implementation plan for the Institutional Model standpipes management;
3. Forms of payment of the value of "Warranty" demanded by the Águas de Moçambique in the moment of the signature of the Contract by the Operator;
4. Legitimisation / recognition of the Community Water Committees by the administrative structures of the two municipalities;
5. Accomplishment of an inquiry by the institutions that are implementing the pilot project;
6. Questionnaire to the standpipes users for the measurement of the index satisfaction.
7. The training plan of the water committees at the neighbourhoods level;

[4] In standpipe management model.

[5] Community leader of Polana Caniço "A" & "B", Maxaquene "A", Ndlavela; Mussumbuluco; Malhaphwene, Matola-Gare, Kongolote and Bunhiça neighborhoods.

Completely achieved	X	Partly achieved		Not achieved	
Problems encountered and steps taken to overcome them, or other reasons for changes in activities.					

Task 3: Outline of task
Dissemination of strategy document in the project area [6]

Concerning the dissemination of strategy document in the project area, meetings in number of 10 in the Municipal Council of Matola and 9 in Maputo were accomplished with the neighbourhood's residents in general. In these meetings attend not only the residents, also representatives of the following institutions:

- FIPAG,
- AdeM,
- CRA,
- MWSD,
- Administrative post of Machava,
- Administrative post of Infulene
- Administration of Municipal District #3,
- MSF, and
- ESSOR.

With the users of each standpipe of a universe of 100 for repairing, a total of 85 meetings were accomplished for the election of the 3 representatives that will be a member of Neighbourhood General Assembly. Besides the representatives of the standpipe election, were presented the operator's profile their tasks and the form as this will work inside of the model. The period which water is supplied will be from 5:00 to 15:00 was also discussed, and, the established final price was of 500,00Mt for 3 jericans of 20liters or 500,00Mt for 2 jericans of 25 litters. The average participation in meeting was of 50 people (enclosed 1 pictures 1 to 6).

Completely achieved	X	Partly achieved		Not achieved	
Problems encountered and steps taken to overcome them, or other reasons for changes in activities.					

[6] Dissemination with all stakeholders, including: NGOs, Municipal authorities (DMAS , District Administration, etc), existing water groups and community leaders

Task 4: Outline of task
Assessment of operational area in Matola;
Inquiry for the standpipe users

The company Águas de Moçambique concluded the technical feasibility study of the neighbourhoods proposed for the pilot project of standpipes, which has in detail the technical information of each source and the selected areas. The total neighbourhoods included in the pilot phase is 14, 09 of which in Maputo and 05 Matola. For this phase the standpipe universe is 77 linked to the public water distribution net and 80 linked to small systems.

The results of the survey was discussed and approved by the task force and its results are mentioned below. The objective of this study was to identify and to characterise the current situation of the standpipes in the selected neighbourhoods, the current level of community management of the systems and the degree of satisfaction of the final user.

Sampling was by a convenience sample and incidental (occasional). The users were approached at the place and the questionnaire was administered according to the readiness and presence of the respondents. From the universe of the 13 neighbourhoods selected, 854 questionnaires were accomplished and validated 854 inquiries

MAIN RESULTS

1. Inexistence of uniform management model, effective and properly recognised;
2. Great **diversity** and **discrepancies** - as both of type as of degree - in the institutional organisation of each neighbourhood, i.e.: **several modalities and different amounts** even in the same neighbourhood;
3. Ineffective operation and less adequate for better maintenance and management of the systems;
4. Most of the standpipes stays at the margin of the norms and control of the involved entities and of AdeM;
5. Significant degree of **misinformation** of those inquired
    - Organizative structure of the neighbourhood
    - Involved entities and respective competencies
    - General subjects of the water supplying system;
6. The observable **discrepancy** in the **perception** of the users relatively to the way how is organised the neighbourhood where they live;
7. The **relative satisfaction level**, apparently quite related with the quality of the service provided in the water supply;
8. The **access to water** assumes a capital importance for the users being really their maximum priority. Above all, **they desire for more water with better access, larger pressure and of larger quality**.

In short, the results come to confirm the need to develop an action identifying in a clear way the most problematic areas. Here are some points that we can highlight as crucial for the appropriate implementation of the model: