

Practitioner Input Form  
Submitted: 15/02/2005

Input Record Number	010
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Organisation(s) Involved	Moshi Urban Water Supply & Sewerage Authority
Geographic Area	Moshi Municipality Kilimanjaro Tanzania
Dates	Field survey: 26 <sup>th</sup> Jan – 11 <sup>th</sup> Feb 2004 and 8 <sup>th</sup> July – 20 <sup>th</sup> Aug 2004 Data analysis: 7 <sup>th</sup> Sept – 8 <sup>th</sup> Oct 2004 Service provision: Dec 2004 to date
Communities Involved	Residents in Urban, Peri Urban and Unplanned areas
Duties and Responsibilities/ Purpose of Project	<ul style="list-style-type: none"> <li>- Elaboration of the exercise in locating and identifying urban poor for services delivery and to show how the exercise can be organized and conducted for better results.</li> <li>- Identification of the poor families/people</li> <li>- Collection of data and information necessary for provision of services to the urban poor.</li> <li>- Assessment of poor households for preparation of socio-economic profile to cover each household demands and needs.</li> <li>- Provision of the free water services to the urban poor identified.</li> </ul>
Context of Intervention	The need of water services was assessed in relation to other services/sectors, namely <i>Drainage, Solid Waste Management, Sanitation, Public Health (Hygiene) and Education.</i>

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**MOSHI URGAN WATER SUPPLY  
AND  
SEWERAGE AUTHORITY  
(MUWSA)**

**Experience: Provision of Water Services to the Urban Poor**

**Prepared for:  
Water Governance and Poverty Project  
Bradford Centre for International Development  
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## 1) Introduction

The purpose of the survey was to elaborate on the exercise of locating and identifying the Moshi urban poor for a free water services delivery and to show how it can be organised and conducted for better results.

The need for water security was adopted at the 2<sup>nd</sup> World Water Forum (WWF) in 2000 and earmarked in the National Water Policy 2002 and recently, July 21<sup>st</sup>, 2003 endorsed by the Parliament of the United Republic of Tanzania as key strategy for consideration by all Urban Water Supply and Sewerage Authorities (UWSA's)

All over the world, the poor people are hardest hit by water-related problems. Many poor people also face other problems with water security. They are vulnerable to disasters, are victims of conflicts over water resources, ill health that undermines the family's livelihoods and other many problems associated with lack of safe and adequate water.

Water security implies that all people, including the poor, have access to water services to meet their basic needs (water is a basic human right), that they are able to take advantage of the opportunities provided with the water resources and that they are protected from water-related hazards.

Water needs are intricately woven through the daily life of poor communities and, in particular, in the lives of poor women and children. Four aspects are particularly important:

- **Water for Production and Income Generation:** Economic growth is a main engine for poverty reduction, and water serves as a direct input to economic growth through community-level income generating activities, and to manufacturing and other larger economic activities that provide employment for poor people and help them overcome their lack of assets such as land.
- **Health:** Water, together with sanitation and hygiene, directly affects the health conditions of the poor, and especially of vulnerable groups such as children, women, and the elderly. Women's roles are central, in particular in rural communities, where they are the providers of water in the home.
- **Environment:** Many rural poor communities depend on sensitive ecosystems such as forests and lakes for their livelihoods, yet their basic needs are often causing severe degradation of these ecosystems in the absence of viable and sustainable arrangements to manage the ecosystems with their production.
- **Vulnerability:** The poor are particularly vulnerable to water-related hazards, such as floods, droughts, typhoons, landslides and pollution.

The National Water Policy recognise the essential of ensuring that everyone, including the poor has adequate access to water services, and that water resources are managed in a sustainable way. This gives all the UWSA's to include MUWSA a challenging task of ensuring access of a quality water service to include the urban poor in a better and sustainable way as directed by the Government and International Organizations.

