



Rome, June 28<sup>th</sup>, 2001

ref U/2001/424

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Dear Sir,

**Subject: Final Report on contract No. AOT-G-00-00-00114-00**

Please find enclosed the above-mentioned final report. Complete Standard Forms 269, 270 and 272 are annexed with the report.

We kindly request you to reimburse us the amount of 231,875.94 USD on the following bank account:

**Bank: Banca Nazionale del Lavoro**  
**Address: New York - 25 West 51<sup>st</sup> Street - N.Y. 10019**

*References:*

**Chase Manhattan Bank - New York**  
**Routing N. 021000021**  
**F/O Banca Nazionale del Lavoro - New York**  
**A/C N. 001-1-465457**  
**F/O Comitato Internazionale per lo Sviluppo dei Popoli**  
**A/C N. 0510-616125-00**

Thanking you for your kind co-operation, I remain

Faithfully Yours

Paolo Dieci   
CISP Deputy Director & Responsible for International Programmes

*International Committee for the Development of Peoples (CISP)*

**BORANA RELIEF PROJECT**

**QUARTERLY REPORT**

*Addis Ababa, June 2000*

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## 1. QUARTERLY REPORT SUMMARY

<b>Organization:</b>	CISP Comitato Internazionale per lo Sviluppo dei Popoli	
<b>Date:</b>	December 4 <sup>th</sup> , 2000	
<b>Mailing address:</b>	P.O. Box 60014 Addis Ababa, Ethiopia	
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**Program title:** Borana relief

**Award No.** AOT-G-00-00-0011400

**Country, region:** Ethiopia, Oromia Regional State, Borana Zone, Teltelle Woreda

**Hazard:** Recurrent drought in the area

**Time covered by this report:** November 2000      **To**      March 2001

**Objective #1:** Improve the water availability for human and livestock consumption in the intervention area, Gendhile and Hobok PAs, drilling two boreholes with 50 m<sup>3</sup> reservoir, cattle trough, pump house, water point.

**Progress:** The two deep boreholes were drilled and construction completed as per standards

<b>Indicator and Current Measure:</b>	Hydrogeological and geophysical study	100%
	No. of boreholes drilled:	2 – 100 %
	No. of surface construction ended	2 – 100 %
	Number of beneficiaries reached:	4,757 people 20,300 cattle (100 %)

**Objective #2:** Bestow beneficiary awareness and project sustainability organizing water committees, sessions of training and capacity building workshop both at a community and at Governmental level. Cost recovery analysis.

**Progress:** Project awareness was strengthened during this period both at village level and at governmental institutions level (Zone and Woreda). Formal discussions and meetings with communities and Governmental Institutions were held for this specific purpose. Very important points such as Operation and Maintenance (O & M) and cost recovery were tackled and sessions of training were conducted with the purpose of train communities to manage effectively the water points.

<b>Indicator and Current Measure:</b>	No. of trained pump mechanics ( operators )	4
	No. of trained staff water committee members	14
	No. of water committees formed	2
	No. of Fee collectors	4
	No. of advisory board member	15
	Level of cost recovery	60 %

## 2. PROGRAM OVERVIEW

### 2.1 Project objective

Borana Zone in southern Oromia is a very highly populated pastoralist area known to be very vulnerable to drought. The project is planning to operate in the sector of water development for human consumption and for livestock in Teltelle Woreda, specifically in Hobok and Gendhile Pa.s. The first objective is to improve the water availability in the area both for human and livestock. This could be achieved by drilling two boreholes equipped with submergible pump and constructing 50 m<sup>3</sup> reservoir, cattle trough, pump house and water point for human consumption. The second objective is to bestow beneficiary awareness and project sustainability organizing water committees, sessions of training and capacity building workshop both at a community and at Governmental level. The cost recovery analysis will also be carried out. The project is the natural complement to a previous work done by CISP in the Woreda<sup>1</sup>, where four boreholes has been already drilled in Billa, Marmaro, Horbate and Dibe Kune Pa.s.

