



Project Completion Report

Social Accountability for Better Access to Safe Water

(A CARTA Project)

BY

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Acronyms

BRWSSP	Bangladesh Rural Water Supply and Sanitation Project
CARTA	Citizen Action for Result, Transparency and Accountability
CRC	Citizen Report Card
CSC	Community Score Card
CSO	Civil Society Organization
DPHE	Department of Public Health Engineering
FGD	Focus Group Discussion
<i>Hil-Fil-Fuzzle</i>	Implementing Agency of water scheme
JSDF	Japan Social Development Fund
MJF	Manusher Jonno Foundation
OSAD	Implementing Agency of water scheme
PTF	Partnership Transparency Fund
RIC	Resource Integration Centre
SSUS	SandhaniSamajUnnayanSangstha
TPM	Third-party Monitoring
UP	Union Parishad
WB	World Bank
WUC	Water user Committee

1 EXECUTIVE SUMMARY

The Bangladesh Rural Water Supply and Sanitation Project (BRWSSP-II), funded by the World Bank (WB), has an implementation cycle from July 2012 to June 2016. The project objective is to ensure reliable access to arsenic-free, safe water in selected rural areas of Bangladesh (383 unions in 33 districts).

Resource Integration Centre (RIC) implemented a 14-month, third-party monitoring (TPM) sub-project, “Social Accountability for Better Access to Safe Water and Sanitation,” to provide data and capacity building to enhance the performance of BRWSSP in 5 unions of 3 districts of BRWSSP areas. Manusher Jonno Foundation and PTF provided technical assistance, while JSDF provided funding.

The specific sub-project goals were to assess the effectiveness of the social mobilization process in BRWSSP, and to introduce communities in the completed piped -water schemes to social accountability tools, such as a Community Score Card (CSC). The main reason for the sub-project was to provide community feedback to DPHE regarding BRWSSP project implementation.

Data on community awareness was collected on water accessibility and quality in existing locations supplied with water; the transparency and accountability of Water User Committees; and scheme sustainability. Citizens were encouraged to participate in the data-collection process through the use of several social accountability tools.

The initial data from the first CSC showed poor awareness among communities about BRWSSP. Awareness among beneficiaries on various components of the program was rather poor, such as the beneficiary selection process, provisions for access by the ultra-poor, sustainability requirements, and even the transfer of ownership back to the community after the initial operating license expired. In addition, the WUCs were not well functioning, providing little oversight so that BRWSSP objectives were not vigorously pursued.

The experience from this CARTA sub-project demonstrated that the situation changed with the use of TPM in the CARTA working areas. Sub-project activities, including the use of a CSC and CRC survey, followed by public hearing meetings to share the findings, had a great impact on building awareness among users.

The TPM process resulted in the following main findings and recommendations:

- ♦ *Community awareness* on a number of issues needs to be raised. These include general information about the water schemes, water connection requirement and process, best approach to accurately locate a pump; land registration; WUC formation (along with their role and responsibilities); transfer of the water supply system to a WUC, and future operations and maintenance requirements. The use of a wider range of information channels, such as radio, can be explored to raise common issues shared by many communities.
- ♦ *Water access and quality* is generally satisfactory, however existing shortcomings include: a lack of flexible approaches allowing variable tariffs for the poor; users violating rules concerning storing water in large quantities; and too few water-quality inspections. The DPHE could play important role in addressing these issues by: considering flexible tariffs (by introducing beneficiary verification mechanisms), reevaluating the policy for water usage and storage (with relevant sanctions), and by strengthening the role of a WUC.

- ♦ *WUCs were functioning at a low level.* These levels can be improved through more pro-active disclosures of information about the membership and roles and activities/operations of WUCs. For WUCs to be effective, investments should be made in further capacity building. More strict provisions on inclusive and participatory WUC elections are required, as well as on preventing conflicts of interests. It is recommended that WUCs be introduced to such social accountability tools as CSC and public hearings, since these tools enabled systematic constructive interaction between users and providers.
- ♦ *A user's ability to file a grievance is very limited at present.* A clear and user-friendly grievance mechanism should be introduced so that users could easily register a complaint with DPHE offices or members of a WUC.
- ♦ *Sustainability of the existing water supply systems is endangered by murky ownership-transfer documentation, and a lack of variable cost-recovery approaches when setting up tariffs.* Correcting these shortcomings will require guidance from the DPHE, and cooperation with capable CSOs in mobilizing communities to define and agree on cost-recovery schemes.

