

1. Stimulate the **active participation** of the users
2. Enhance the **inter-relationships with partners**
3. Explain correctly the model in the neighbourhoods, to all involved – capacity building, information, training and monitoring meetings with support materials such as leaflets and manuals of procedures
4. Point out the need for accountability.

To encourage the adoption of a **single payment model** for all users of all neighbourhoods, being the **payment per the can / quantities** the most effective way to control the consumption, facilitating the administration of the systems, and promoting a larger social justice and avoiding waste of water.

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

Task 5: Outline of task
Field visit and workshops

From 12 to 13 June 2003 CARE received in the area of the project a visit of UNDP staff in Maputo and Pretoria – Mrs Helena Mutemba from UNDP Mozambique CO and the Mr. Maleye Diop the director of the PPPUE Programme respectively. The representative of the COCA-COLA Company, Mr Pitrie Hamlyn also visited the project site. The visit intended to monitor the implementation of the project by CARE in partnership with the Private Sector, AdeM.

In the proposed program, the neighbourhoods of Polana Caniço “A” were visited in the Municipal Council of Maputo. An exhibition photographic showing the damages that the system of water supply suffered after the floods of 2000, situation that it generated the present project being taken in consideration that is not glimpsed for soonest the replacement of the system of water supply in that area. They received a detailed explanation of how CARE worked to join the different intervening for the discussion of the process of water supply in suburban zones.

At this time the seen alternative are the standpipes as they serve the largest number of the residents and they are supplied from the system that has not been damaged.

They also visited the ravines that are along Av. Julius Nyerere and inside this neighbourhood, where CARE in co-ordination with the resident youths' group has been accomplishing activities linked to the sanitation (grass plantation, cleaning of the drainage ditches, education campaigns about environmental health) as form of preserving the infrastructure against the erosion existent there.

In the municipal council of Matola the neighbourhoods of Bunhiça and Matola-Gare were climbed. In the first one was visited the already rehabilitated standpipes. The three visitors try to know how the system works. They also had an opportunity to discuss with the operator. In the last neighbourhood the program coincided with the meeting of the opening of the program of rehabilitation of the standpipes.

To precede these field visits, there was a meeting of evaluation of the process that had in CRA on June 12, where they were present in representation of this institution, the president and the secretary, Mr. Manuel Alvarinho and Fernando Nhantumbo respectively. Important to mention that this delegation was accompanied by Director of CARE, Mr. Jumbe Sebunye and for Director of Programs Mr. Mark Wentling in all visits.

On 29th July 2003, we received in the area of the project the visit of an employee of PNUD in New York - Mr. Casper Sonesson and an employee of Citigroup Private Bank. It was purpose of this visit to be informed closely on how CARE is implementing the model of standpipe management and set up an common action with the youth resident in the neighbourhoods Polana Caniço "A" and "B."

CARE took part on Commonwealth Local Government Conference from 4-6 March 2003, Pretoria, South Africa. The HE Thabo Mbeki, President of South Africa, inaugurated the conference and it was Co-chaired Mr Len Duvall OBE.

In addition local government leaders, ministers, officials and private sector and civil society representatives from range of Commonwealth countries made presentation on specific issues and case studies. Apart from plenary sessions, discussion took place in breakaway session dealing with the following areas:

1. Making partnerships work for you and the poor;
2. Alleviating poverty through water partnerships;
3. Caring for the vulnerable: social partnerships;
4. Partnerships to promote sustainable development;
5. Managing the environment together: partnership to involve stakeholder;
6. Laying the foundations;
7. Local strategic partnerships and local economic development;
8. Housing and sanitation partnerships;
9. Promoting good labour relation and enhancing human resources in (Local Government Services Partnerships (LGSP's));
10. Cross service partnerships; and
11. Transport infrastructure partnerships.

CARE presented a paper on **"Private Public Partnership Urban Water Supply Mozambique. The Role of NGO's"**. In general it was consider that *the Civil Society/NGO sector* needs to recognise its changing role in service delivery to better understand and appreciate the role of the private sector and the opportunities for wider service improvement that the private sector involvement might be create. NGO's need to

develop better co-ordination skills and more structured ways of working to provide more reliable and predictable outputs.

Most successful infrastructure and service scheme are localised and community structures prove necessary as a means of linking key interest at local level to wider local government systems. In this context, NGO's and CBO's need the capacity to share their Knowledge for the poor more effectively and to act as communication channel on the needs of the poor.