### 2.2 Profile of targeted population

The vast majority of the populations targeted are pastoralists. The population of the Woreda perceives lack of water as the first priority to be tackled with urgency. In fact, the interviewed people seemed much more concerned for the health status of the cattle than for their own. Human health is also very much affected by the shortage of clean water, especially within the vulnerable groups.

The following table summarizes the total number of expected beneficiaries:

Pa	No. of people	No. of cattle
Hobok	2820	12 000
Gendhile	1937	8 300

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<sup>1</sup> "Community Based Water Supply project at Teltelle Woreda, Borana Zone, Oromia Regional State" founded by the European Union.

### 2.3 Geographic locations of all major program activities and planning

**Organization** CISP  
**Date** August 4, 2000  
**Country** Ethiopia

National state	Zone	Woreda	Pa	Lat/Long	Sector/activity	Hydrogeological & Geophysical study start/end	Drilling dates start	Surface construction start	Water committee formation
Oromia	Borana	Teltelle	Gendhile	04°55'08"N 37°19'48"E	Water/well	Jun 1 -Jul 22, 2000	November	December	December
Oromia	Borana	Teltelle	Hobok	04°34'31"N 37°15'16"E	Water/well	Jun 1 -Jul 22, 2000	December	December	December

### 3. PROGRAM PERFORMANCE

#### 3.1 Objective #1

*Improve the water availability for human and livestock consumption in the intervention area, Gendhile and Hobok Pa.s, drilling two boreholes with 50 m<sup>3</sup> reservoir, cattle trough, pump house, water point.*

After having signed the agreement with the winning firm from our bid “Oromia Water Works Enterprises” ( see previous report ) on the 5<sup>th</sup> of October the physical works started. The two well locations were in Teltelle Woreda in the villages of Gendhile and Hobok. The remoteness of these locations coupled with the hardship to be stationed there was for a reason of concern especially as far as Hobok is concerned. Moreover, there was a big expectation for this work from the Government side as well as the beneficiaries to find usable water in places where water was not found so far despite many attempts and where the need of water especially for cattle was so critical.

The Oromia water works enterprises crew worked very committedly and the CISP supervision was also quite effective for the achievement of this difficult task. Water was found in both places with a general satisfaction. The drilling work at Gendhile site, after mobilization, started on the 28<sup>th</sup> of November and ended on the 19<sup>th</sup> of December 2000 while in Hobok it was even quicker meaning that work started on 22<sup>nd</sup> of December and finished on the 25<sup>th</sup> of December 2000. The materials used were very appropriate and for drilling a DTH air rotary drilling machine was deployed which has considerably eased and shortened the time of drilling. To give other relevant technical features of the two deep wells the Gendhile one reached a total depth of 200 mt and after pump test it was found a yield of 4,2 Lt/sec. At the Hobok site water was found more shallow at 78 mt and the yield of the well amounts at 7,5 lit/sec. Both yields are very suitable for watering huge number of livestock as it would be required by the nature of the area which is pure nomadic. The construction of the water structures in both sides have started in February and ended in due time despite a very heavy rain in the area. We attach the firm completion report of the “Oromia Water Works Enterprises” which gives an exhaustive technical picture of the wells together with the water structures. Moreover, we also attach two appreciation letters ( one from the Government ) that acknowledge the social value of the work done.

#### 3.2 Objective #2

*Bestow beneficiary awareness and project sustainability organizing water committees, sessions of training and capacity building workshop both at a community and at Governmental level. Cost recovery analysis.*

The project “software” component is deemed to be very important in order to raise awareness about usage of boreholes especially as far as cost recovery collection and operation and maintenance are concerned.

During the planning phase, the communities were highly involved in the sites locations and we feel that the locations of the two wells reflect the priority needs of the majority of the pastoralists.

