



Supporting water sanitation
and hygiene services for life

TELLING THE STORY OF RURAL WATER SERVICES FROM USERS PERSPECTIVE

UWASNET CSO FORUM
21ST SEPTEMBER 2016

Peter Magara
IRC Uganda

Supporting water sanitation
and hygiene services for life

Background

- Three years of monitoring rural water services (2013-2015)

Purpose of the Study:

- To get a better understanding on the status of rural water services and the perception of users towards service delivered
-
- **Scope**
2 districts – Lira and Kabarole

Sector Performance Monitoring Indicators

- Access % of people within 1 km (rural) of an improved water source
- Functionality % of improved water sources that are functional at time of spot-check
- Water Quality % of samples that comply with National standards
- Management % of water points with actively functioning Water & Sanitation Committees/Water Supply and Sewerage Boards.

What do these indicators tell us about the service received by water users?



Methodology & Flow

Sampling

Kabarole – 165 water supply facilities (11 per S/C)

Lira - 99 Water supply facilities (11 per S/C)

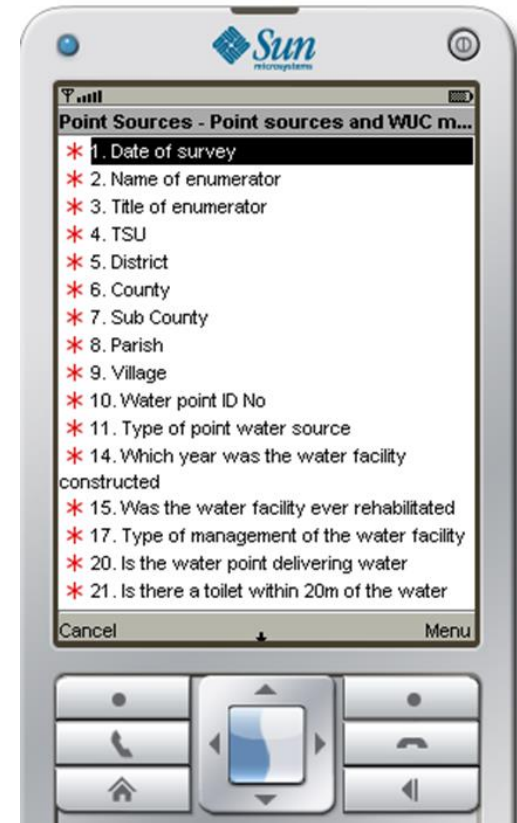
No of water users - 2640 people (10 per water source)

