



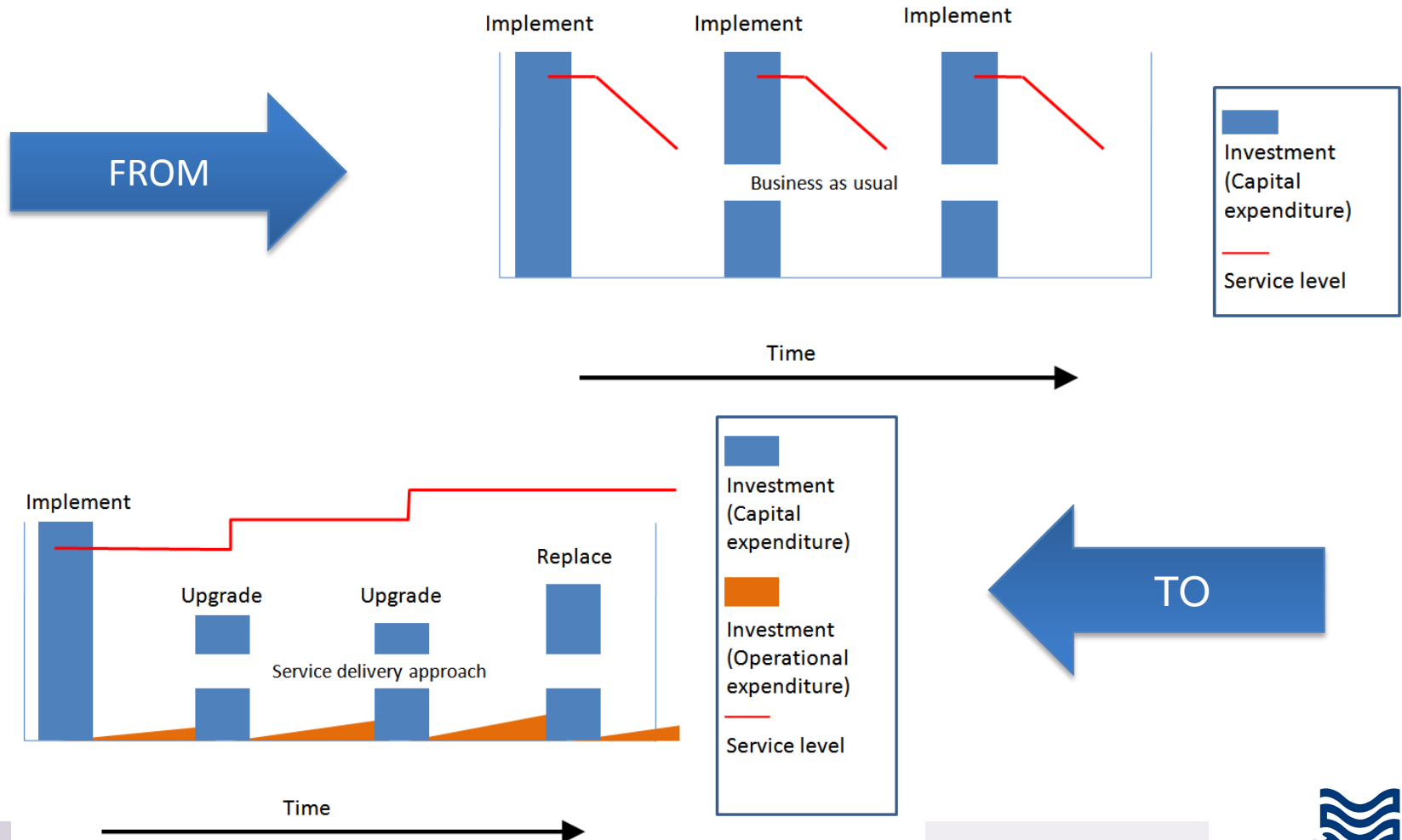
Beyond the project cycle

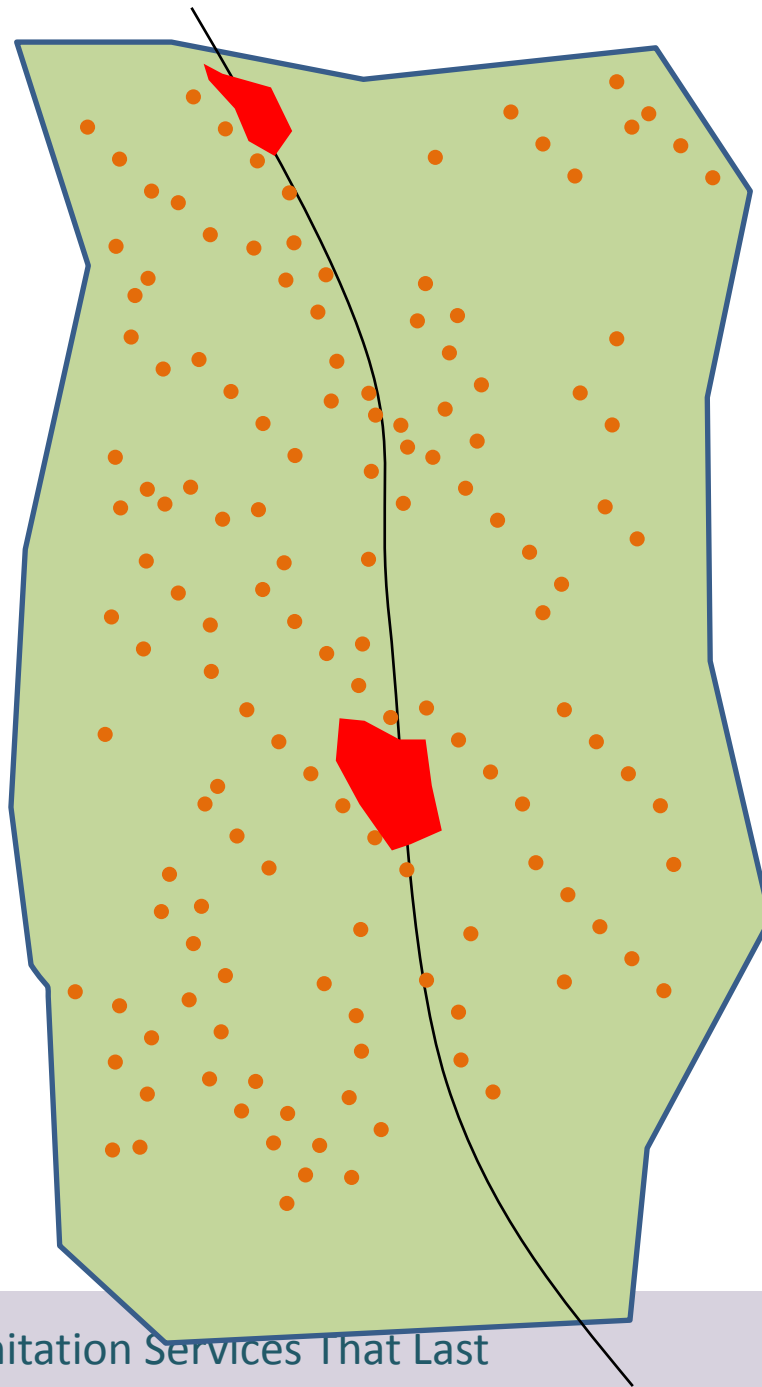
By Dr. Patrick Moriarty

The question

- ▶ How do we move beyond constructing new schemes - towards systematic maintenance of existing schemes – to provide a sustainable services – a service delivery approach?