Generally speaking we have to say that the strategy and implementation modalities of the present project have been grounded on the positive experiences of CISP in the sector. This is valid also for the establishment of efficient community management (CM) structures. We have also benefited in this project from a very useful consultancy work that entered specifically in the analysis of the CM of the previous problems and, applying an iterative learning process, identified shortcomings and way to overcome them.

What you would find below is an important section of our consultant report that we put in attachment to this report in full. This section tries to explain how CISP has formed and organized the social works at grassroots level and how it attempted to enhance financial sustainability through community financing. The paragraph 3.2.9 is important as it summarizes the most critical and relevant issues about follow up.

### 3.2.1 Formation of Water Committees and Their Employees

Rural Water Committees have been established jointly with the ZO community promotion agents in accordance the Oromia guidelines for CM prior to implementation (borehole drilling) so as to facilitate community involvement in planning and implementation. Early establishment of WCs is important to motivate and promote the beneficiary communities and prove an entry point for enhanced awareness benefits. In fact it is worth point out that during the mobilization of drilling machine and the crew, the newly formed committees were able to mobilize their communities to make access roads and to clear drilling and construction sites.

The procedure followed in the formation of WCs mainly involved:

- Arrangements made with kebele administration for general assembly several days beforehand
- Orientation and explanation to general potential users as regards the need for CM, the WC structure and functions, cost recovery scheme, etc at the assemblies followed by questions, discussions and acceptance and approval of the proposed system by the communities.
- Election of WC members, WC staff members and appointment of boards of advisors by the communities. Minutes, including list of the elected water officers, was properly recorded at each meeting and filed in CISP office.

The CM structure as a whole consists of:

**A) The Water Committee** composed of 7 members: Chair, Secretary and Accountant, Cashier, Purchaser, Auditor/Supervisor, Store Keeper and a lay member (only one or two of the members are women) each with distinct responsibilities. Eventually, this Committee will takeover the responsibility to 'independently' govern WSS from CISP after having acquired the required organizational capacity prior to project closure.

#### TASK DESCRIPTION FOR A COMMUNITY WATER COMMITTEE

- \* To represent the community in contacts with the agency
- \* To organize contributions by the community, in cash or kind, towards construction, and towards operations and maintenance
- \* To organize proper operation and maintenance, including supervision of caretakers
- \* To keep accurate records of all payments and expenditures
- \* To promote hygienic and effective use of the new facilities
- \* To hold regular committee meetings to discuss and decide on issues, procedures, and problems
- \* To inform the community regularly about decisions and to report on revenues and expenditures

**B) The Board of Advisors:** a team of elders appointed from the leaders of existing clans and the PA executive Chair. These people support WCs in their operations and relations with the general users. They strengthen and facilitate the smooth operation of the WCs by enforcing traditional values and customary sanctions.

In order to identify appropriate community management system and intervention entry points, CISP had conducted a Social Survey in the woreda early in 1998 prior to the commencement of physical project implementation of the previous project. The Survey particularly concerned the relevant social aspects and natural resource management systems. Accordingly, CISP was able to recognize the complex and elaborate system of water source (particularly traditional hand-dug wells called *ella*) management. The Study identified traditional units and structures that were proposed to form sound basis/entry points for community-based management whose capacity could be gradually enhanced through the sensitive involvement of an NGO. CISP experience in other areas of the country dictated the importance of ensuring or creating a linkage between development-initiated community-based management institutions and existing social system in a given context if new structures were to be politically significant and sustainable.

With respect to water management in Borena, in particular, it was supposed to be possible to adapt and develop traditional systems of water organization to ensure that the moral force and authority of the customary, *aada*, institution reinforced them. To parallel the council of a traditional well, a similar council was proposed by the Study to be established for each new scheme. Other core water committee members were supposed to be elected by the user assemblies to assume the particular responsibilities required for the improved water supply scheme operations. Accordingly, the proposed community management of the new water supply system was a Water Committee that is well integrated with the traditional clan structure and well management units. This is made possible through the Board of Advisors who is considered as support members of the Water Committee.