## 2) Scope of Work and Activities

The following key issues were proposed as a basis for present and future consideration, are presented below as a framework for sustainable action to improve water security (access to clean and adequate water) for the urban poor:

- **Pro-poor Water Governance:** Strengthen pro-poor water governance through better information management and stakeholders (urban poor) participation (consultation).
- **Improved Access to Water Services:** Increase the access of the poor to affordable water services through a number of identified household connection options (initiatives) accepted by the poor people (anticipated households).
- **Pro-Poor Economic Growth and Livelihood Improvement:** Support the increase investments that generate direct income for poor people. This will increase the economic ability of the poor households presently connected for the better of service delivery in the future (today's poor are not necessarily tomorrows poor).
- **Community Capacity Building and Environment:** Invest in capacity-building in poor communities to help them improve the management of their water resources, negotiate better access to water services, and promote empowerment to improve their livelihoods through income generating activities. Promote awareness of the need for people to use water wisely and in a sustainable way.

This survey was conducted taking into the consideration of the above-mentioned key issues. However, to include the details the following activities were conducted in order to gather the required information during the survey.

- **Identification of the Poor Families/People with Moshi** (Questionnaires, Field Observations and House Inspection)
- **Assessment of Poor Households for Preparation of Socio-Economic Profile to Cover each Household Demands and Needs** (Questionnaires and meetings with household family members and 'Mitaa' and or ten cell leaders)

(To differentiate the needs, demands and absorptive power of each household)

### Household Information

- 1) Quantity/number of each household in terms of gender, household size, and number of single-headed households.
- 2) Type of housing in each area.
- 3) Nature of occupancy in the house (squatting, renting, owning etc.)
- 4) Occupations, income and asset levels.
- 5) Level of education and access to education.
- 6) Health problems (especially those which are water-related)
- 7) Access to health services, social organisations and group formation.
- 8) Access to and utilization of WSS services and payments for the services.
- 9) Household expenditure per day, per month and per year.

### **Needs Assessment**

- 10) The need of water services in relation to drainage, solid waste management, sanitation, public health (hygiene) and education.

### **Demand Assessment**

- 11) Household demand for water services and efforts to obtain water services.
- 12) Quantity and quality of water services obtained from formal and informal sectors.
- 13) Problems experienced in obtaining access, cost, quality, quantity and reliability of service.
- 14) Comparison of cost and quality of services informally obtained with the cost and quality of services expected to be provided under MUWSA.
- 15) Determining the type of improvements which are preferred and preferred methods for delivering water services and for paying.
- 16) Determining the willingness of the expected households to pay connection fees, user charges and other fees.

### **Absorptive Capacity**

- 17) Describe the behavioural changes which may be required for households to use the maintained water facilities provided.
- 18) Assess the ability and willingness of anticipated households to make changes, either individually or in groups.

### **Potential Adverse Impacts**

- 19) Identification of households or groups which may be against and or disadvantaged by the project (e.g. through relocation or loss of rights to use land etc.).
- 20) Identify, assess and discuss options for avoiding or mitigating the adverse effects with the affected groups or households.  
**(Efforts were directed to avoid compensations)**

### **Participatory Development Processes**

- 21) Identification of opportunities for household families to participate for example in digging trenches for pipe laying, providing security for meter and other valuable items etc.

## 3) **The Methodology**

A survey team was proposed to involve non-MUWSA staff supervised by Public Relations Officers. The survey team comprises of the following members featuring positions within Moshi Urban Community:

• Public Relations Officer (MUWSA)	-	1
• Municipal Community Development Officer (CDO's)	2	-
• Community Leaders	-	5
• Survey Assistants (during field visits)	-	10

Methodology for the survey included interviews with leaders and anticipated households, filling of questionnaires, field observations and house inspections. Furthermore, it included meetings with 'Mitaa', Ten Cell Leaders and Ward Leaders. An analysis to differentiate the needs and demands of each household were observed to include documentation of field results and connections options accepted by the poor people.

