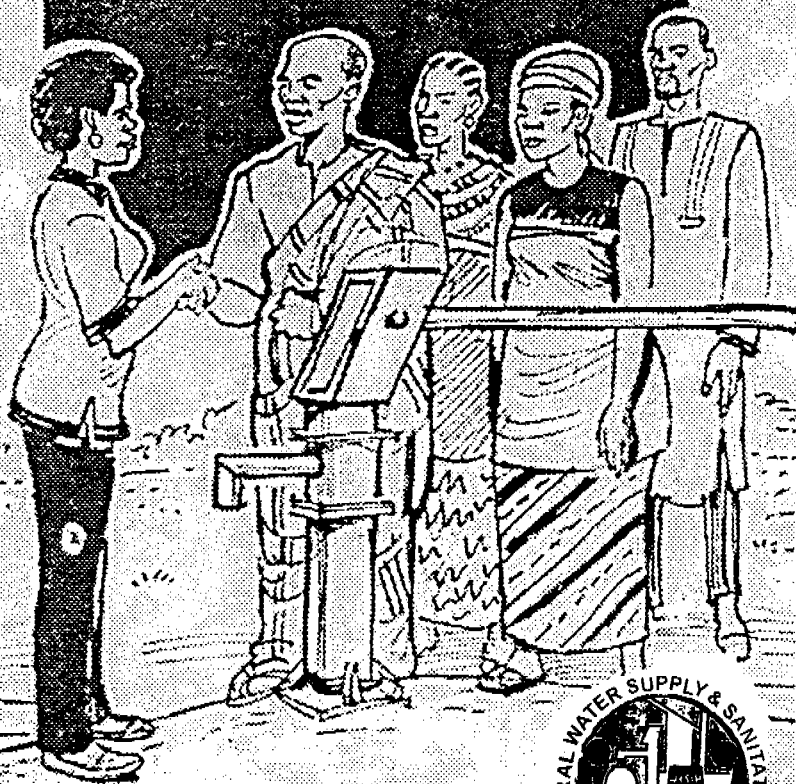


**VOLTA RURAL WATER SUPPLY AND SANITATION PROJECT**

**PROJECT  
INFORMATION  
BOOKLET**



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## INTRODUCTION

The "Volta Rural Water and Sanitation Project" (Volta RWSS) is a 10 year project with the purpose to improve the general health and living conditions for the rural population in the Volta Region by assisting rural communities in improving their water supply and sanitation facilities.

The project is part of the development co-operation between the Government of Denmark (DANIDA) and the Government of Ghana.

The Project is implemented by the Community Water and Sanitation Division (CWSD) of Ghana Water and Sewerage Corporation (GWSC) and Kruger Consult, a Danish consulting engineering firm.

This booklet attempts to give answers to common questions concerning the Project. It describes how the project is organised and the procedures which shall be followed to obtain project assistance.

## LIST OF CONTENT

1. Quick Reference guide to the Volta RWSS project.
2. Project Organisation.
3. Procedure for obtaining assistance for community water supply and sanitation.
4. Procedure for obtaining assistance for household sanitation and water supply improvements.

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**CHAPTER 1.**

**QUICK REFERENCE GUIDE TO  
THE VOLTA RWSS PROJECT**

**1. Who can get assistance from the project?**



The project can assist communities to improve their communal water supply and sanitation facilities.



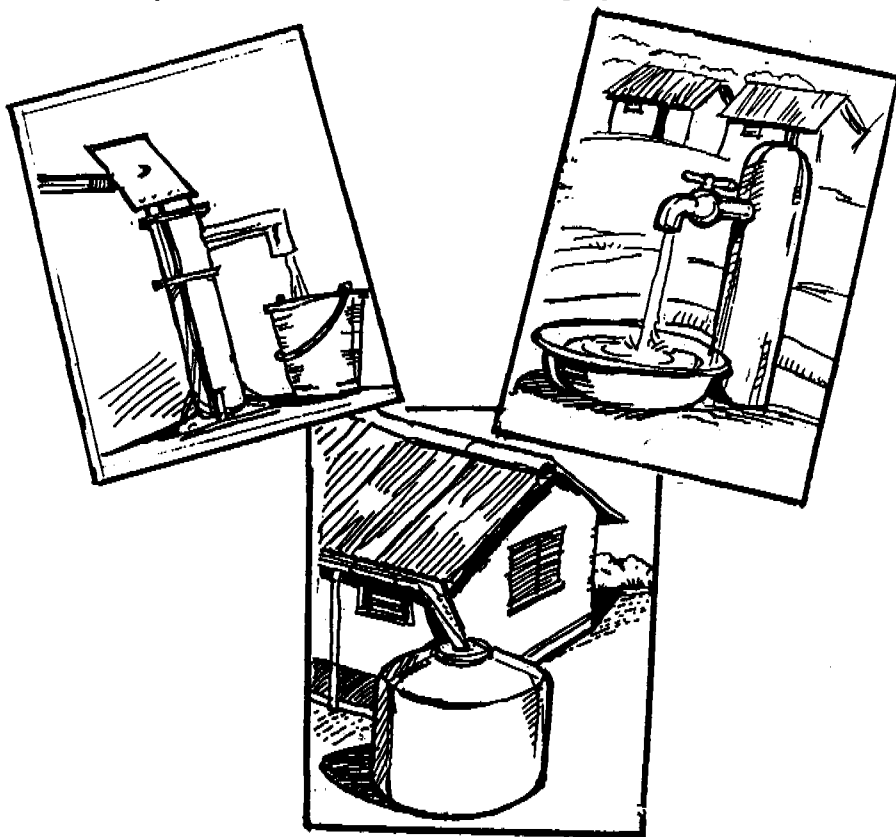
The project can also assist individual households to improve their sanitation facilities, e.g. by building a latrine.