CARE participated from 27th to 29th August 2003 in Maputo, in an international workshop about "The private sector participation in water supply and sanitation and the urban poor". In this workshop CARE, ESSOR, MSF three ONGs that are implementing the model of standpipes management in the municipal councils of Maputo and Matola presented a common document entitled "The role of NGOs in the improvement of water supply services in peri-urban areas".

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

Task 6: Outline of task
Formation of pilot Community Water Committee;

From 21st August to December 2003, in the 7 neighbourhoods that composed the project side it was elected the Community Water Committee (chart 1). They were present in these election meetings representatives among the ones that were chosen in each standpipe. They attended the event representatives of CARE, MSF, ESSOR, FIPAG, Municipal Council of the City of Matola and Águas de Moçambique. The different Community Water Committees elected is composed of:

Chart 1: Community Water Committees members

Neighbourhood	Community Water Committees members			
	President's position	Secretary's position	Treasurer	Vowel position
Bunhiça	Joaquim Nguluve	Assa Armando	Constantino Amonhane	Lúcia António
Matola -Gare	Francisco Machava	Jaime Macuácuá	Salomão Bila	Maria Malungo
Ndlavela	Nelson António	Olga Chekwa	Faustino Chissaque	Marta Chithlango
Kongolote	Albertina Semende	Énia Cuamba	Cristina Fumo	Cecília Mandlate
Maxaquene "A"	Abílio Zita	Rita Eugénia Langa,	Eduardo Matusse,	Lídia José
Polana Caniço "A"	Joana Fumo Conjo	Helena Nhantumbo	Lurdes Pedro Tivane	Lote Daniel Mondlane
Polana Caniço "B"	Olinda Macamo	Alberto Fabião Ngovene	Tomé Machavane	José Valente Chone

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

Task 7: Outline of task

Training of Municipal authorities (Municipal council and suburb level) to participate in water management system;

- *Training of trainer and capacity building for the CBO's;*
- *Production of training modules for Water Committees and Stand-pipe Operators;*

Capacity building courses were funded by the project for 10 CBO's staff and for 151 senior and junior staff of Municipal Council of Maputo and Matola in administrative and service provider's procedures (chart 2). These courses were held with a view to improving the skills of the existing public sector workers in the new Municipal environment. It is clear that these courses should form part of a concerted plan for capacity building of the public sector in order to have an impact on the efficiency of the services offered by the Municipal Council. CARE is at present in negotiation with the Department of Human Resources of the Municipal Council to prepare a medium to long-term plan for institutional strengthening.

Chart 2: Number of training events held and attendance.

ENTITIES	TYPE OF TRAINING EVENTS/COURSE	ATTENDANCE	DURATION
Municipal Council of MAPUTO	Environmental Administration and Standpipes Management	Total of 20 participants, (municipal senior staff)	3 weeks
	Human Resources management and municipal administration	Total of 20 participants, (municipal senior staff)	5 weeks
	Computing	Total of 20 participants, (municipal senior staff)	4 weeks
	Accounting	Total of 15 participants, (municipal senior staff)	7 weeks
Municipal Council of MATOLA	Capacity building for administrative and service providers	Total of 33 participants, (municipal senior staff)	3 weeks
	Capacity building of environmental and standpipes management	Total of 14 participants (municipal junior staff)	3 weeks
	Human Resources management and municipal administration	Total of 13 participants (municipal senior staff)	3 weeks
	Environmental Administration and Standpipes Management	Total of 16 participants (municipal junior staff)	3 weeks
Community Based Organisation (Salubridade Maxaquene)	Accounting and Micro-enterprise management	Total of 2 participants (CBO staff)	6 weeks
	Human resources and labour	Total of 4 participants (CBO staff)	3 weeks
	Secretariat and Bookkeeping	Total of 1 participant (CBO staff)	3 weeks
	Computing	Total of 1 participant (CBO staff)	4 weeks
	Marketing	Total of 2 participant (CBO staff)	4 weeks

In what it concerns the production of the modules to the training of the trainers, the water committee and the respective operators, the model of standpipes organisation presented in the seminar on September 20, 2002 in Maputo it was corrected in same aspects because it is plenty clear and elucidating.

In addition to this, other material in matters of Environmental Administration and Standpipes Management was produced by the Centre of Industrial Formation (C.F.I.) in way to aid these in the height of the accomplishment of the supervision of the training of the members of the Water Committees and Operators. At the same time the Task forces produced pamphlets on the model and on the basic cares of hygiene and importance of the system of water supply as well as the operator's manual.

In the extent of the expansion of the sanitary education activities to the level of the Maputo and Matola Municipal Councils, CARE accomplished in collaboration with Municipal Directorate of Water and sanitation (DMAS) the training course of activists of water and sanitation. The course accomplished among 30/06/03 and 23/07/03, at DMAS and it counted on 30 participants of which 11 were female.