Out of the fifteen Municipal Wards, five were under survey excluding Kilimanjaro and Mawenzi wards, which are developed as compared to others to the extent that no poor person is living in the ward. The following wards have been visited by the survey team Kaloleni, Majengo, Mji Mpya, Njoro and Pasua.

#### 4) Strategies of Implementation

Strategies for implementation of the surveys were organised considering advise from the MUWSA's Management and Tanzania Bureau of Statistics, in particular with a close guidance from Wards Development Offices. Briefly, the survey was conducted by considering the following strategies:

- a) Preliminary Survey based on statistics for urban poor households from the Tanzania Bureau of Statistics.
- b) Preparation of Questionnaires in collaboration with the Tanzania Bureau of Statistics.
- c) Formation of a survey team with a total of eighteen members to include Wards Leaders, Authority Officers and survey assistants (data collectors).
- d) Collection of information through the use of questionnaires and photographs taken in every household visited.
- e) Data analysis and assessment of information gathered.
- f) Conducting meetings at local levels to communicate results and suggesting the best options for service delivery.

#### 5) Criteria for Urban Poor Identification

The survey results for the first two-hundred and thirty households visited in Pasua Ward enabled the survey team to aquire the following criteria which was later adopted as the basis for identification of the urban poor:

- 1) **Old People** aged above sixty-five years who are in the following groups:
  - Old people living in difficult environments.
  - Old people without any recognised assistance from relatives or friends.
- 2) **Widows** living with there families and without a job, business and income generation activity to support daily family life.
- 3) **Disabled Persons** without a job, business and income generation activity to support daily family life.
- 4) People living in a **House with Difficult Environment** (use of photographs was quite useful in identifying)

- 5) **People with Low Income** less than TShs 15,000/= per month.
- 6) **Households with More than 4/5 Children** with no ability to support daily family life.
- 7) **The need for Clean Water Service is the Family Priority** as compared to other services such as drainage, solid waste management, sanitation, public health (hygiene) and education.

**NB:**

In ranking the criteria's more weight were given to criteria number 1 (7 marks) while criteria 7 (1 mark).

6) **Results**

The results of the survey for Urban Poor were concluded by scrutinizing households obtained between 9-28 marks. A total of 9 marks has been considered to be the lowest marks taking into consideration that a widow with financial ability to pay for house connection, would have got a total of 7 marks (6 + 1 – criteria No. 7), while an old person with financial ability to pay for house connection would have got a total of 8 marks (7 + 1 – criteria No. 7).

Following assessment and data analysis of information collected, the results of the surveys were as follows:

- a) A total of 139 households were selected for a free water service provision of eight buckets per day, per household through the coupon system. Coupon bearers will collect water from identified nearby water kiosks. Water vendors will submit coupons on a monthly basis for deduction from water bills.
- b) A total of 1389 households visited were allowed to enter into a House Connection by Instalment Programme. By paying 20% of house connection, the authority connects water to the house on agreement that the remaining 80% will be paid within a three to six months period of payment by instalments. Currently about 256 households have been connected under the programme.

Practitioner Input – Part II

Input Record Number	0010II – Joseph Swai
9)	<p>Changes will be made in particular to the Government Directive of providing urban poor with free eight buckets per day. A number of houses supported had to sell about 2-3 buckets per day. More studies have to be conducted to see what size (volume) of water should be given per household, or per person per day.</p> <p>Organization policy and strategies towards provision of water to urban poor have been modified and would be likely to change as from time to time, as per new findings.</p>
10)	<p>There is no proper system set to test mechanisms, however, adoption of the best practices and new concepts is the priority. However, a workable system is welcome.</p>
11)	<p>Applied Research.</p>
12)	<p>Applied Research would be relevant and would benefits practitioners, and be useful to them while assessing pro-poor interventions.</p>
13)	<p>Non Applicable.</p>