The primary target group for the project is communities between 150 and 5000 people.

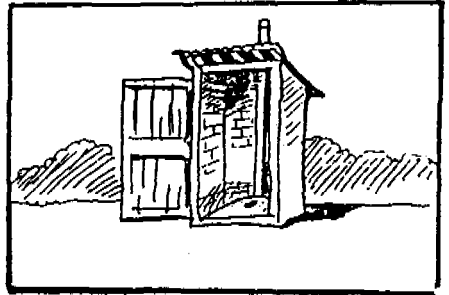
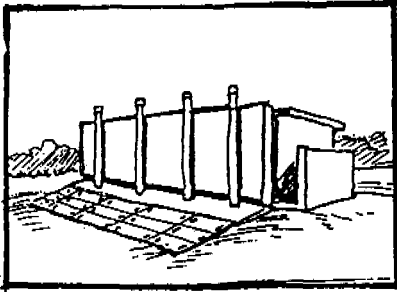
2. **What type of water supply and sanitation systems can the project support?**

The project can assist the construction of low cost technologies for water and sanitation installation.

The water supply installations could be hand-dug wells with or without handpumps, boreholes with handpumps, piped water supplies from spring or river sources above the village, electrical pumping systems or rainwater harvesting systems. The choice of technology will be made by the community after technical advice from the project.



The water supplies shall be designed to give a 'basic service level' which is defined as a water point (tap, well or handpump) for each 300 people. If the community wants a higher service level, then higher contributions must be made as described in chapter three. The sanitation facilities could be household latrine or latrine for institutions.



3. **Who is the community's contact person in the Volta RWSS project organisation.**



All contacts from the community to the project shall be through the Environmental Health Assistants (EHA's) who are stationed at zonal level. The Environmental Health Assistant who is working in the zone will be made known to the community during the first information campaign and meeting in the village.

The EHA will follow-up on request from the community.

**4. What must the community do to get assistance?**

If there is general interest and willingness to pay for improvements in water supply and sanitation, then the community shall fill out an application form and send it to the District Water and Sanitation Team (DWST) at the District Assembly.

**5. What is the required contribution from the community?**

The community must pay 5% of the total cost of building the water systems. The way the money must be contributed is as following:



If the application from the community is on the priority list of the District Management Committee, then a commitment deposit of ₦500 per person must be in the community's own account before the Project starts the feasibility studies. This money is the first part payment of the 5%.

When the feasibility studies are ready, the cost of the water system will be known. Then the total community contribution is calculated as the 5% of the cost, and the community must collect the difference between the deposit and final contribution. 5% shall be paid directly to the contractor.

However, before the Project allows the contractor to start work the community will have to show evidence by a bank statement of account from the WATSAN bank account that the 5% of the cost has been deposited in the Bank.

**6. Who will build the installations?**

Community Water and Sanitation installations will be constructed by a contractor from the district or from the Volta Region. In the case of household facilities, the household will arrange for the construction. The project will pay for half of the cost of the materials and pay for transport as described in chapter four.

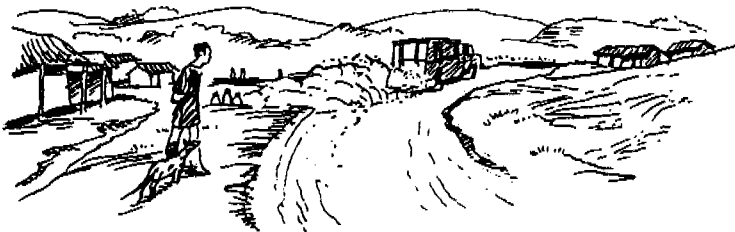
**7. Shall the community participate in the construction of water and sanitation facilities?**

The construction work will be tendered to contractors, who will be fully responsible for the construction. The community might make arrangements with the contractor for payment of part of the contribution as labour or materials.

However, before the Project allows the contractor to start work the community will have to show evidence by a bank statement of account from the WATSAN bank account that the 5% of the cost has been deposited in the Bank.

**8. What happens if the community delays the collection of funds for the construction of the project?**

If the community without good reason delays to fulfil the requirements as described in chapter three, then the Project will move on and assist the next community which has made application and is ready to cooperate with the Project.