- ▶ Do we have/need a Service Delivery Cycle?

A SERVICE DELIVERY APPROACH



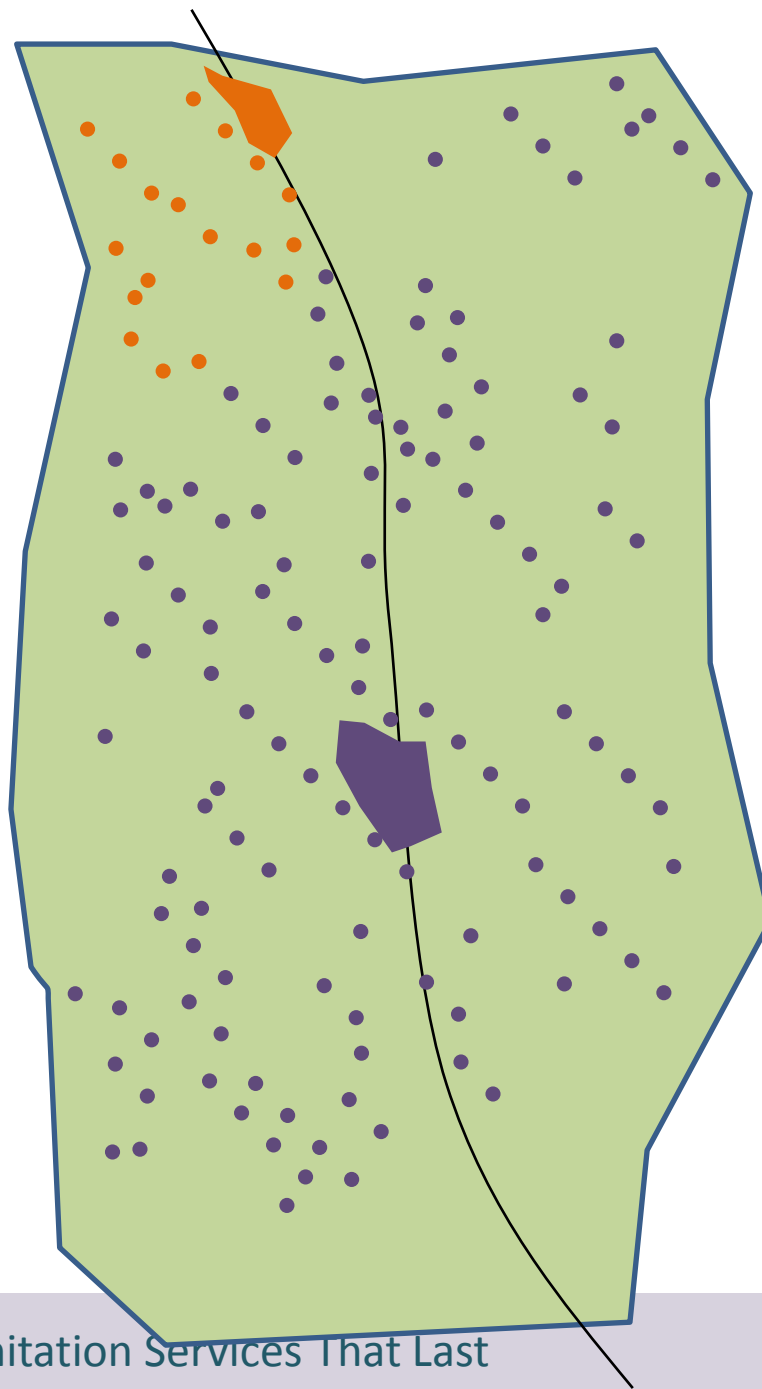


A small district

140 rural communities

2 small towns

Population 60,000



18/140
communities not
yet served

1 of the small
towns not yet
served (still using
handpumps)