It was objective of the accomplishment of this course:

- ❖ To expand the net of sanitary education in order to get in the gradual way the behaviour change and attitudes face to the sanitation, water and hygiene promotion;
- ❖ To qualify and to train the activists in the use of participatory, expository and statistics methodologies;
- ❖ To enable the activists in the activities of sanitary education in water, hygiene and sanitation.

The course had the duration of 15 days where the first 11 days were dedicated to the theoretical part (profile techniques, diagnosis, investigation and behaviour changes). The last 3 days the participants showed the communities of the neighbourhoods of Pescadores, Albazine, Ndlavela, Bunhica, Maxaquene "A", Magoanine "C" and Luis Cabral the acquired knowledge along whole the theoretical process.

At the end of the course these activists will assist in the field in the two municipal councils in what concerns sensitisation of the communities to adhere to the process of standpipes management in the new model as well as in the programs of sanitation and campaigns about environmental health.

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

Task 8: Outline of task
Capacity building/training of Water Committees and Standpipe operators in participatory water management.

As part of consensus building process towards a coherent management framework for water delivery the community water committees have been exposed to all of the major stakeholders in the water field, they have been seated around the same table and expressed their views about the optimum water delivery system. This process is empowering; community groups have been given the opportunity to articulate their needs and recognise the responsibilities of the other parties. Although there is still a lot of work to be carried out in this area there has been progress towards the creating of a more informed public who are aware of their rights and responsibilities.

Completely achieved	Partly achieved	Not achieved	X
Problems encountered and steps taken to overcome them, or other reasons for changes in activities.			
<p>The lack of organisation on the side of the secretariat and the water committee in exercise in the neighbourhood of Kongolote took us inside to postpone the election of the water committee to the month of February 2004, what partly had influences in the programming for the legitimisation of the committees in the neighbourhoods of Ndlavela and Kongolote. The Neighbourhood of Kongolote has been presenting several problems during 2 years and those problems are in knowledge of Department of Waters and Rural Development in the Municipal Council of Matola.</p> <p>Within the election of all Community Water Committee and the respective recognition by the municipal authorities of both Municipalities, we hope to start the training courses by the first quarter of April 2004.</p>			

Task 9: Outline of task
Consumer representation in the area of urban water service delivery

- ***Placement of CRA delegate in Maputo and Matola Municipal Council;***
- ***Pilot experience of "Green Line" in OPTAR centre;***

This activity is now in its initial phase of implementation. On 30 June 2002 CRA led off the process of placement of officers in the Cities of Pemba, Nampula and Quelimane, and has entered and signed partnership agreements with respective Municipal Council, that will constitute the base of the work of the officers of CRA in those cities.

In the context of this particular process, CRA will qualify the candidate selected, hiring him/her for a consultancy for qualitative evaluation of the service of water supply in his/her Municipal Council. After this evaluation it is were the officer of CRA will be effective.

For the case of Maputo and Matola municipalities, we think that this process will start, therefore, after the end of the previous process.

Meanwhile, CRA will accompany the implementation of the Project and the Municipal Directorate of Water and sanitation (DMAS) and in NGO's to assist to the consumer's interests.

The elections of the Community Water Committees at the level of the neighbourhoods will catalyse more the process because these committees will work like CRA in small scale and they will make the connection between the community and this institution.

Completely achieved	Partly achieved	Not achieved	X
Problems encountered and steps taken to overcome them, or other reasons for changes in activities.			
This activity was not fully accomplished. It is a responsibility of CRA in co-ordination with the Municipal Directorate of Water and Sanitation, to establish the defence organ of the consumer at the level that is judged reasonable.			

Task 11: Outline of task
Production of informative materials on Consumer Rights and Responsibilities;

The operator's manual (see enclosed 2), and pamphlets on the model (see enclosed 3) and on the basic measures of hygiene and importance of the system of water supply (see enclosed 4) were produced. This task was assigned to Águas de Moçambique that made it in consultation with the task forces at central level. These documents and other records were used by the project as tool for the initial training of the operators in all neighbourhoods as well as dissemination of strategy document on the New Model of Standpipe Management in the project area.

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

Task 12: Outline of task
Pilot solid waste disposal schemes that serve as income generating activities for neighbourhood residents and improve the sanitary situation in the project area.

For the formation of the associations (register), training in administration of the maintenance contracts and services rendered for Municipal Council, we working in the rising of data about the existent emerging associations in the three neighbourhoods interested in the administration of solid residues. At the same time, we worked with Municipal Council of Maputo for the clarification of their role.