9. Who will own the installation after completion?

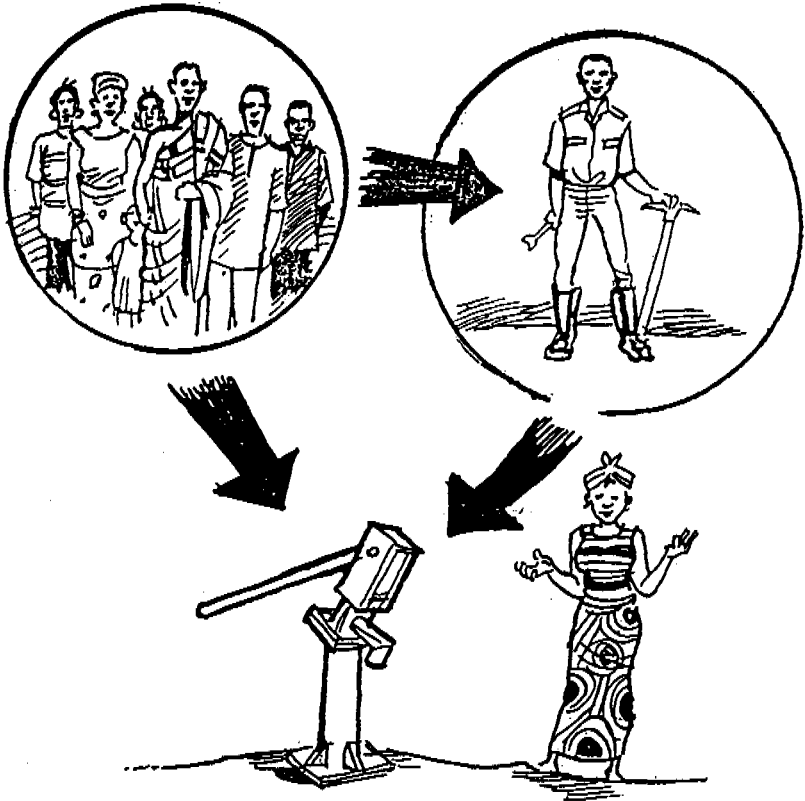
The completed installation will be owned and managed by the community.





10. Who will operate and maintain the installations?

The installations will be operated and maintained by the community. For this the community must organise the management by forming a Water and Sanitation - WATSAN - Committee for the water and sanitation facilities. The Project will assist with the establishment and training of the committee.

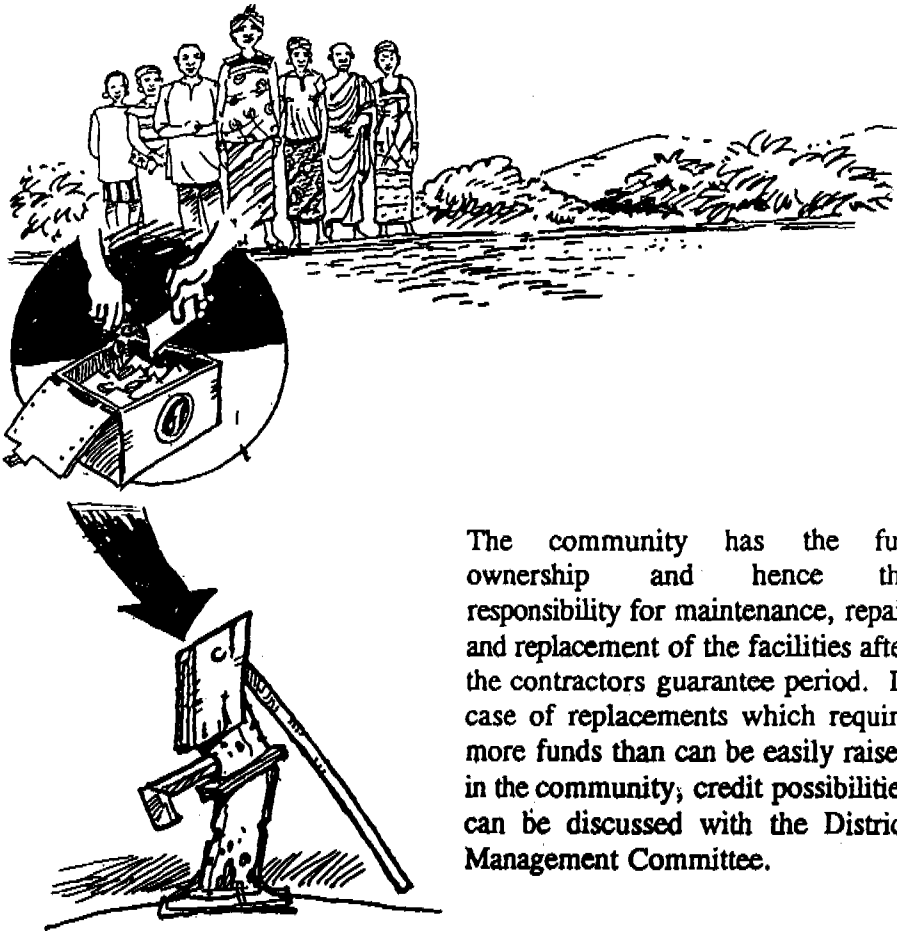


The committee is responsible for collecting the money needed for operation and maintenance. If there are any repairs to be done, which cannot be done by the caretaker, the committee must have money to pay mechanics or any other person capable of doing the job. Likewise money has to be available for spare parts etc.