A District Water Service Delivery Plan would encompass ALL of these activities

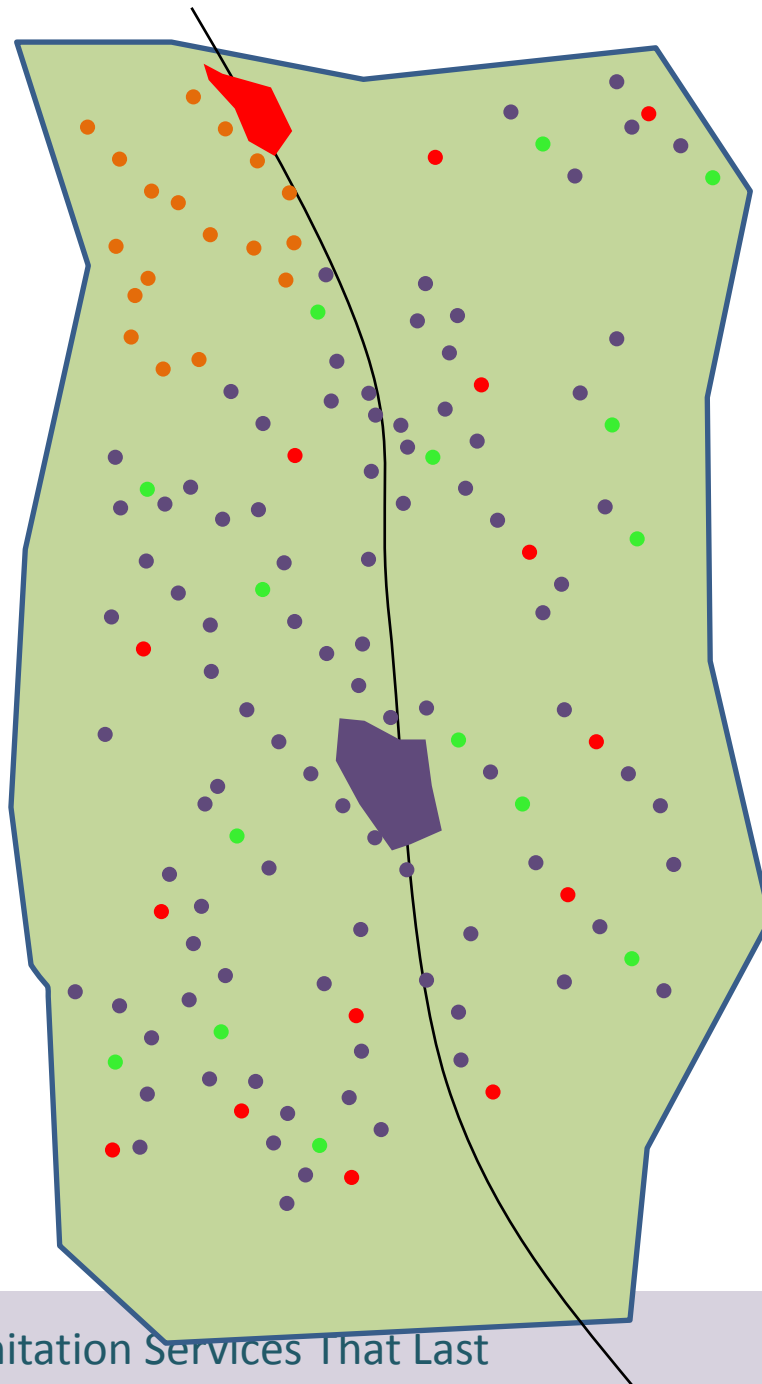
New construction for unserved

Planned Rehabilitation

On Demand Technical Support

Monitoring

Training/Capacity building



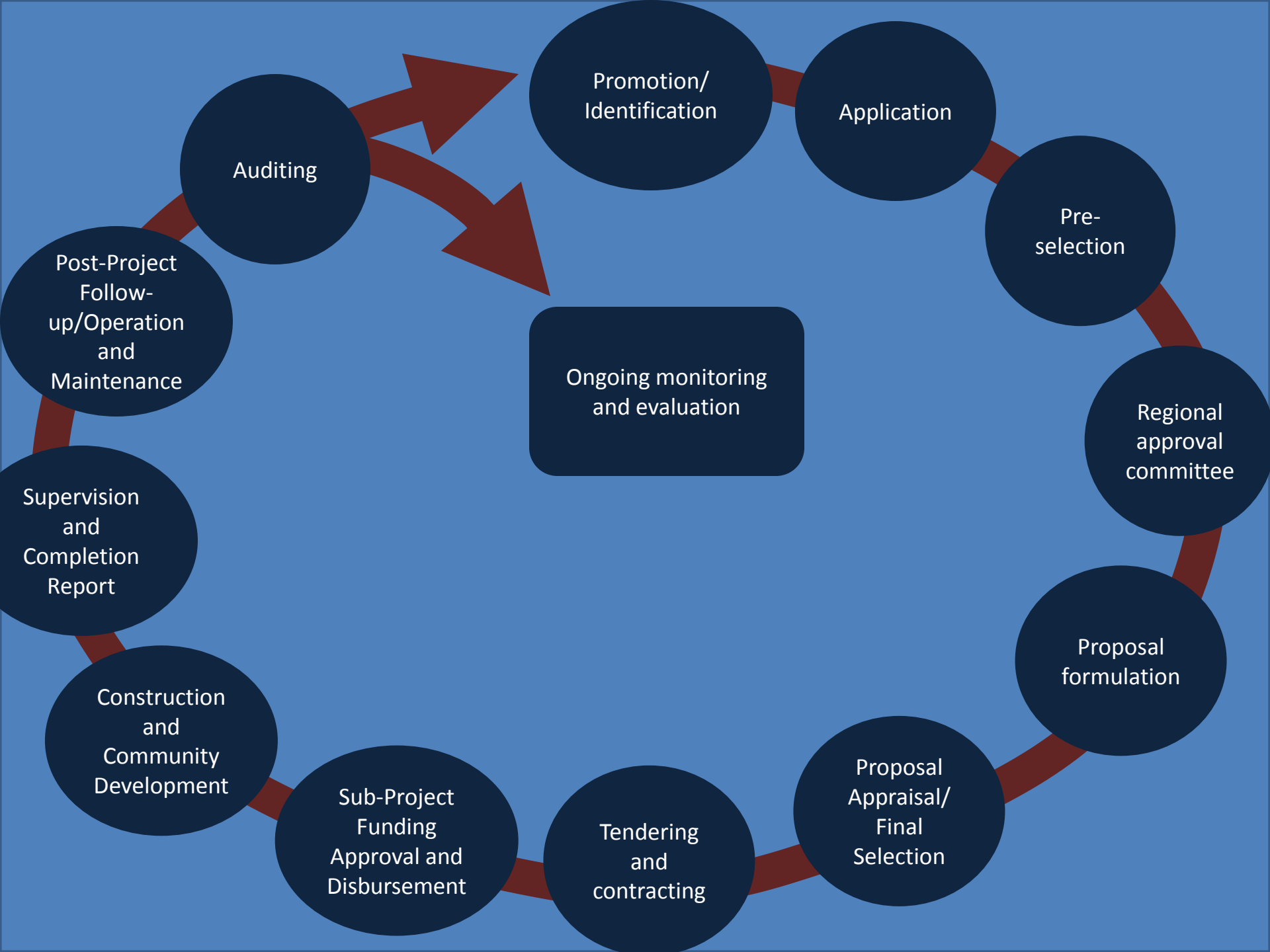
In a typical year:

10% (14) handpumps need replacing

10% (14) handpumps need maintenance that is more complicated than the area mechanic can manage

