

EWDAF/URB/72: Promoting Accountability and Strengthening Consumer Voice

Year: 2 of 3

Task Manager: Alain Morel

Client: Utilities in 5 capital cities and civil society organizations (NGOs and consumer associations) in 5 target countries

Region: Africa (Kenya, Tanzania, Burkina Faso, Zambia)

Partners: WaterAid, consumer associations, community representatives, local NGOs and civil society, SMPPs, regulators, utilities, water departments/ministries

Desired Project Outcome: Accountability to the poor is improved in 3 cities in WSP-AF focus countries through the provision of access of consumers, CSOs and service providers to sustainable governance arrangements channeling consumer voice.

Project Description: The capacity to tap into, and strategically channel, consumer voice is a critical element in the process of improving service delivery. One means of channeling that has been used successfully in many countries is the Report Card as developed by the Public Affairs Center in Bangalore, India. The Report Card is an evaluation tool that provides quantified user feedback to service delivery standards in a way that allows for improvements in governance arrangements and benchmarking over the long term. Within this project, key constraints to service delivery to the poor will be identified and the Report Card mechanism will be developed to enable communities, especially the poor to demand accountability from water and sanitation central service providers, SMPPs and government stakeholders. Strategic communication models will be developed as part of advocacy to manage the political risks and urban reform to catalyze progress towards achievement of the MDG goals. The project will be developed from prior work done by WSP with consumer organizations in Africa. The project has two main components

- (i) Identifying potential national partnerships from stakeholders involved in urban service delivery as a platform for consumer voices, and building their capacity to carry out urban water supply and sanitation Report Cards on an ongoing basis in two cities.
- (ii) Analyzing and documenting weaknesses in service delivery systems that result in corruption, inefficiency and inequities in services delivery.

Assumptions:

1. Suitable conditions and partners exist in the target cities for Report Cards to be an effective tool.
2. Sector stakeholders are able to work together in an alliance to implement the Report Cards, and can then make good use of the results in a variety of advocacy initiatives
3. Advisory services from the Public Affairs Foundation of Bangalore are available

Start Date: Jan 05

End Date: Jun 07

Indicators of Outcome:

1. Sustainable governance mechanisms for pro-poor utility redress adopted in two cities – Jun 07
2. Three utilities adopt conclusions of the report card process to improve accountability – Jun 07

Project Milestones:

1. Report Card “Road Shows” and initial assessments completed in four cities - Aug 05
2. 1 utility expresses interest in Report card approach - May 06
3. Formation of consumers Water and Sanitation watch group in at least one city - Jun 07

Project Update: 1/05 New project 6/05 Road shows resulted in decision to focus on 3 cities in Kenya rather than to implement the process in several countries 5/06 Initial time schedule in delayed because of internal procurement and admin processes, and because of the number of external partners involved. Delayed activities are rescheduled in FY07. Three new countries will be assessed in 07 i.e. Zambia, Tanzania and Burkina Faso.

Current Year's Activities and Outputs:

Activities	Output(s)	Deliverable Dates
<p><u>Report Card initial assessments and preparation.</u> Assessments to determine local conditions and candidate countries, partnerships established consortium members and CSO implementation agency. Undertake procurement. Determination of the accountability issues through FGDs. Assessment in three new countries i.e. Zambia, Tanzania and Burkina Faso</p>	<ul style="list-style-type: none"> • List of focus cities • Contracts signed with lead agencies • FGD reports 	<ul style="list-style-type: none"> • Aug 05 • Sep 05 • Oct 05 • Mar 07
<p>Undertake survey (questionnaire, sampling). Questionnaire for both countries should include broad common indicators so that they can be benchmarked.</p>	<p>Report Card findings compiled – Oct 06</p>	
<p>Support advocacy, assist with dissemination of results (media, service providers, reports, donors), with emphasis on the poor.</p>	<p>Popular Citizen Report Card – Nov 06 Advocacy strategy in place – Dec 06</p>	
<p>Country-level conferences to take stock and determine how to ensure sustainability</p>	<p>2 or 3 conferences complete – Jan 07</p>	
<p>Evaluation of project</p>	<p>Evaluation report – Feb 07</p>	
<p>Networking of Report Card teams and exchange</p>	<p>Lessons learned summary – Mar 07</p>	
<p>Documentation of consumer voice and Citizen Report Card mechanism for dissemination at global level</p>	<p>Contribution to global event completed – Jun 07</p>	