**11. Shall the committee pay tariffs to GWSC?**

If a community is being connected to a GWSC mainline, the community will have to pay for the water. But in all cases the facilities are owned and managed by the community. The WATSAN committee must raise funds for operation and maintenance.

**12. Who pays for major repairs or replacement of pumps etc.?**



The community has the full ownership and hence the responsibility for maintenance, repair and replacement of the facilities after the contractors guarantee period. In case of replacements which require more funds than can be easily raised in the community, credit possibilities can be discussed with the District Management Committee.

13. What happens if the groundwater under the village is not of good quality and no other good source is available?

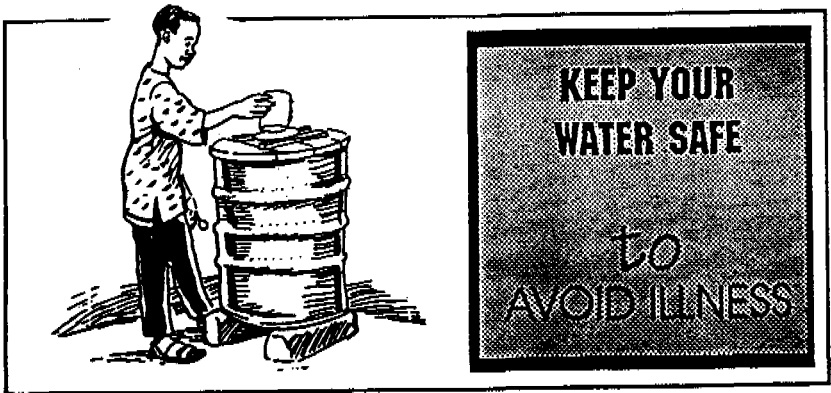
The Project will carry out feasibility studies in each community to find out the most appropriate way of supplying water to the community. If groundwater quality is not good, e.g. salty water, then other possibilities of finding a water source will be looked into.

The Project will provide the technical assistance to ensure that a safe and lasting solution is found. In the rare case that it is impossible to find a solution to the water supply problems, the Project can assist households in construction of rainwater collection installation.

14. What happens if other projects or the community on its own has started building facilities which were never completed?

This will be looked at on individual basis.

The feasibility study and the suggestions for improvements must take into account all existing facilities including completion of unfinished structures and rehabilitation of existing facilities.



**15. When can a community get assistance from the Project?**

A community can apply for assistance from the Project when the District Water and Sanitation Team (DWST) is established.



The Project started in 1993 in Ho and Hohoe Districts. Each year the Project expands to new districts so that work in all the twelve districts will have begun after four years.

When the community has applied for assistance and been prioritized by the District Management Committee, it will be included in the Project's planning and work plans. However, it cannot be expected that the Project can react to applications immediately, most often several months will pass before the Project has the capacity to start a feasibility study and construction works.

**16. Will all communities in the Volta Region benefit from the Project?**

The aim of the Project is to assist 50% of the rural population in the region.

## **What happens when the Project is ended?**

The communities will continue to manage and operate the water supply and sanitation facilities which have been implemented, using the private doctor for maintenance and repair work.

The permanent rural water supply and sanitation organisation will be established at regional and district level, as described in chapter two. This organisation, together with the District Management Committee (DMC), will continue to monitor the functioning of the water and sanitation installations and assist the communities if required. The organisation will continue the work started by the Project.

### **8. Can the Project support households which wish to build latrines?**

The Project will pay 50% of the cost of materials for the construction of latrines for households plus the cost of conveying the materials from the hardware store to the community of the latrine owner.

### **9. Can the Project support households which wish to build a rainwater catchment system or a well?**

The Project can pay for half of the cost of materials for rainwater harvesting or family wells, but only in communities where it is not possible to establish a constant source of safe drinking water.

### **10. How does a household receive the support for water or Sanitation improvements?**

Contact the Environmental Health Assistant who works in your zone and explain which improvements you wish to make. Chapter four contains a description of the procedure which shall be followed.