18 communities remaining to be served

Monitoring: DWST would like to visit each system at least 1 time per year



Promotion/
Identification

Application

Pre-
selection

Regional
approval
committee

Proposal
formulation

Proposal
Appraisal/
Final
Selection

Tendering
and
contracting

Sub-Project
Funding
Approval and
Disbursement

Construction
and
Community
Development

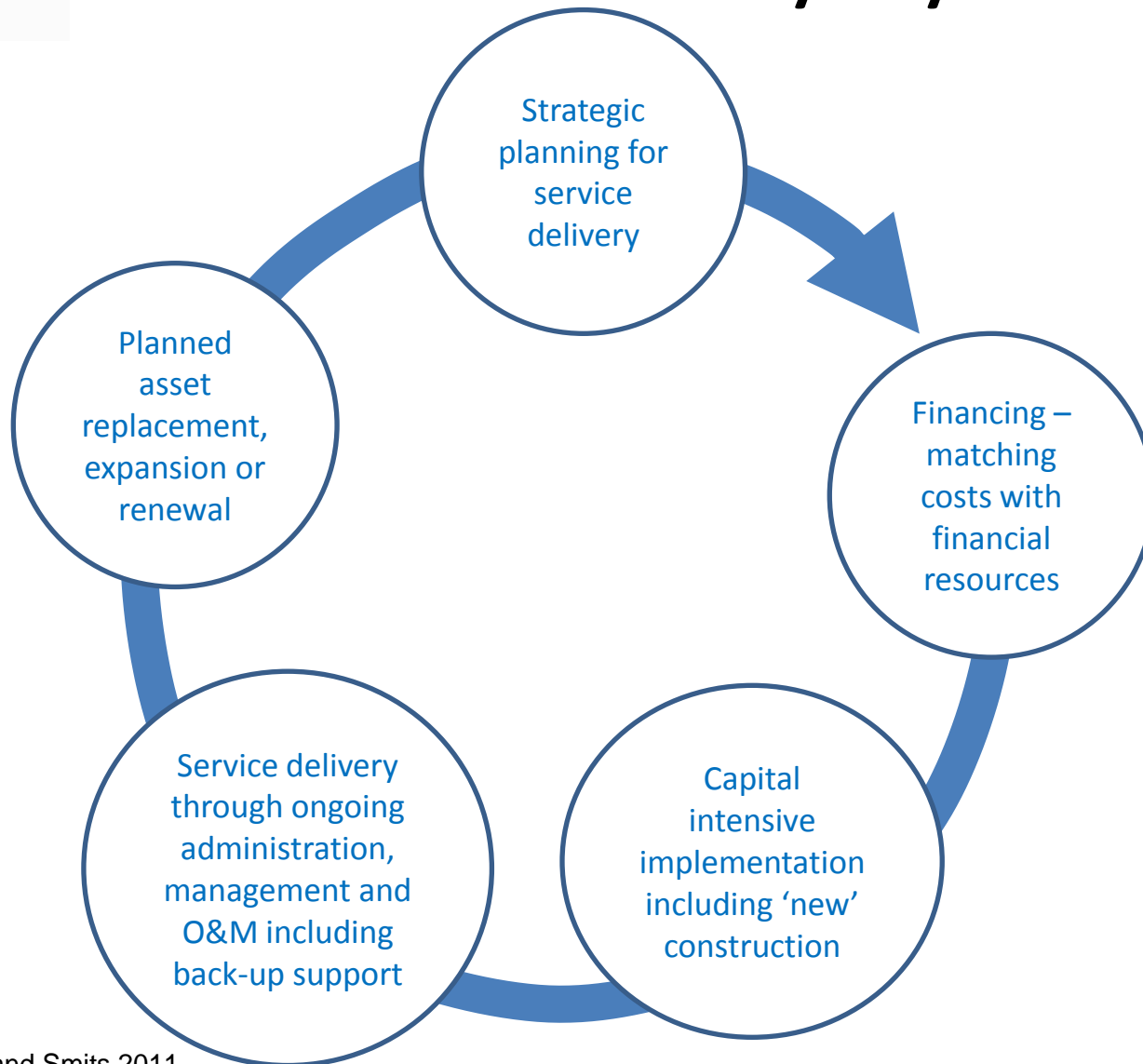
Supervision
and
Completion
Report

Post-Project
Follow-
up/Operation
and
Maintenance

Auditing

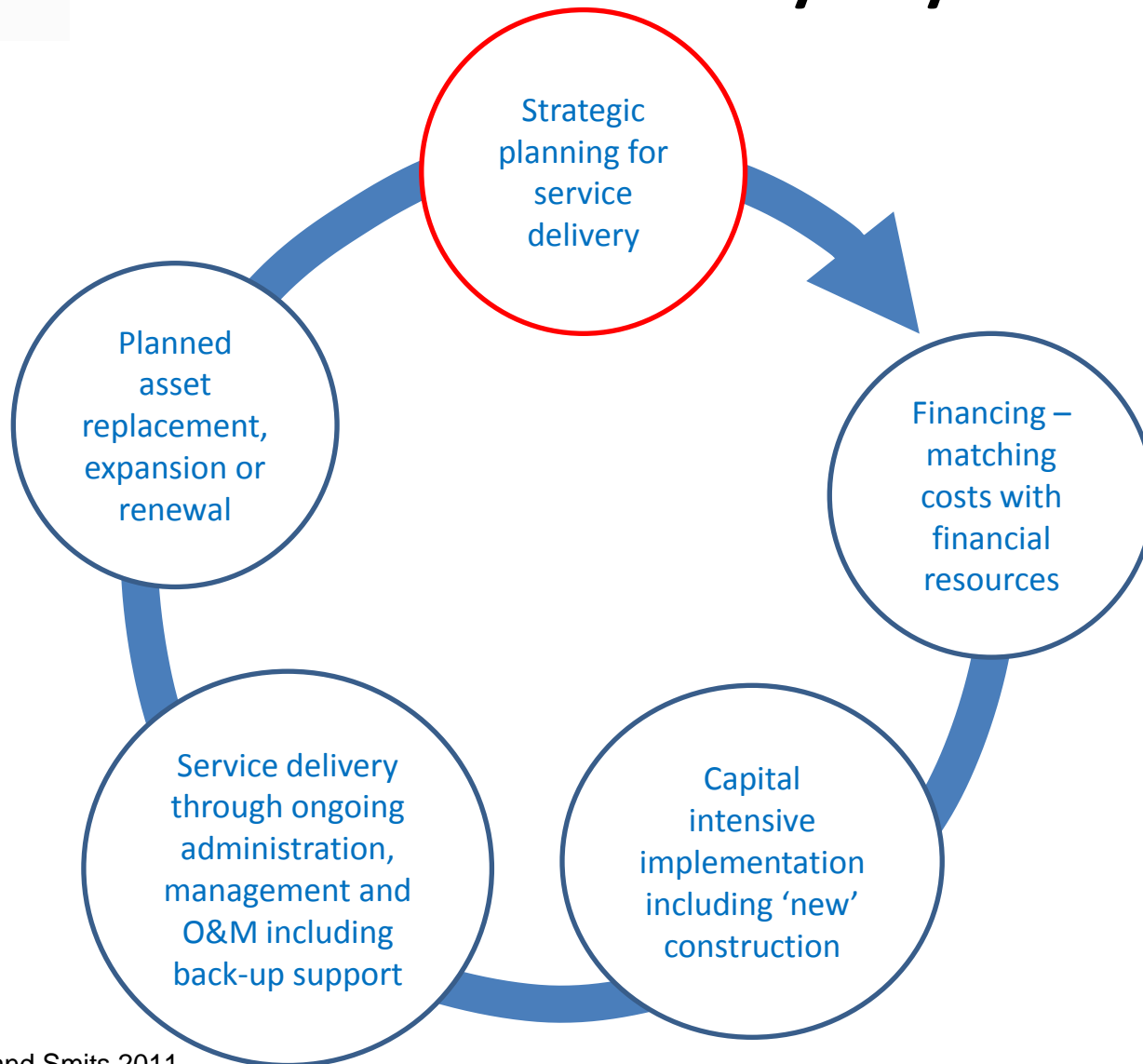
Ongoing monitoring
and evaluation

A Service Delivery Cycle



