DATA COLLECTION by the Water Service Provider (WSP)

- The WSP is expected to collect data on the project area for the planning and preparation of the proposal
- Data is collected on population size, current service level, suitable technical options, public health, technical and legal constraints, etc.

PROPOSAL PREPARATION by the Water Service Provider assisted by the Water Services Board (WSB)

- The WSP prepares its project proposal by filling in the WSTF Application Form
- The Application Form includes technical designs, community participation activities and the budget
- The proposal is assessed and approved by the WSB

CONSTRUCTION & SENSITISATION by the Water Service Provider

- Creation of a multi-stakeholder Project Task Team (WSP, WSB, WSTF, Chief Public Health Officer, residents, etc.)
- Launch of the project and community mobilisation
- Sites for public water supply outlets (e.g. kiosks) are identified together with residents
- Implementation of technical works and of community sensitisation activities
- Design of the project operation and management concept
- Supervision of works by the WSP
- Periodic monitoring of the project by the WSB
- Commissioning of projects
- Support provided by the WSTF Field Monitors
- The project is audited by the WSTF

PROJECT OPERATION by the Water Service Provider

- The WSP is responsible for the sustainable operation and maintenance of the project infrastructure
- Customers are charged tariffs approved by the Water Services Regulatory Board (WASREB)
- The WSP implements its Customer Care programme
- Support is provided by WSTF Field Monitors during initial stages

EVALUATION OF THE PROPOSAL by the Water Services Trust Fund

- The WSTF Evaluation Committee evaluates all proposals
- Evaluation is done on the basis of technical, social, financial and operational criteria (value for money, technical feasibility, etc.)
- The Evaluation Committee prepares a recommendation to the WSTF Board of Trustees for discussion and approval

APPROVAL & AWARDING OF THE PROJECT by the Water Services Trust Fund

- The Board of Trustees approves the best project proposals
- The WSP is informed of the decision made by the WSTF
- The Financing Contract is prepared and signed
- WSPs must fulfill the following before the first disbursement:
  - Open a project bank account
  - Inform the Local Authority and the residents of the project
  - Prepare a procurement plan

PROJECT EVALUATION by the Water Services Trust Fund

- Participatory project evaluation focuses on:
  - Technical works
  - Community participation and sensitisation
  - Financial management of the project
- The evaluation of project operation emphasises:
  - Impact and performance of the project
  - Customer satisfaction
- The outcome of the evaluation is communicated to the WSB and the WSP; the results are used to improve the quality of WSTF-funded projects