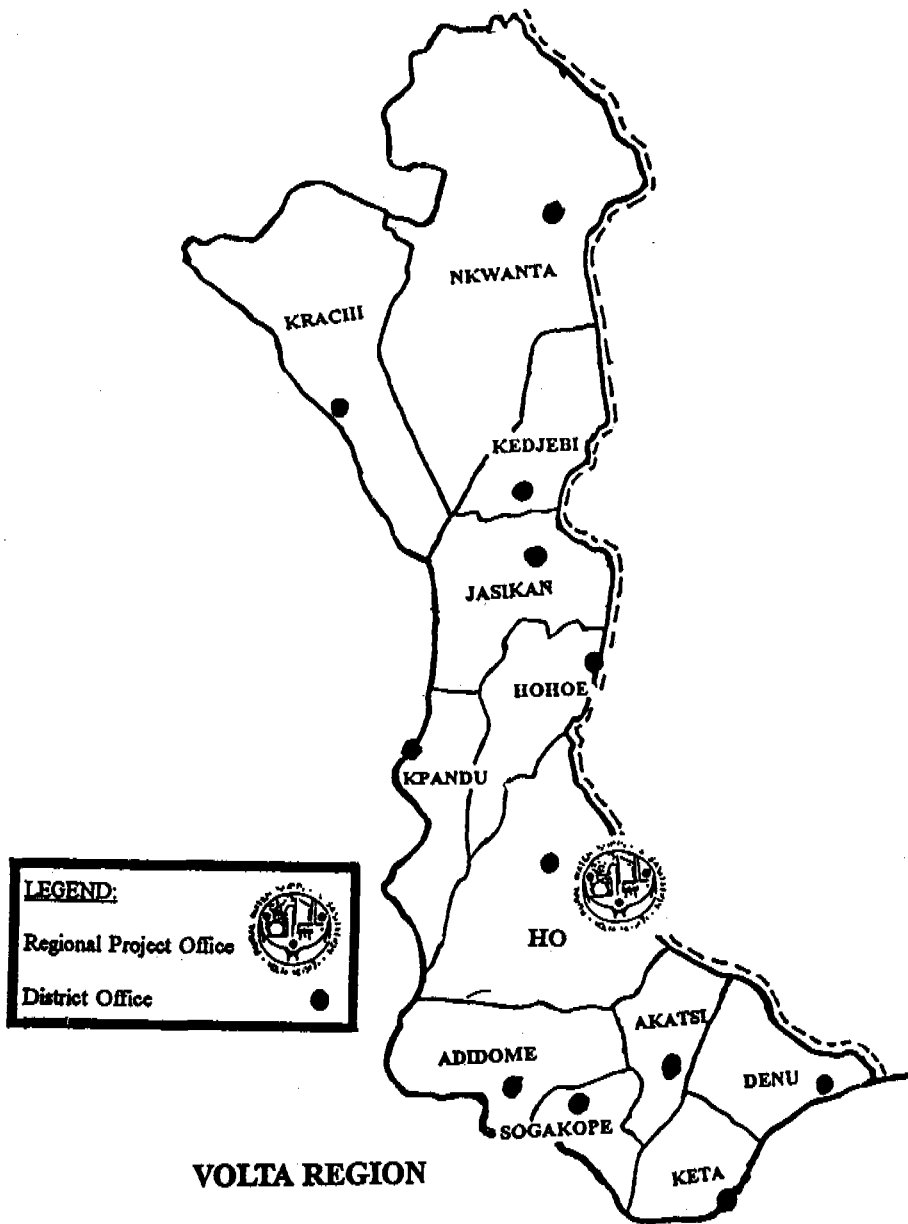
**Water and Sanitation Division**

The Project is implemented by Community Water and Sanitation Division of GWSC which has a regional office in Ho. It will assist all District Water and Sanitation Teams which will be established in the twelve districts. The District Water and Sanitation Team will be responsible for all the Project activities in the districts under the supervision of the District Management Committee (DMC).

The DMC will be a sub-committee of the District Assembly with a district official from Ministry of Health and Department of Community Development, Traditional Leaders, Queenmothers, Women groups and other organisations involved in the water supply and health sector in the district. The District WS team will have staff with expertise in Water and Sanitation technology, health education and community mobilization, in order to advice and help the communities to improve their water and sanitation facilities and avoid water related diseases.



# PROJECT ORGANISATION



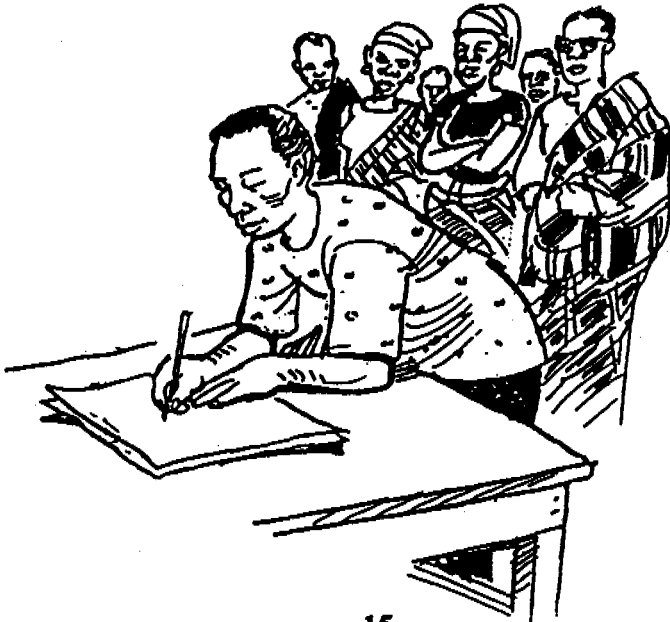
The procedure for communities to receive Project assistance is as follows:

**A. Application**

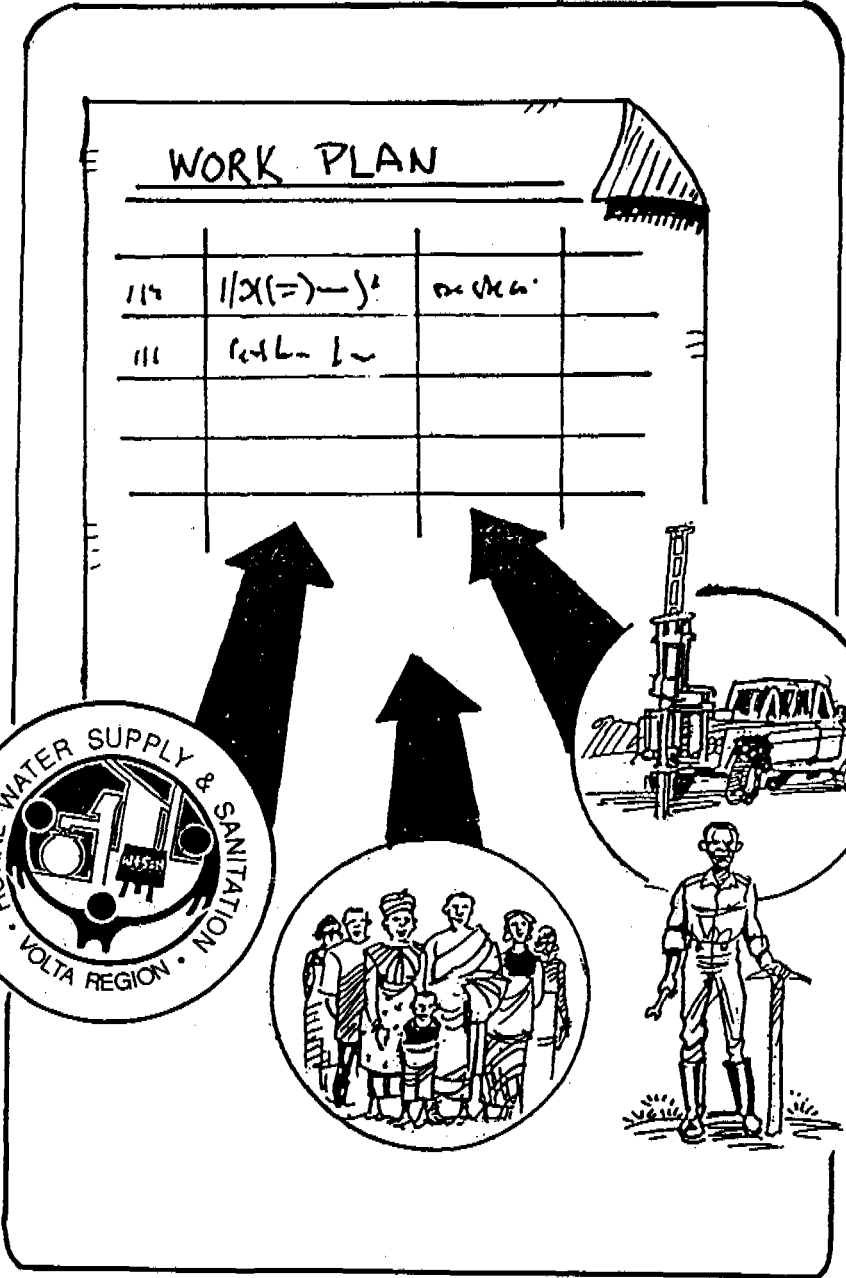
The community applies for assistance by filling an application form and send it to the District Water and Sanitation Team, either directly, through the Assembly/Assemblyman or a Project representative. The form must be signed by community leaders, e.g. the chief, the district assembly person and the Unit Committee chairman.

The District Team and the District Management Committee prepares a workplan for the Projects activities in the district.

The application forms will be prioritised by the District Management Committee which are coordinating all water and sanitation activities in the district. The prioritisation will be along the lines of need, e.g. communities with high prevalence of water related diseases or with no water supply at all.







Even so, many communities are in need of improved facilities, so it should be expected that some months might pass from the time the community is put on the work plan to construction activities start.

When a community is selected for the Project to start work, then the Environmental Health Assistant (EHA) will arrange an initial meeting with the community to discuss the possibilities and requirements for Project assistance.



The field assistant will collect information about the water and sanitation facilities and general situation in the community. Then the District Team can plan the surveys and studies which are necessary to find the best solutions to the water and sanitation problems in the village.

## B. Deposit

The community will be required to make a deposit before the Project will start the feasibility studies and surveys. This deposit amounts to C500 per person. The amount shall be paid to the community's Water and Sanitation account, and a receipt from the bank shall be presented to the Project. This money can be used as part of the final contribution by the community.