2 Background

The Bangladesh Rural Water Supply and Sanitation Project (BRWSSP) was designed to ensure reliable access to arsenic-free, safe water in the rural areas of Bangladesh. Salinity, iron, and bacterial pathogens are found in the water supply in many areas of Bangladesh. The solution is to provide cost-effective technology to remove these contaminants while also creating a management structure that sustains the equipment, empowers the community and still provides incentives for external CSOs to invest in and even expand the concept to other communities. Implementation arrangements would require the appointment of non-government Support Organizations (SOs) to help set-up and activate Union Water and Sanitation Committees (WATSAN) in the designated Unions and help develop community action plans to address the requirements of safe water options. The project, funded by the World Bank (WB), was started in July 2012 and will end June 2016, and is presently working in 383 unions in 33 districts.

The project outcomes are designed to be realized through three main activities – rural piped water supply schemes, rural non-piped water supply options and rural sanitation facilities. The implementing agency and the World Bank were interested in collecting more data about the rural piped-water supply component of their project to determine if improvements were needed. Consequently, *the sub-project was only concerned with providing data to assist the rural piped-water supply scheme.* RIC, the sub-project implementer, used social accountability tools to gather this data.

3 Overview of the CARTA sub-project

The Partnership for Transparency fund (PTF) and the World Bank (WB) agreed to implement a program the “Citizen Action for Results, Transparency & Accountability” program (CARTA) in Nepal and Bangladesh from 2012-2015. The objective of all CARTA sub-projects is to enhance the development impact, sustainability and local ownership of selected projects financed by the WB by promoting citizen engagement, building local capacity, increasing channels of accountability, and promoting access to information for potential beneficiaries. Ultimately, the lessons learned from CARTA are expected to contribute to good practices in promoting the demand for good governance.

The program is financed by the Government of Japan through its Japanese Social Development Fund (JSDF) to support independent, civil-society monitoring of development projects funded by WB. PTF is working with Manusher Jonno Foundation (MJF) in Bangladesh to implement six sub-projects in Bangladesh under the CARTA program. Resource Integration Centre (RIC), a non-profit; non-government organization in Bangladesh is implementing this sub-project, “Social Accountability for Better Access to Safe Water and Sanitation” to provide useful data about the piped-water component of the World Bank financed BRWSSP program.

RIC was asked to focus on the following issues:

- ♦ The transparency of the BRWSSP implementation process, including access to information and community awareness
- ♦ The effectiveness of the social-mobilization process, including community engagement and responsibility
- ♦ The community satisfaction level with technical, environmental and financial requirements set by DPHE (including community initial financial contribution and system of subsidies for accessing water supply)
- ♦ Introduction of WUCs in the completed schemes to the Community Score Card (CSC) tool in order to assess various aspects of water supply schemes implementation and maintenance

4 Data collection tools and methods

4.1 CRC Survey

A Citizen Report Card (CRC) survey is a perception-based survey used to engage citizens in an overall assessment of the performance of a public agency based on the client/citizens’ experience. One CRC survey was carried out from 18 October to 2 November, 2014. The CRC survey focused on exploring the quality of the social mobilization process in both past (completed) and current (new) schemes, users’ access to information and awareness and satisfaction with various aspects of the water schemes. The CRC was done in both BWSSP and BRWSSP districts.

Five unions were selected *by the World Bank and DPHE* with both completed and new BRWSSP water projects. The three districts and sponsors under the BWSSP (completed) that were included were: OSAD and HFSKA in the Dhaka District, and SSUS in the Gazipur District. Only the Narayangonj district was included under the BRWSSP project¹. Because the BWSSP project was completed in 2010 the results from these districts should be considered with reference to this time span.