Water and Sanitation Committees – 264

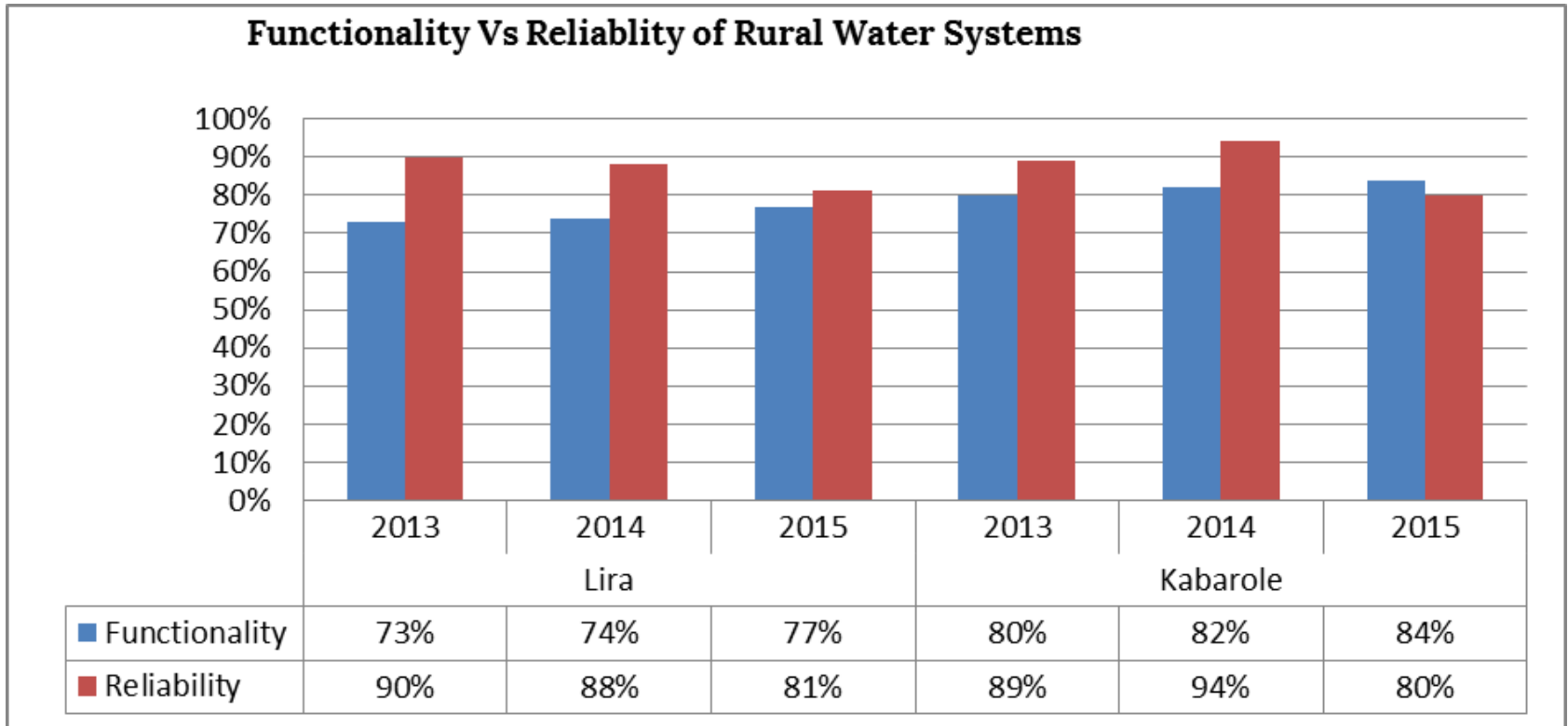
Data collection – 14 trained HPMs

Methodology

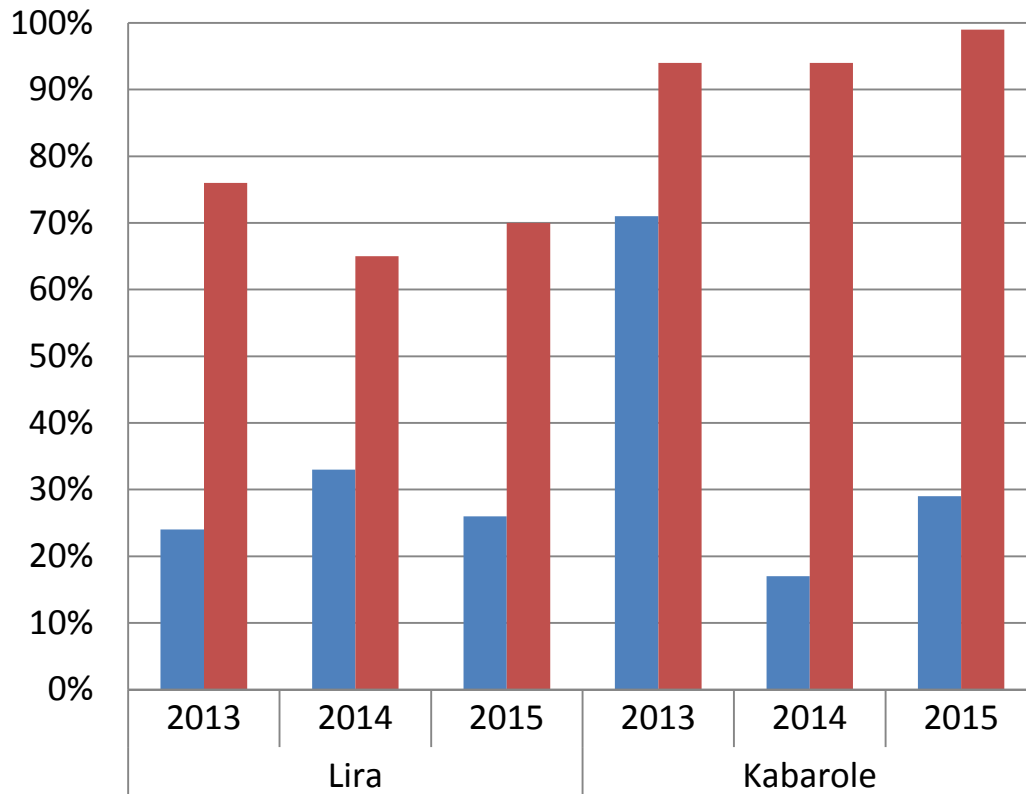
- Design of data collection tools
- Uploading tools on mobile phones
- Training of Hand pump mechanics
- Data collection
- Analysis & Reporting