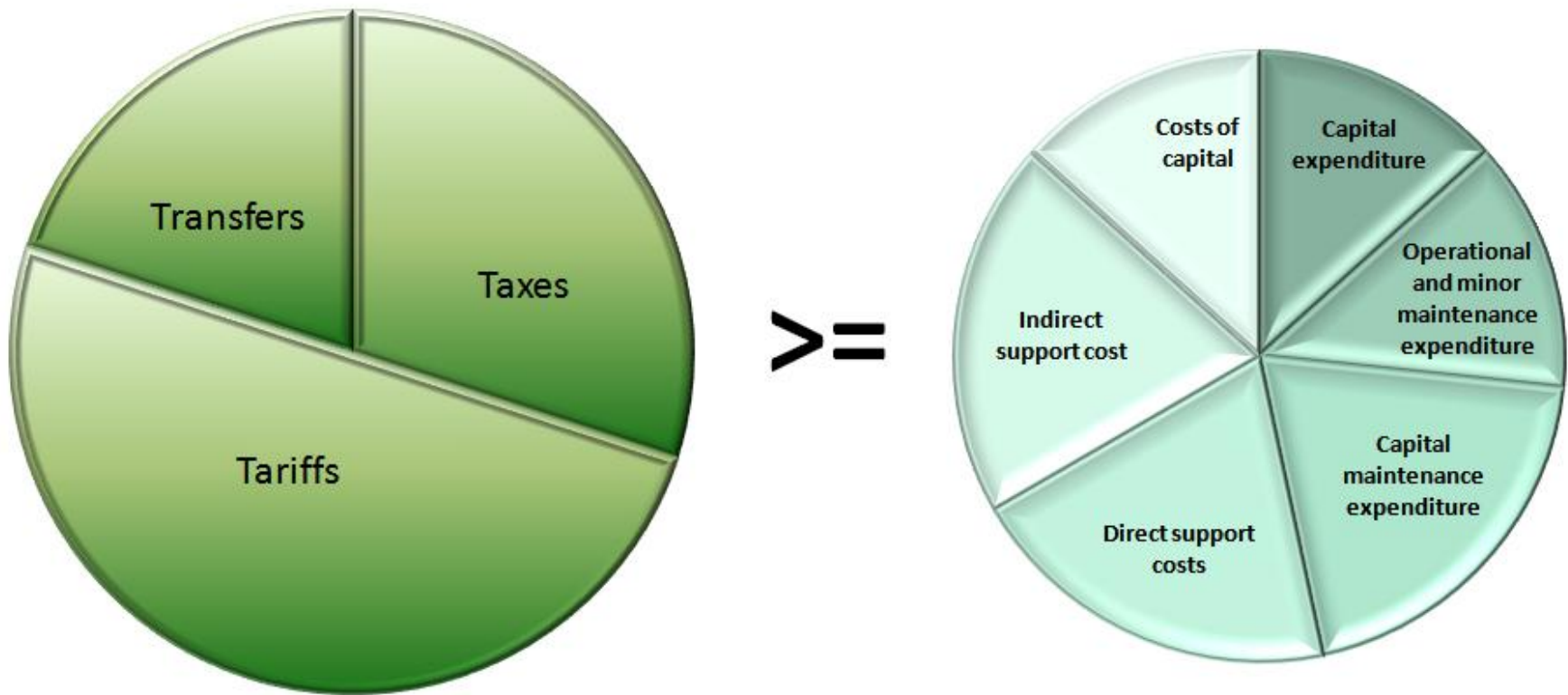
Modified from Lockwood and Smits 2011

A Service Delivery Cycle



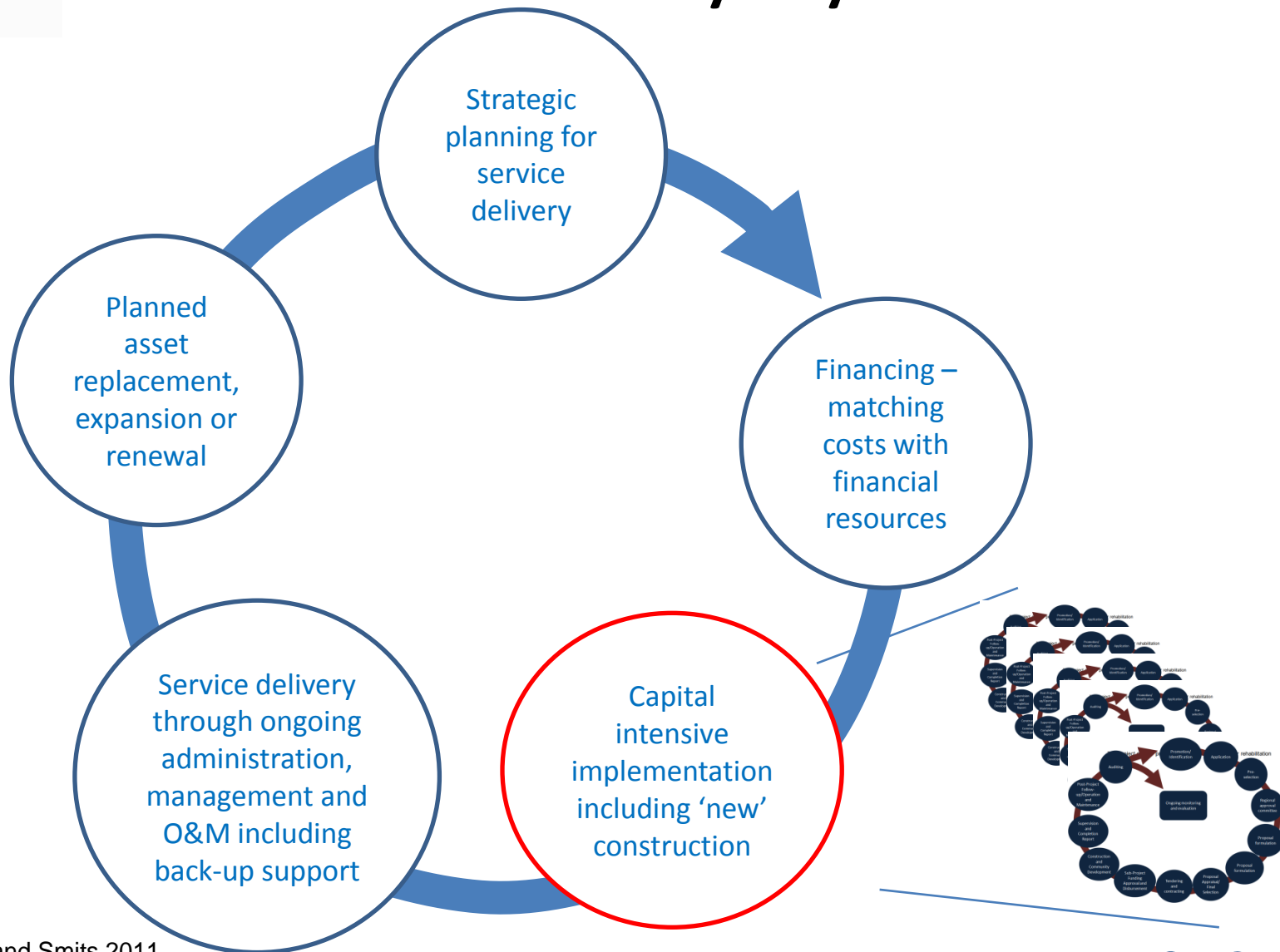
Modified from Lockwood and Smits 2011

A Service Delivery Cycle



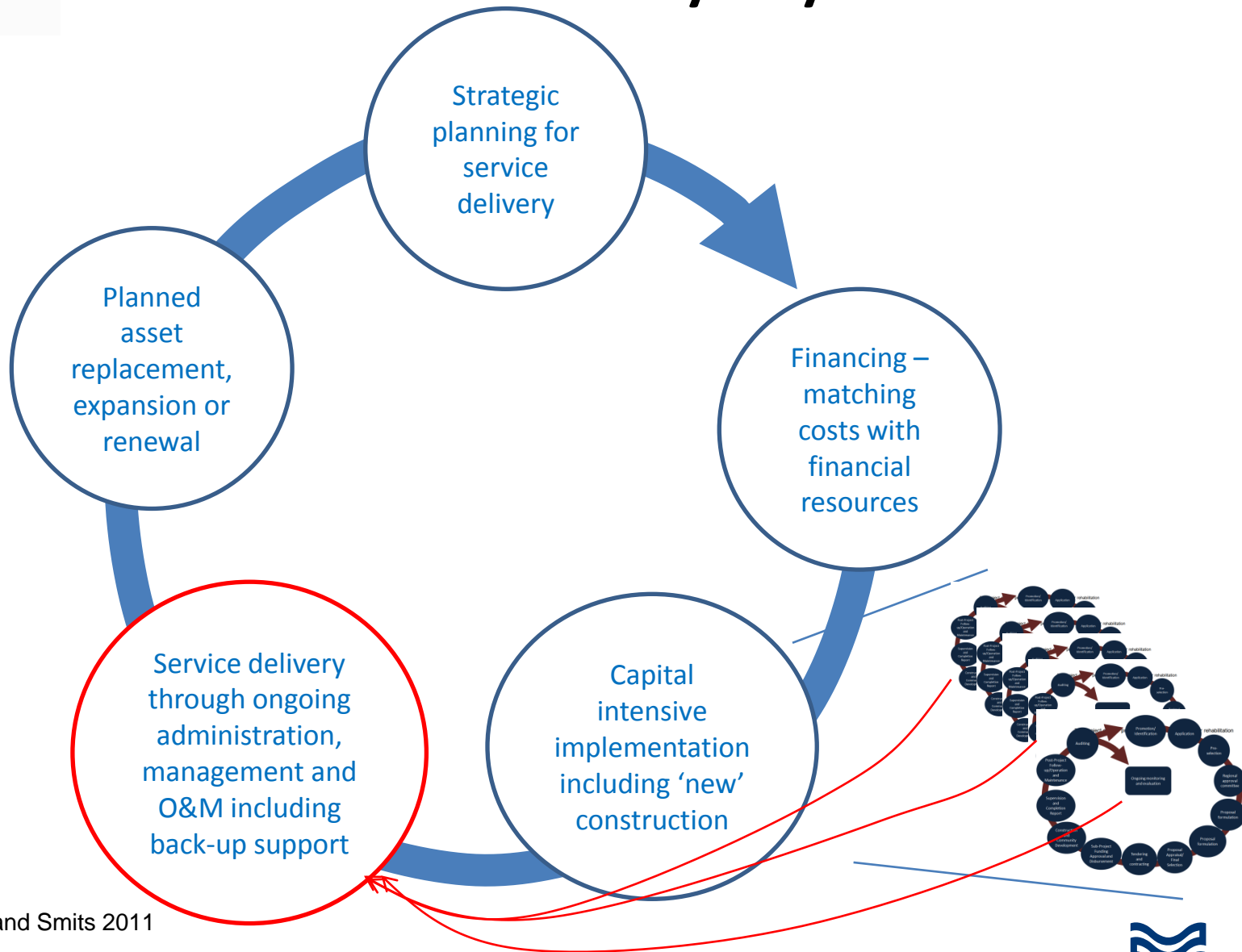
Modified from Lockwood and Smits 2011