C) **The WC employees:** Whereas water committee members function on voluntary basis, paid staff are recruited by the users to serve the WCs in technical tasks, collection of user charges and guarding the schemes. Two Motor Operators, two Fee Collectors and one guard have accordingly been selected in each community. The rate and modality of payment to these employees is not yet decided.

### 3.2.2 Fencing and Office Rooms Building

Construction of fencing and office structures is intended through cost-sharing arrangements between CISP and potential beneficiaries. These facilities include:

#### 1. Protection/fencing Structures

- Fences with gates enclosing the water schemes, distribution structures, office and sanitation facilities in order to ensure effective guarding and control of properties and access to use.

#### 2. Office Rooms

- Conference/meeting halls
- Office rooms
- Store rooms

In the present practice, WCs do not have any permanent work place where they meet, carry out tasks and keep records. This appears to have limited their efficiency. Whereas one member of the WC is a Store Keeper, for instance, he has no proper place to keep and control his stocks. The construction of office facilities is therefore intended to address such problems and enhance effective Community Management. Precisely, the provision of office rooms will:

- ❑ provide stable working place for WCs,
- ❑ strengthen commitment, and closer supervision and monitoring of water operations,
- ❑ improve property control mechanisms,
- ❑ encourage proper documentation and record keeping system,
- ❑ enhance sense of ownership and responsibility,
- ❑ and hence increase the efficiency of water committees.

### 3.2.3 Community Financing

Cost coverage is viewed by the project as the key component of Community Management, and it is intended to be introduced in both sites following the commencement of water operations. Even if no 'Willingness to Pay' assessment has been conducted so far, evidence of positive attitude and willingness to pay seems strong with the people. A general understanding of the need for and acceptance of charges for water services appears evident on the part of the users. Next steps concerning choosing financing system and application, nonetheless, are still subject for extended discussion and dialogue among all the actors.

Tariff setting will mainly be the function of Water Committees through negotiations with their respective communities reflecting up on the existing experiences in the area, income levels, and estimates of production, distribution and administration costs of the water operations. According to the existing procedures, the users will determine the selling price of water with the assistance of CISP based on the number of users per scheme and calculation of OP & MT and other costs. Different rates might be set up for certain quantity of water and for the different classes of animal users.

Provided the possible absence of external supports or subsidy, a financial system enabling full cost coverage has been proposed. For budgeting of costs under a full cost recovery system, the basic categories of costs that should be covered by the users comprise:

Operation costs: - running costs including costs for fuel, oil and lubricants, staff salary, etc. Standing costs-all year round costs (such as guards salary) incurred even during service interruptions such as during or after the rains can also be included under this category.

Maintenance and Repair costs: - costs for maintenance and repairing of scheme parts, which may also include costs for spare parts, remunerations for technicians and the like.

Replacement reserve: -depreciation costs of fixed assets / current installation costs.

In addition costs for extension of services might be considered in the future after full coverage has been attained.

Appropriate bookkeeping and financial control systems have already been designed to be introduced to each WC with adequate orientation and training. Accordingly, proper registration of funds, use of cashbooks and accounting ledgers, etc will be exercised by the WCs. The Water Committees and responsible officers have already been provided with some materials and adequate training relevant for financial operations.

A prior arrangement for the opening and use of bank accounts by water committees has already been made with the YUWSS. The accounts will be opened in the name of the WSS in the Yabello branch of the Commercial Bank of Ethiopia with the assistance of the Yabello office. The WC will regularly deposit repair and replacement funds, which will be calculated, based on installation costs following the completion of the physical construction works in accordance with the Oromia CM Guidelines, in the bank.