Table 1: CARTA sub-project districts and unions

Sl.	District	Upazila	Union / Ward	Beneficiaries
1	Dhaka	Nawabganj	Agla	3330
		Keranigonj	Hazratpur	320
			Kalatia	839

¹ At the beginning of TPM, CARTA selected two upazilas and three unions in the Narayangonj district, but the DPHE was unable to start the new phase of BRWSSP at that time in those districts. Consequently the DPHE suggested that CARTA monitor the completed working areas instead of new working areas. CARTA started the TPM work in the reported areas according to suggestion of DPHE. The TTL was always updated by the DPHE regarding changes to the working areas.

2	Gazipur	Sadar	10 No GCC Ward Ambag, Konabari	536
3	Narayangonj	Sonargoan	Noagoan	0 ²
Totals	3	4	5	2,025

Sampling Approach and Respondents Profile

Through a random sampling formula (using the beneficiary households list in each union) 500 households (HH) were selected for the survey: 400 HH were distributed proportionately among the completed projects and 100 households were surveyed from new BRWSSP intervention areas.

Slightly more than a half of respondents (50.6% in the areas with the completed schemes under BRWSSP³ and 52.8% in the newly targeted areas under BRWSSP⁴) were HH heads, while the rest were family members.

On average, yearly family income and expenses for each HH was 351,724 BDT and 241,428.79 BDT respectively in the areas with the completed schemes and 231,050.5 BDT and 160,166.7 BDT respectively in the new areas (both are higher than the national average because most households receive remittances from outside the country).

The finding and impact of CRC was shared with the DPHE and World Bank representatives.

4.2 Key Informant Interviews and Focus Group Discussions

The survey was followed by Key Informants Interviews (KIIs) and Focus Group Discussions (FGDs). Individual interviews and FGDs were used to corroborate data, and to gather information on the distribution of roles and responsibilities among the stakeholders (including beneficiary communities, UPs, private sponsors, private suppliers, and the DPHE). KIIs with the Union Council Chairman, Secretary, Project officials and other stakeholders were used to collect opinions about BRWSSP operations and performance.

Overall 15 FGDs (5 FGDs with the members of a WUC, 5 FGDs with a WUG, and 5 FGDs with a Water and Sanitation Committee at UP level) were completed to gather information on the formation process of WUC, the role of LGIs and DPHE, disclosure of information, financial integrity, cost sharing, bank account operations, the registration process, the WUC role in project design, the quality of water supply, and grievance redress mechanisms.

4.3 Community Score Card (CSC)

The community scorecard (CSC) is an effective tool for strengthening citizen voice and promoting constructive dialogue between service users and service providers. It builds capacity of the beneficiary community to hold service providers accountable⁵.

² Noagaon (Narayangonj) is a new BRWSSP area where beneficiary selection was not started.

³ The previous phase of the project that is completed

⁴ The current phase of the project that has been launched recently

⁵ The key steps in implementing a CSC include: a) preparatory groundwork for defining service users entitlements and establishing community-driven criteria for assessing the quality of service, b) defining representative groups of service users

The specific objectives of the CSC were:

- ♦ To assess the effectiveness of the services provided by CSO
- ♦ To establish unanimity with the representatives/committees and service providing authorities
- ♦ To cross-check whether the resources and services reach the beneficiaries
- ♦ To take corrective measures by developing work-plans with the participation of service providers and recipients

RIC facilitated two CSC rounds. The first was done from June 14-30, 2014, in three unions with completed BWSSP projects (Agla (Nawabganj), Hazratpur and Kalatia (Keraniganj)).

A second round of CSC was conducted in the same areas from Dec. 4, 2014 to Jan. 7, 2015 to compare the data between the 1st and 2nd round⁶.

User groups, WUC members, CSOs, central and local DPHE staff took part in the process. They set indicators and scored their own perceptions on a scale from one (low) to ten (high). Then they met together and reviewed the gaps between the given score by beneficiary group and service provider group. Afterwards, they developed an action plan to minimize the service related gaps. The following table shows the number of participants in each union.