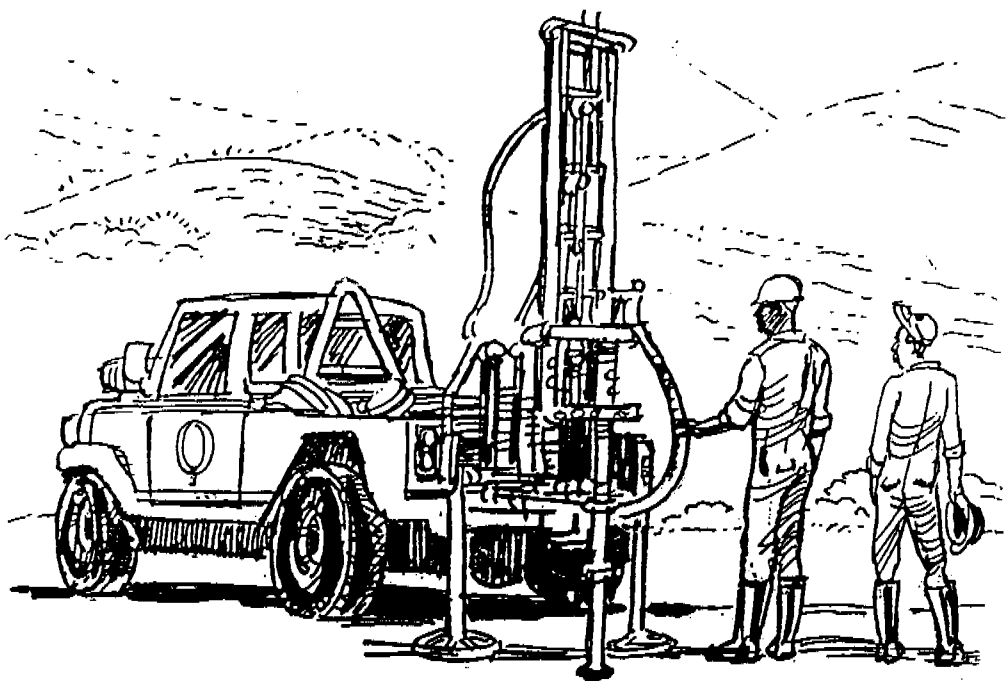
The amount to be deposited per community will be calculated as ₦500 multiplied by the number of persons living in the community including children and elders, as everybody will be using the water and sanitation facilities. People belonging to the community but living elsewhere shall not be included in the calculation of the deposit.



### C. Feasibility Study

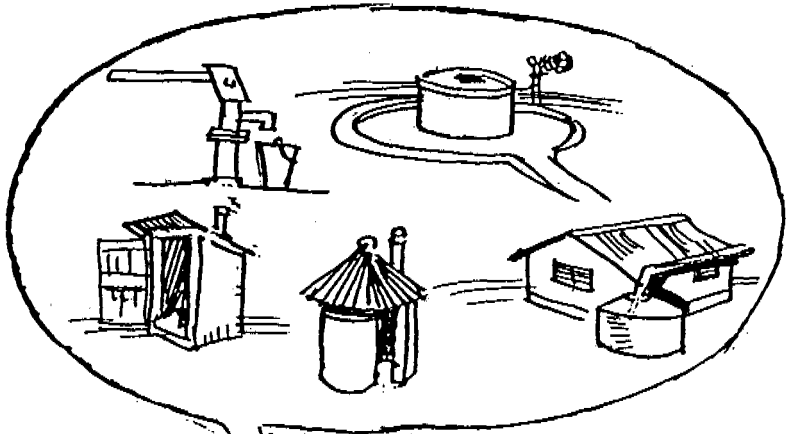
When the deposit is in the community water and sanitation account and the receipt has been accepted by the Project, the Project will undertake a feasibility study. This is a study of water resources, ground conditions and other issues needed to design the appropriate water supply and /or sanitation installations.

To make sure the results of water resource studies are correct, these might include test drilling of boreholes and measurements of yield of springs over several months.



When the studies are completed, the EHA will arrange a meeting with the community, and present and discuss the different options and the cost involved.

The different types of water supply will have different prices for installation and maintenance. This will also have to be taken into account when the community decides on the type of facilities it would like to implement.



When the community has discussed and decided on the type of facility to be installed, a written agreement between the community and the Project will be signed. The agreement describes the water and sanitation project which has been agreed upon and will indicate the decisions and responsibilities of the community and the Project.

At this stage it is possible to calculate the final amount which the community will have to contribute towards the construction costs. The contribution will be calculated as 5% of the actual cost of installing the water facility and 10% of the cost of sanitation facilities for institutions.

**D. Establishment of WATSAN Committee and contribution to capital cost**

The EHA will assist the community in organising and training WATSAN Committees in the management and operation and maintenance of water and sanitation facilities. The WATSAN Committee will be required to open a bank account and collect funds for the contribution from the community. The same account can be used later for collection of funds for operation and maintenance.



**E. Design and Construction**

The District Team will prepare the detailed design of water supply and sanitation facilities and prepare estimates of the cost of installation and operation/maintenance.

The final design will be presented to the community at a meeting. The community will take the final decision on the design of the system. At

this stage the WATSAN Committee is required to have completed the collection of the total contribution from the community.



The basic service level for water supply is defined as one tap or handpump for 300 people.

If the community wish to build a water supply with a higher service level, 50% of the additional cost must be paid by the community.

The Project will arrange a tendering procedure between contractors with experience in construction of water and sanitation facilities. Preference will be given to contractors from the area where the construction shall take place.

After the tendering, a planning meeting between the community, the Project staff and the contractor will be arranged to present the tender results and together with the WATSAN Committee a work plan will be prepared which will describe the activities to be carried out by the contractor, the Project and the community. A written agreement will describe when and how the payment of the community contribution has to be made.

The water supply and sanitation facilities will be built by the contractors under the supervision of the technical staff from the District Team. In cases where manual labour is needed the contractors can hire manpower from the community.

Training will be arranged for Pump Care Takers and other maintenance personnel during the construction.