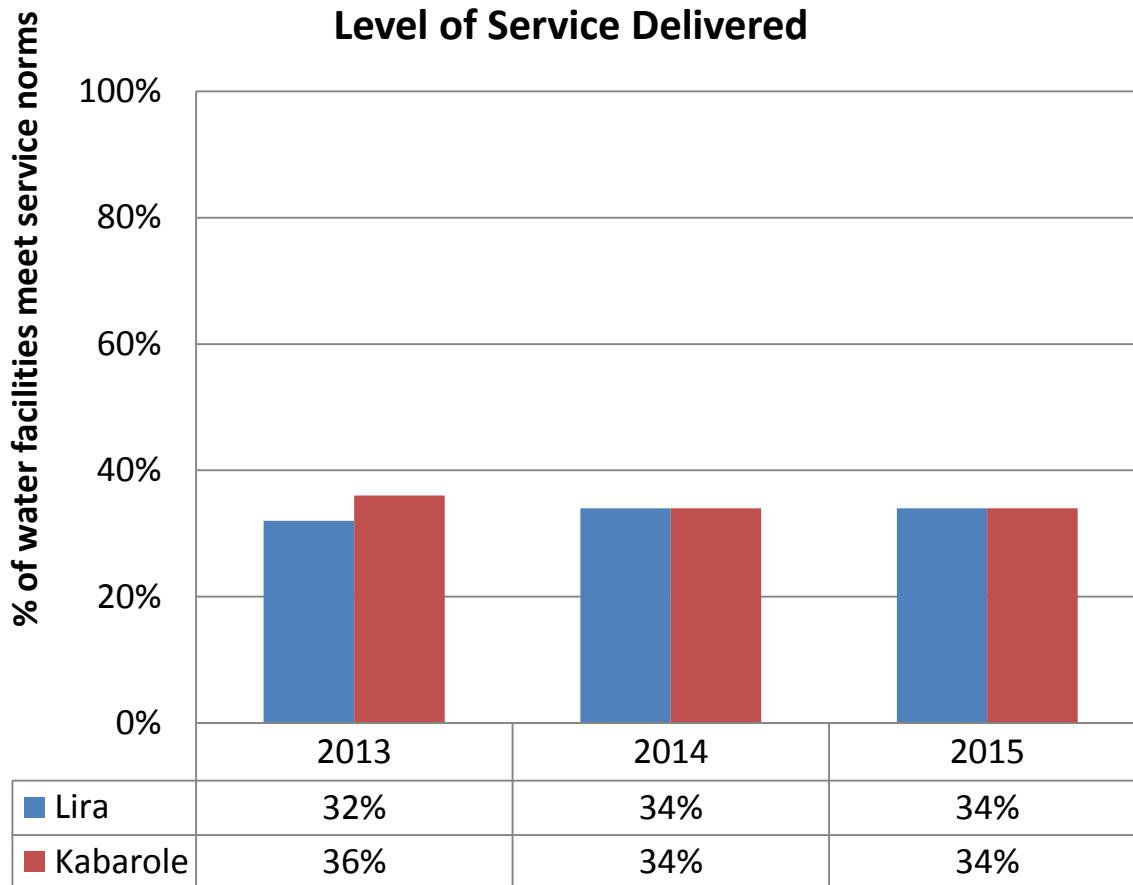
Findings



Accessibility



■ No of Users	24%	33%	26%	71%	17%	29%
■ Walking distance	76%	65%	70%	94%	94%	99%

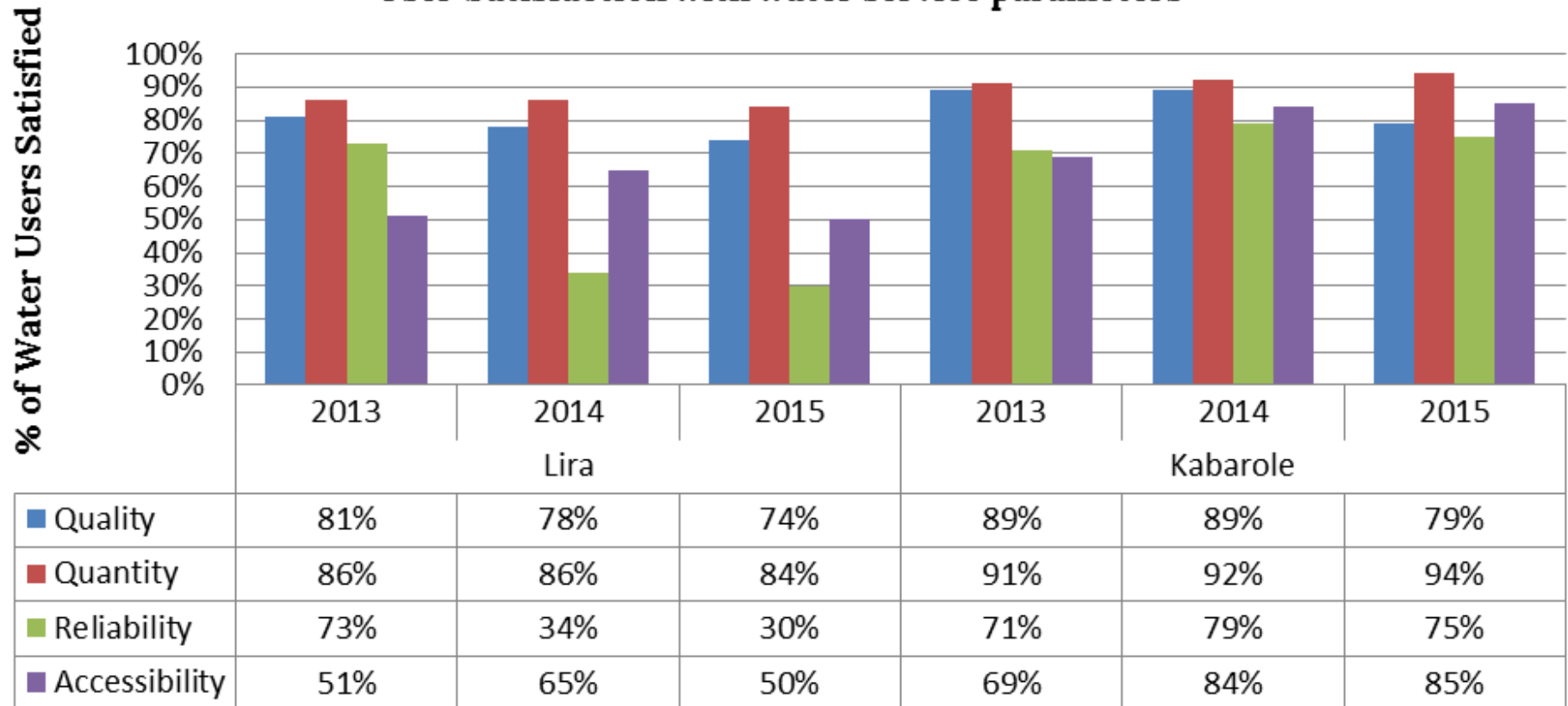


Level of Service delivered Compliance with

- Water Quality
- Water Quantity
- Reliability
- Accessibility

User Satisfaction

User Satisfaction with water service parameters



Conclusion

- Functionality of water systems in Kabarole and Lira is relatively high and has shown gradual improvement
- Level of service delivered is still very low with only 34% of the systems compiling with national service norms on quality, quantity, reliability and accessibility.
- Monitoring from the user perspective tells the story of water users hidden behind statistics on functionality & access

Recommendations

Monitoring for service improvement:

- MWE to review Sector Performance indicators to capture reliability and actual level of service delivered to users
- Tagging investments to specific performance and service level improvements





Visiting address

Plot 2220
Aqua Complex, 1st Floor
Port Bell Road
Kitintale
Kampala
Uganda

Postal address

P.O Box 40398
Kampala
Uganda
+256 758 200 808
uganda@ircwash.org
www.ircwash.org/uganda

Supporting water sanitation
and hygiene services for life