#### 3.2.4 Hygiene and Sanitation Promotion

The principal purpose of water supply intervention for humans is to improve health conditions and contribute to better quality of life through increased access to of safe and adequate water. However, lasting impacts on health can stem from changes in health related knowledge, attitudes and practices. Experience and results of several studies in the area dictate that improved water supply facilities -provision of adequate and safe water - can be seen as entry points for such impacts, but without an integrated hygiene and sanitation education component, water supply interventions will not necessarily contribute directly to enhanced health.

CISP had conducted a participatory KAP study as regards water, hygiene and sanitation issues in Teltelle in 1998 in order to identify entry points for integrated community health education activities. According to the KAP study findings, many most serious diseases that affect the Borena people are associated with water (referred to as 'water-born' diseases) and water-related hygiene and sanitation practices (referred to as 'water-based' and 'water-based' diseases) depending, one way or another, on water for their transmission. In particular, the transmission and spread of parasitic diseases such as intestinal problems and malaria are invariable associated with the water supply and water sanitation.

-Drinking water must be safe at the moment it is drunk: not only at the source but also in the storage vessel. Safe water that is contaminated in route to the mouth may be no better than using equally contaminated water from wells or ponds. Opportunities for contamination of water arise at many points: at the time of collection, during transport, during storage and in time of use.

-Proper use of facilities and improvement in personal and domestic cleanliness often require change in long established behaviour. And this can best be achieved through continuous educational activities.

-Any intervention program that aimed at improved health status of a given community, there fore, should attempt to abort the impact of environmental factors operating negatively on the disease occurrence, with particular emphasis on water and sanitation.

Accordingly, in order to enhance the health, hence food security, impacts of the project, extensive basic health education campaigns have been launched in the project areas. The health promotion activities are being undertaken in coordination with water committees and woreda level relevant offices. Particularly, the woreda Health, Education and Agriculture offices are actively involved in the campaigns through their village-based staff members (rural health workers, school teachers and extension agents).

In addition to direct contribution towards improved health status, integrated water related CHE is an effective strategy for and important element of community participation and management. It follows a simple logic that awareness of the health implications of improved water sources increases the use of the sources and the concern for the continuous OP & MT of the systems on the part of the user communities. Health education promotes users commitment and willingness to pay for water services. The effects of HE can be hastened and ameliorated if provided with the introduction of improved sanitation facilities and practices.

### 3.2.5 Sanitation Facilities

Absence of convenient bathing and cloth washing facilities, especially for women, are observed to be an important problem, perhaps discouraging cleanliness, in the areas of intervention. Spread cowhides are used to wash clothes at water sources, and taking bath involves carrying water to the bushes. Therefore, in addition to extensive and continuous community level basic HE campaigns, additional Personal Hygiene and Sanitation Promotion Facilities have been suggested to be constructed along with the water supply structures in order to enhance the health status of the users, encourage continuous use of water schemes, and help develop increased level of commitment and support to Community Management. The structures are:

- a. Shower rooms, separately for males and females
- b. Clothe-washing stand or basins
- c. Appropriate drainage structures (canals/tubes and soak pits)

It should be pointed out that construction designs should take local preferences and suggestions into account. Possible designs for shower rooms and clothe washing basins are already been submitted, while 'traditional' house models could be adopted for office structures.

In addition, cost-sharing arrangements should be made with the potential user communities prior to construction. The communities should contribute locally available construction materials such as stone, wooden posts, sand grass, and unskilled labor. On top of budget considerations, such arrangement is believed to develop sense of ownership, responsibility and confidence on the part of the communities.

This proposal has already been presented to and discussed with the ZO, woreda level partners, the Water Committees and beneficiary communities and gained appreciation and acceptance.

### 3.2.6 Institutional Capacity Building

Experience dictates that the decentralization of water schemes management (VLOM approach) and devolution of responsibilities to lower level structures can only be effective if the relevant management organizations acquire adequate technical and administrative skills and orientation (as well as material and other supports) prior to the transfer of responsibility. Accordingly, a series of training workshops have been organized to strengthen and build the organizational capacity of the rural water committees and their functionaries. The purpose of the training workshops was to provide Rural Water Committee Members, their employees and support structures with the necessary managerial and technical skills and orientations that would enable them to effectively manage the rural water supply schemes with a minimal external support after the withdrawal of CISP's assistance.