1 st Round CSC					2 nd Round CSC				
Place	Date	M	F	T	Place	Date	M	F	T
Agla union Parisad	7/1/15	49	10	50	Hazratpur union Parisad	28/12/2014	40	16	56
Hazratpur union Parisad	28/12/14	36	25	59	Kalatia union Parisad	31/12/2014	30	22	52
Kalatia union Parisad	31/12/14	26	24	61	Agla union Parisad	7/01/2015	42	18	60
Ward-10, Konabari, Gazipur	1/1/15	49	10	59	-	-	-	-	-
Total		160	69	229	-	-	112	56	168

4.4 Public Hearing

A public hearing allows the local community to voice their problems in the presence of the concerned service-providing authority. Public hearings were organized in three upazilas: Keranganj, Nawabgonj and Konabari, to share the CRC and CSC findings with the communities. The participants included representatives from UPs, WUC, beneficiaries, local activists, and central, district and upazila DPHE officials. The respective Upazila Nirbahi Officer chaired each session. There were 398 participants (172 female and 126 male) in the sessions. Participants attended even when the distance to the public hearing was far from their home.

and the groups of service providers to participate in CSC, their orientation and training, c) conducting providers performance assessment by service users and self-assessment by service providers using the same indicators, d) convening an interface meeting between users and providers to discuss performance assessment results and to establish a joint action plan on issues requiring performance improvement. e) Capacity building of BRWSSP partners to introduce and institutionalise the CSC tool as an obligatory for use in the water system/schemes.

⁶ No CSC was conducted in Ambag, a new BRWSSP area at this time, due to late start of social mobilization works there.

5 Findings

5.1 Outcome 1: Community people and main stakeholders are aware of various aspects of the water provision services

The following table shows the changes in particular indicators based on data collected from the first and second CSC process. Perhaps not surprisingly, the differences between the average user scores and service-provider scores are quite extreme for most categories in the first CSC activity, since there was little communication between the two groups at that time. The differences in average scores narrowed considerably in the second CSC because users and service providers jointly reviewed their role and responsibilities, and set action plans to resolve issues.

Indicator #	Description	1 ST CSC		2 nd CSC	
		User score	Service provider score	User score	Service provider score
1	Availability of information about the details of the water supply project	4.3	8.0	5.3	6.0
2	Inclusion of community (including poor and ultra-poor) in the discussion of the water line connection charges and monthly bills	0.3	6.1	4.3	4.3
3	General community involvement (including poor and women) in formation and functioning of WUC	1.0	6.3	4.1	5.3
4	Inclusion of female members and the poorest representatives in WUC	.3	3.8	4.3	6.1
5	Ability of users to lodge water-related problems to the implementing agency, WUC and/ or DPHE	.8	5.9	7.3	6.6
6	Initiatives taken by WUC for solving problems related to water supply or use	3.8	5.0	5.3	6.0
7	Regularity of monitoring conducted (by DPHE or implementing agency) in relation to water availability and quality at the household level	4.0	6.3	5.0	6.3
8	Initiatives taken to make people aware about a need to use safe water	4.8	5.0	8.6	5.6
9	(Data not collected)				
10	WUC discipline of conducting regular meeting	2.0	5.0	1.1	4.3
11	Quality of water supply by piped water service	9.0	9.0	7.0	8.0
12	Effectiveness of reform of WUC undertaken after the first CSC round ⁷			4.3	4.1
13	Follow up of the action plan elaborated in the first CSC round			7.0	7.3

One interesting result was that for several indicators (1,2,3,10, and 11) the provider self-assessment scores were lower in the 2nd CSC than in the first round. The explanation is most likely that providers based the second self-assessment more on better understanding of the standards and problems with the water provision scheme and real experience, whereas their first assessment was based on a perception of what was supposed to be happening.

Finally, the breakout of the scores by district is also available in the annex (8.5). Using these scores it is possible to make district comparisons.