#### **F. Handing Over to Community Ownership, Operation and Maintenance**

When the construction is completed, the Project will undertake a commissioning procedure to ensure that the installations are built according to the design standards.



The installations will now be handed over to the owners, the community and the 5% contribution shall be paid to the contractor according to the written agreement.

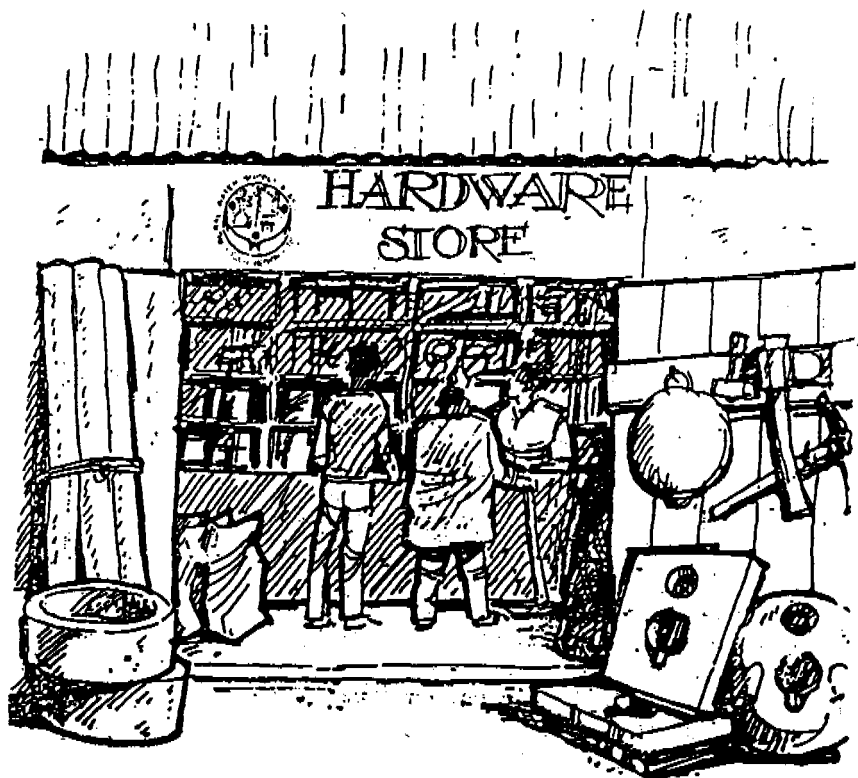


The contractor will be required to give a guarantee for the quality of the installations. In most cases the guarantee will last for one year. After the expiry of this guarantee period, the full responsibility for maintenance falls on the community.

The WATSAN Committee will be responsible for organising and paying for all operation and maintenance. This means that the WATSAN Committee is responsible for contracting mechanics for maintenance work which can not be carried out by the caretakers in the community.

The Environmental Health Assistant will continue to work in the area and will assist the community on problems arising with the management, operation and maintenance of the systems.

The EHA will also collect data for monitoring of how the facilities are functioning and being maintained. The EHA will continue to work with the WATSAN Committee on health education and promotion of sanitation.

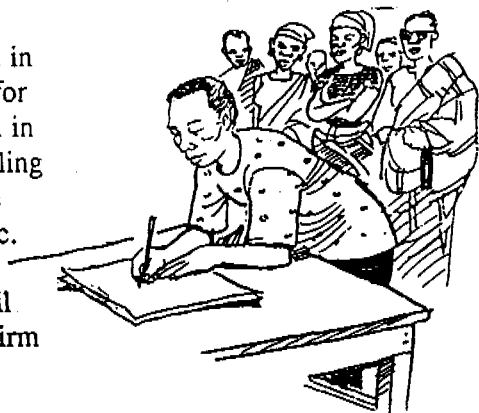


**Hardware Outlet**

The Project will arrange with producers and hardware outlets in the district centres that the relevant materials for water or sanitation installations are available, e.g. sanplats, vent pipes, well rings, curved blocks for wells or tanks and spare parts for handpumps and piped water supplies.

The Project is further training artisans in latrine construction. These artisans can be contracted by the prospective latrine owner and can be contacted via the EHAs.

The households which are interested in getting assistance for improvement for their facilities shall contact the EHA in the area. The EHA will assist in filling out a form with all the details of the location and number to be served etc.



After the local chief or Area Council Official has signed the form to confirm that the information is correct, the District WS office issues a voucher to pay for half of the cost of the required materials. The voucher can be used in a hardware store in the district town to pay for some of the cost of the materials. The voucher has to be used within two weeks.

The household purchases the materials with the voucher plus its own funds. The hardware storekeeper pays for the transport of the materials to the latrine owner, and the household arrange for the construction with an artisan trained by the Project.

The household is required to complete the construction within four months from the date the voucher is issued.

The EHA will make a final inspection of the facility and write a report to the Project. If the household has not used the materials for the purpose for which the subsidy was given, then the Project through the legal system

will demand the head of the household to pay back the full cost of the materials at the prevailing market price.

The Project assistance for part payment of materials will only be available for a three year period in each district. After the three year period the level of subsidy will gradually be reduced.