The nature and organization of the workshops is briefly outlined below (please also see the Format and Schedule attached as Annex 1 and 2, respectively).

#### Training workshops, target groups and duration

A total of 5 workshops were organized for different groups of participants. While the common title of all the workshops was "Community Management of Rural Water Supply Systems", the courses and focus areas of the workshops were different from one to the other.

<b>Workshops</b>	<b>Participants</b>	<b>Duration</b>	<b>Date</b>
I	Water Committees	3 days	02 - 04 February 2001
II	Operators	5 days	02 - 06 February 2001
III	Finance Officers	1 day	05 February 2001
IV	WC Support Team and Partners	1 day	06 February 2001
V	General User Communities	1 day/committee (6 days).	10 - 15 February 2001

### Trainers/facilitators

Three experts from the ZO, one sanitarian from the Woreda HO and two CISP Borena staff were employed for conducting the workshops.

No.	Names	Organization	Position	Subject Areas
1	Ato Deneke Tefera	BZ-WMERD Dept.	Leader, Community Promotion Team	Community Participation and Management
2	Ato Wago Liben	BZ-WMERD Dept.	Administration and Finance Officer	Financial and Property Management
3	Ato Asaminew Tebeje	BZ-WMERD Dept.	Leader, Operation and Maintenance Team	Water Scheme Operation and Maintenance
4	Ato Andemlak Admasu	Teltelle Woreda Health Office	Sanitarian	Sanitation and Hygiene Promotion
5	Ato Ayalew H/Mariam	CISP - Borena	Community Animator	Community Management Practice, and Promotion strategy and topical issues
6	Ato Abdi A.	CISP - Borena	Logistics Administrator	Administrative Support and Training evaluation

### Training participants

Training participants were drawn from Water Committees, their employees and partner offices and local administrations. The participants were divided into groups on the basis of their roles and responsibilities in the CM of WSS and their particular training needs. Accordingly different workshop sessions have been organized and conducted for each group and varying duration. The different groups of participants are described below.

#### Group - 1

a) The Water Committees from CISP Project Sites. The composition of WCs includes rural schoolteachers and village-based health workers and extension agents.

b) 5 Water Committees from ZO interventions. El-woya, Brinder, Bale Bishan Dana, Milami and Mekenisa WSS. (In addition to supporting the ZO, the participation of those WCs outside CISP operations has created a forum for mutual learning from practical experiences of long established WCs.)

#### Group - 2

Motor Operators from the Rural Water Supply Systems (2 per scheme)

#### Group - 3

4 Finance-related officers from each Water Committee (Accountant, Cashier, Purchaser and auditor/supervisor) and Fee Collectors (2 from each Water Committee).

#### Group - 4

Water Committee Support Members/Team and Woreda based partners: Boards of Advisors composed of 5 elders per WC from PA chair and clan leaders, and representatives from Woreda Administrative Council, Woreda Health, Agriculture and Education Offices (2 people from each office).

#### Group - 5

General water user communities in each intervention area.

### Training subjects and methods

Thematic areas for the workshops have been identified in line with the aspects of CM and on the basis of the training needs established through the Review exercise findings. The main subjects and topics addressed are listed below. The specific subject areas and skills have been tailored to the particular needs of the different classes of participants.

#### Subjects:

1. Community Participation
2. Community Management: WCs structure and functions
3. Community Financing, Cost Coverage and Financial and Property Management
4. Water Supply Scheme Operation and Maintenance
5. Community based health education: Water Supply, Sanitation and Hygiene Promotion
6. Supervision and Monitoring
7. Partnership and Coordination

#### Issues:

1. Review of existing Community Management practice in the woreda
2. Scheme protection, office and personal hygiene and sanitation facilities construction and use
3. Arrangements for inauguration and handing over of water supply schemes

The workshops have been conducted with the active participation of the participants through a combination of methods including discussion, on-site demonstration, experience sharing and intensive practical exercises in addition to lecturing. The CM Guidelines, several formats, operational schemes and other supplementary materials have been used as the relevant references.