The level of knowledge about the BRWSSP project in new locations appears to be much higher—even though these communities only participated in the CRC and not the CSC activity. The CRC survey showed that 88% of the respondents in new BRWSSP locations had information about the planned piped-water supply system in their locality, compared to the 13% level in the communities that had a water supply already. One possible reason for poor awareness in the past was the reported weakness of the social mobilization component of the project implemented by CBOs/NGOs. Still, more communication is needed. For example, 73% of respondents in the new communities claimed that they were unaware of the requirements to connect to the piped-water supply⁸. Data from interviews and group discussions also revealed a low level of awareness about the decision-making process related to water bill and connection charge, and the selection process to locate a pump was not known.

In the locations where piped water already exists, there are also still some gaps in implementation. The interviews and group discussions show that consultations between the CSO and WUC have not advanced, especially concerning charges and fees.

5.2 Outcome 2: Community feedback is provided to the DPHE in the beginning of the project (for new projects), and upon completion of the water supply infrastructure (for completed projects)

The feedback from the implementation of the social mobilization process conducted by CSOs was highly appreciated by DPHE staff, since the DPHE has limited abilities to monitor effectively the CSO activities in the field.

The feedback to the DPHE was based on the findings of CRC survey conducted in the new areas. The results can be summarized as follows:

- ♦ Regarding the selection of beneficiaries, 43% of respondents in areas with completed schemes claimed that the selection of beneficiaries was done properly, while 52% said they did not know. Only 5% said the process was not done correctly.
- ♦ Provisions to provide water to the poor are generally not known in the community. For example, while 86% supported special provisions to enable the poor to receive water, only 4% knew of such provisions.
- ♦ Committee membership (representation of the poor, women and disadvantaged families in the WUC) was not perceived to be inclusive—only 4% of surveyed households thought that WUCs were inclusive (while 84% said they did not know).
- ♦ The work of the WUC was not perceived to be transparent—only 2.8% of households believed that the WUC complied with the requirements on disclosures of information on their activities (76% said they did not know).

The high proportion of respondents who answered “did not know” does not necessarily mean that the system or activity does not exist, but it does indicate a lack of knowledge about BRWSSP conventions.

⁸ Another reason for low levels of awareness is that for the piped water supply schemes under construction, the connection process will be communicated at the time of commissioning. However, user group consent was taken during pre-feasibility stage on the range of tariff (connection charges) for the new BRWSSP schemes.

Concerning the community satisfaction with technical, environmental and financial requirements set by DPHE for the completed projects (including community initial financial contribution and system of subsidies for accessing water supply), the following findings were shared:

- ♦ Although CSOs claimed that they inform water users about the increase of the operations and maintenance bill and connection charge, the FGD findings suggested that the extent of their awareness-raising activities was limited.
- ♦ Only 17% of respondents reported that the quality of water supply was checked regularly (each year) and 61% didn't know whether the DPHE, or an assigned agency checked the water quality regularly. (According to the findings of the CSC, water quality was tested, but not regularly.)
- ♦ 59% of the surveyed people in the areas with the completed schemes claimed that they do not have sufficient access to safe water to meet their needs. (The problem was verified and confirmed through the FDGs.) People often complained that they did not receive sufficient water when they needed it. Reliable access to the installed safe drinking water was hindered by maintenance problems such as poorly functioning pumps, and a lack of electricity due to load-shedding policies.
- ♦ Illegal water storage was also an issue; more than half of surveyed households (53%) claimed illegal construction of water storage facilities by affluent families. The FDGs indicate that this was possible due to a lack of monitoring by DPHE, and because the WUC members (and pump mechanic) consented to the practice.

5.3 Outcome 3: Targeted communities are introduced to the mechanism of constant constructive engagement between service users and providers for monitoring access and quality of water and sanitation services in the future.

The focus of the sub-project was on water systems, not sanitation as noted in the objective; however the methods apply to this area as well. To meet this objective various trainings were provided that built awareness about the need for communication between the service provider and users, and a CSC process was introduced so that the users and providers could jointly create action plans to resolve issues. RIC organized coordination meetings with the user committees and Union Parishad-elected bodies at the union level to discuss sub-project concept including objectives and outputs of the TPM. Accordingly, RIC organized upazila-level project introductory meetings at all upazilas and presented the TPM sub-project concept among the upazila level government officials including Upazila Nirbahi Officers, DPHE Engineers, other department chiefs and UP chairmen, and water user committee representatives. Interface meetings were also organized following a CSC process. Service users and service providers took part in the sessions, they analysed gaps and developed joint action plans to improve the quality of serves.

