

water for people EVERYONE • FOREVER





Location: The 21 Unplanned Areas Of Blantyre, Malawi

FACTS ABOUT BLANTYRE

- 70% of the population live in informal settlements
- 6.3%/ year urbanization rate
- 4.7\$ of LIA residents considered ultra poor
- Poor public services

THE ISSUE 2009

- Few communal water kiosks were running, lots of shortfalls experienced
- Grass-root level party loyalist using the water kiosks as IGAs
- Influential community members managing kiosks
 - No trainings and agreements
- Community fights over management of kiosks

POLITICAL INTERFERENCE AND ITS IMPACT ON WASH SERVICE DELIVERY

- Non-regulated water tariffs
- Disconnection bill non payment (> 40 million Kwacha)
- Low service level (46.2% not meeting govt standards)
- Vandalism



Vandalized kiosk in Ndirande-Matope

2009 – 2013 INTRODUCED WUA MANAGEMENT MODEL

- Focused on Organizational Development (9 WUAs established)
- However, political interference and lack of transparency was experienced
- Need for a different approach



2014 – 2016: THE SOCIAL MOVEMENT

Development of Theory of change for water supply service Application of Political Economy Analysis

Identifying actors and their interests

STRATEGIES AND APPROACHES 2014-2016

WASH Actors Identified

- Political party governors, MPs
- Religious Leaders
- Local Utility Company
- Local Authority
- Traditional Leader

Interests

- Money
- Power
- Fame
- Job satisfaction
- Project success

STRATEGIES EMPLOYED TO CURB NEGATIVE POLITICAL INTERFERENCE IN WATER SERVICE

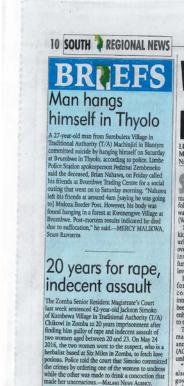
USE OF MEDIA ADVOCACY/INVESTIGATIVE JOURNALISM

Partnered with private electronic and print media houses in exposing the

malpractice/Naming and shaming

STRATEGIC NETWORKS

Involvement of Right Groups/Consumer Right Groups in the fight against political interference in water service



BRUEFS Water union weakens political intrusion

MKANDAWIRE

hailed the existing sanity in water kiosks' management in Blantyre following the creation of water users associations' (WUAs) coalition.

Since inception, water kiosks operations in periurban areas have been overpowered by political interference as they function at constituency

But following the formation of WUAs coalition, political intrusion has significantly been weakened resulting in

to the consumers. annual general meeting communities they serve,"

"The coalition has building specialist for also strengthened the Water for People. governance aspect of Magoya also saluted office-bearers for the areas of Blantyre, creating

associations to ensure between various to further simplify the The observation was they are truly transparent stakeholders in the provision and access to made Friday during an and accountable to the provision of potable water clean water in all parts (AGM) of the associations' said Joseph Magoya, Board (BWB and Blantyre umbrella body in Blantyre. training and capacity City Council (BCC).

the next one year. Other committee

THE NATION

members include Humphrey Hira, who was elected vice-president with Esnath Maganga and Dorothy Chipolo being voted as secretary and vice secretary respectively while Sam Ntalika was retained as treasurer.

BWB kiosks manager Francis Baluwa also commended the outgoing coalition committee fo working hard and improving WUA operations.

"But we expect the new structure to take the WUAs to another level,"

In his acceptance

During the AGM, communal water kiosks members elected new operating in low-income individual water users' the existing collaboration coalition who will be led more than 1 000 jobs.

STRATEGIES EMPLOYED TO CURB NEGATIVE POLITICAL INTERFERENCE IN WATER SERVICE

03

INTERFACE MEETINGS

Formal and informal meeting with politicians and presentation of data on effects/impact

<u>04</u>

INFORMATION SHARING/IEC MATERIALS

Water Users/Community empowerment through information sharing to increase pressure and demand for quality service at water points



ACHIEVEMENTS

- 10th WUA formed in Malabada area after 8 years of fruitless attempts.
 Use of media and radio jingles helped
- Extending water service delivery to the unserved
- Job creation (724 jobs)
- Overall LoS at water point level significantly increased - 44.8% within 2 years (53.8% in 2014 to 98.6% in 2017)