### 3.2.7 Village-Level Community Workshops

In order that trained Committees and staff properly exercise their functions in their community, their roles and responsibilities need to be adequately appreciated and fully supported by the latter. By the same token, in order that transparent and accountable water management system can be built and institutionalized, general water users require to clearly learn their obligations, rights and responsibilities with regard to water schemes utilization and administration, and be well informed about the operation procedures of the Water Committees. To this effect, further to general community educational orientations provided during Committee election and subsequent performance monitoring exercises conducted in each intervention kebele, more focused user based mini workshops that will mainly be facilitated by respective Water Committees with the support of the concerned CISP staff and the Water Dept.'s agents and attended by the respective water users at the kebele level have been scheduled to be organized soon following the completion of the woreda-level CM Training Workshops in Milami. The Committees have received adequate orientation and explanation to assume this responsibility up on their return to their home villages. Procedures and schedule of the community workshops have been established at joint planning sessions and approved during the training. The WCs are allowed to take adequate time to properly make necessary arrangements in villages with the assistance of the Boards of elders. In organizing the workshops, it is particularly stressed that the participation of all potential users of water sources, both men and women, should be ensured. The workshops will also be participatory forums of mutual learning whereby relevant issues will be raised and extensively discussed by the participants. At the events, the thematic areas of presentation, clarification and discussion will embrace the following:

- The Community Management structure,
- The obligations, rights and functions of WCs, and responsibilities of each member,
- The skills the CM organs acquired through training,
- Administrative procedures, and scheme OP & MT mechanisms,
- Water tariff; payment/collection modalities; fund administration and utilization,
- The 'ownership' and access/use rights of water users, and their duties and responsibilities towards the proper management of the schemes,
- Mechanisms for the regular monitoring and evaluation of the performance efficiency and efficacy of Committees by the general user community (e.g. periodic reporting of financial status),
- Basic water related hygiene and sanitation education.

### **3.2.8 Inputs Provision in Support of WCs**

*In addition to the training activities, WCs have also been provided with operational Guidelines and Manuals, stationary materials for documentation and record keeping, and accounting books and formats for financial operations. Additional inputs such as tools and initial operation supplies will also be provided for them when the schemes become ready for service delivery. Please refer to Annex 3 of this report for the proposed list of materials.*

#### **Zonal level capacity building**

*Technical and administrative supports have also been extended to the ZO by CISP in the framework of the present intervention. However, capacity building measures at zonal level will be dealt with by the other report.*

### **3.2.9 Relevant Issues for Follow Up**

- Extensive community health education campaigns should be undertaken in each community in coordination with woreda level Health, Education and Agriculture offices.*
- Monitoring of water operations and health education at water committee, general user community, CISP, woreda offices and zonal level should be strengthened and continuously conducted.*
- The dialogue and negotiation with relevant bureaux for the establishment of woreda-based technical and administrative support unit should be pressed further. Certain mechanisms of CM partnership arrangement need to be laid down prior to the closure of the project (i.e. project transfer) if effective community management and reliable service are to be ensured and sustained.*
- Support mechanisms to the involvement of the private sector in services such as fuel supply and repair of facilities, particularly motors, civil/masonry structures (as well as for expansion of services) and pipelines, at woreda capital level could be considered to address some of the existing constraints of Water Committees (particularly to reduce fuel transportation costs from Yabello and to fill gaps in specific and higher level technical skills). Incentives and supports could be provided for local trade entrepreneurs, mechanics, masons, and plumbers.*
- Continuous technical support shall be extended to CISP - Borena Office from CISP Addis Ababa Office.*