Introduction to the National RWS O&M Management Manual and Strategic Framework

What strategy and manual say about sustainability and monitoring?

Arto Suominen, Ramboll Finland, COWASH, August 9, 2016
STRATEGIC FRAMEWORK FOR RURAL WATER SUPPLY OPERATION AND MAINTENANCE MANAGEMENT
Sustainable Rural Water Supply Schemes

Objective

By 2020, 93% of the Rural Water Supply schemes functioning (GTP-2)

Outcome

Outputs

- WASHCO’s and RWBs functioning
- Spare parts available
- Technical support services available
- O&M costs covered
7 major sustainability principles that guide to achieve the objective of RWS

- Water supply is owned and managed by the community
- O&M
  Critical O&M delegated to private sector
- Communities pay O&M 100%
- Spare parts supplied via private sector or revolving fund office
- Participation by all stakeholders and user communities, particularly women
- Good governance
  Transparency
  Accountability

Enforcement of policies, acts, strategies, regulations, guidelines and laws to protect and conserve the environment
13 Strategic Directions

1. Issue/amend the needed legal documents
2. Raise the profile of operation and maintenance management
3. Ensure the cost recovery in the community based financial management
4. Ensure sustainable spare part supply & management
5. Reinforce and establish institutional O&M support mechanisms
6. Develop and utilize appropriate norms, criteria and designs for rural water supply facilities
7. Ensure O&M service delivery,
8. Plan and implement preventive maintenance
9. Implement water safety planning from the remote catchment to the end users
10. Build professionals’ capacity at all levels
11. Establish and strengthen of M&E, MIS and reporting system of O&M
12. Incorporate O&M management in to Technical Vocational & Educational Training (TVET) Curriculum
13. Identify and provide financial resources for the implementation of the above 12 strategic directions
Operation and Maintenance Service Options

O&M Service Delivery

Major O&M Management
  - Pumps
  - Generators
  - Switch Board
  - Major Pipelines
  - Water Treatment Plant
  - Well Rehabilitation
  - Crane Service

Minor O&M Management
  - Hand Pumps
  - Rehabilitation of Hand Dug wells, Shallow wells
  - Spring Chambers
  - Water Points
  - Pipelines

Options
  - Water Supply O&M Service Enterprise/Revolving Fund Enterprise
  - Regional Water Bureau, Zone or Water Office
  - Private Sector
  - Woreda Water Office
  - Association MSE Urban water utility
  - WASHCO Caretaker
M&E strategic objective

• To establish a standard based sector-wide monitoring, reporting and documentation system
  – that strengthens
    • accountability and
    • fosters sector learning towards a strong O&M performance
Main items to achieve the M&E objective

• Set realistic but ambitious O&M management targets
• Select O&M indicators to measure physical performance, financial efficiency and compliance
• Annual Joint O&M Review, national survey
• Value for Money audits
• Independent O&M evaluation of performance
• Reform the current WASH-MIS to include O&M
• O&M Management Technical Committee under the umbrella of the Water Sector Working Group
• Institutionalise and formalise reporting from Kebele, Woreda, Zone, Region up to Federal
National Rural Water Supply O&M Management Manuals
Main aspects to be monitored

• **Organizational or Managerial aspects** (Practice of meeting, Topics to be discussed and to be decided, Keeping different records)

• **Technical aspects** (Functionality, practice of preventive maintenance, availability of spare parts, regular replacement of consumable parts of the equipment)

• **Financial aspects** (Practice of fee collection, amount of income & expenditure of the month, last balance in hand (cash) and in the bank)

• **Environmental and Water Source Aspects** (Implementation of water safety plan, identification of hazardous events and hazards, control measures and risk mitigation)
Information communication

• Reporting:
  – The cashier/technicians to Executive Water Board/WASHCO
  – EWB/WASHCO to the users in the General Assembly
  – EWB/WASHCO to the Kebele WASH Team/Woreda Water Offices

• Use of billboards
  – How much money has been collected and has been spent & on what?
  – How much money is left in account?
  – Who has not paid their contribution?
Performance Monitoring Indicators

- **Operational Performance Indicators**
  - Working schemes (%)
  - Revenue collection efficiency (%)
  - Stock Availability (%)
  - Water Consumption (l/c/d)

- **Financial Performance Indicators**
  - Basic O&M Cost Recovery (%)
  - Cash Balance (Birr)
  - Late Payment (%)

- **Management Performance Indicators**
  - Financial Accountability (%)
  - Accountability “Up” to Woreda Water Office (%)
  - Accountability “Down” to Community (%)

- **Maintenance Performance Indicators**
  - Maintenance costs against total operating costs (%)
  - Preventive Maintenance cost against total Maintenance cost (%)
  - Material cost against total Maintenance cost (%)

- **Environmental performance**
  - Average of quality indices for selected key determinants (faecal coli forms and turbidity)
O&M manual further includes performance system

- Performance Evaluation
- Performance Contract Agreement
- Contract monitoring
- Performance Targets
- How to use performance indicators
- Schedule for Performance Review
- Performance Reporting
- Performance Review and Evaluation
- Rewarding for best performed
- Penalizing for the bad performed
- Relationships with users/consumers
Where to find all O&M information?

- [http://www.cmpethiopia.org/page/1345](http://www.cmpethiopia.org/page/1345)

- **This includes**
  - O&M in Urban Water Supply
  - O&M in Rural Water Supply
    - RWS O&M Strategic Framework
    - RWS O&M Manual, RPS
    - RWS O&M Manual, Point Water Supply
  - Water and O&M MSE Manual
THANK YOU FOR LISTENING