A Service Delivery Cycle



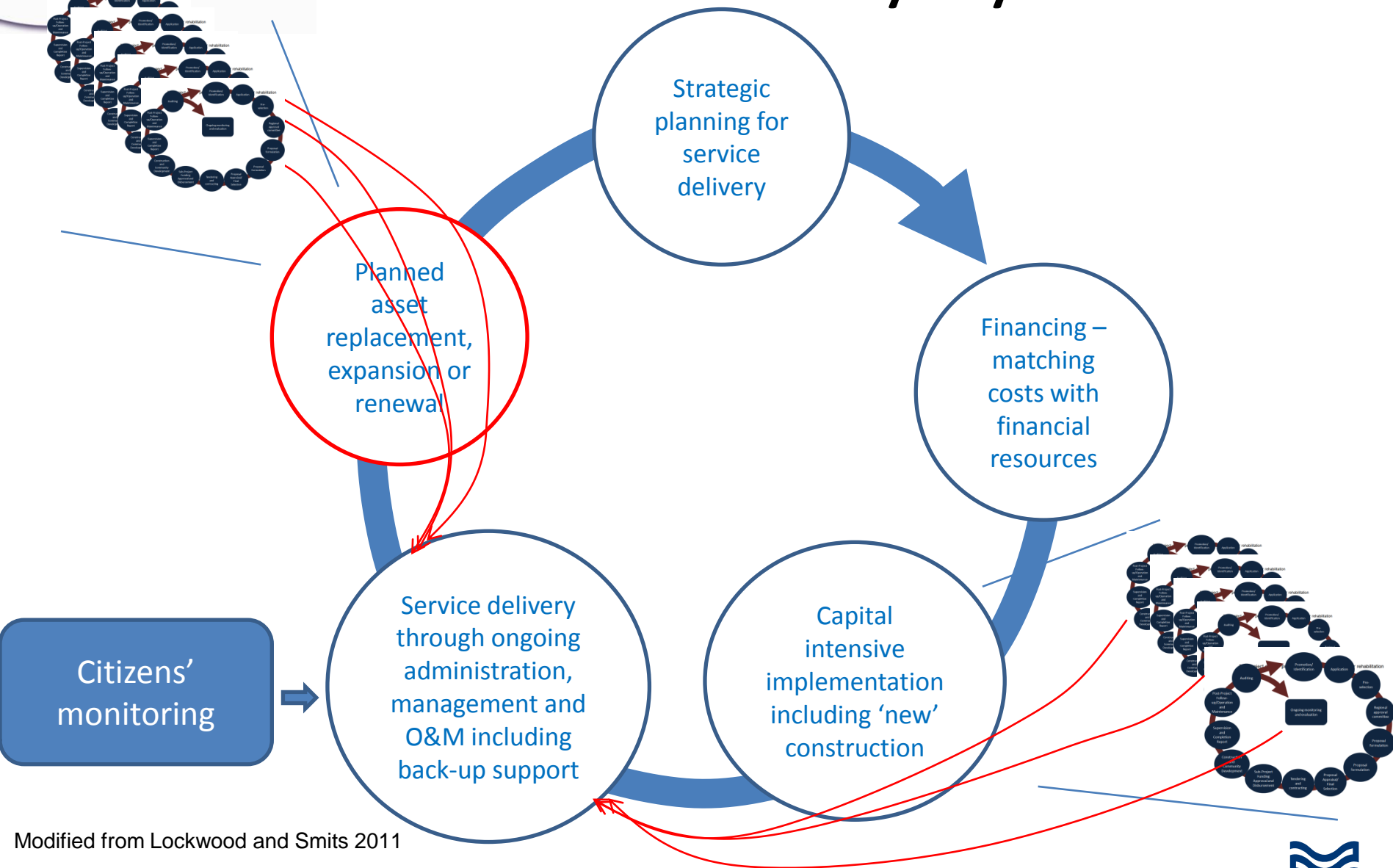
Modified from Lockwood and Smits 2011

A Service Delivery Cycle



Modified from Lockwood and Smits 2011

A Service Delivery Cycle



Modified from Lockwood and Smits 2011

Questions for discussion

- ▶ Does a service delivery cycle exist?
 - What is link between DMTDPs, DWSPs etc. and ‘service delivery cycle’
- ▶ Are we clear as to roles and responsibilities of stakeholders at different levels in Project AND Service Delivery Cycles?
- ▶ Are we clear on how to finance different parts of Project AND Service Delivery Cycles?