Achievements, outputs, and outcomes have been shared with communities to encourage them to continue their work beyond the sub-project period. In general, sustained community awareness can be addressed by ensuring that the committees are functioning and are well equipped with tools like CSC to reflect periodically on services quality and accessibility Therefore, under this assumption, activities included:

- ♦ Public hearings were organized at the upazila level in three RIC working areas with the active participation of WUG members, Water User Committee (WUC) representatives, UP elected bodies and general user's representatives.
- ♦ CRC and CSC findings, TPM results, impacts and good practices were shared before the central DPHE authority and representatives of World Bank.
- ♦ Lessons learned and recommendations from the communities were also shared with Manusher Jonno Foundation, PTF, and the World Bank.
- ♦ A video documentary was developed focusing on the CRC and CSC findings, TPM results, impacts and good practices for promoting citizen engagement to the wider community in and out of Bangladesh.

6 Sub-project Management

Resource Integration Centre (RIC) was responsible for overall sub-project delivery. RIC used three senior-level, experienced staff at central level for overall coordination and management of the project activities at both central and field level. RIC also recruited 10 field-level staff. All 13 members received an orientation on the concept and implementation strategies of TPM.

RIC set up four project offices at the upazila level: Nawabganj, Keraniganj, Belabo and Konabari. BRWSSP (DPHE) officials suggested at the beginning of the sub-project to shift at least two working unions to the new phase BRWSSP II area. As a result, the Belabo (Narshigdi district) and Konabari (Gazipur district) areas were replaced with the Noagaon and Baradi unions under the Narayanganj district. Assurances were made that the BRWSSP activities in these new areas would start shortly. The working area was further rearranged during the 2nd meeting with BRWSSP (DPHE) officials on April 17, 2014 due to inactivity in Baradi. As a result the sub-project was reassigned again to the Ghagkanda union in the same upazila of same district. Another change was later made: Khagkanda was deleted and Ambag, Ward #10, Konabari under Gazipur City Corporation was added. A consultant conducted the CRC survey.

6.1 Implementation Challenges

- ♦ Finalizing working areas for TPM under BRWSSP was a challenge. It took time for the implementing agency to make a decision on BRWSSP II sub-project working areas. The timing of the TPM exercise and the BRWSSP project cycle were not coordinated in ways so that sub-project activities could better support BRWSSP.
- ♦ Practicing constructive citizen engagement was negatively affected by local elites and politically influential individuals. An effective user committee is a key for citizen engagement, but these powerful people tried to control the WUC through various means. Unfortunately, because of their power, general users also hesitated to criticize them or to comment openly.
- ♦ It was challenging to get information from the CSOs responsible for organizing social mobilization in the BRWSSP II area even with a written request.

6.2 Sub-Project Sustainability

Social accountability tools, like a CSC, can potentially be maintained by the communities as a way to provide feedback between service users and service providers. There is now a group of people at each location that can continue the data collection activities of the sub-project, but the extent that this will

be realized will depend on the benefits that people see in the long-term. In the private sector it is normal to get feedback on services, so while DPHE might not do a time consuming CSC, institutionalizing a periodic satisfaction survey could be an option. Clearly, any service provider could benefit from a satisfaction survey done by an external party. The question that will still have to be investigated is whether more citizen engagement is worth the investment by either a provider or user to undertake such a process. There may be certain types of data collected that might increase the costs of a provider. For example, service provision to poor and more remote houses can be expensive (due to increased infrastructure costs and non-payment of bills) causing a provider to keep their presumably low service levels to these groups secret. What can the provider gain by making this information transparent if the likely outcome is community activism that leads to expanding the service to these costly groups?

7 Lesson Learned and Recommendations

7.1 Lessons learned:

Specific lessons learned included:

- ♦ The lack of community participation can negatively affect the implementation and management of water supply schemes, as well as their sustainability.
- ♦ Community access to information and better engagement between users and providers at the beginning of a project generally can support the success of water supply implementation.
- ♦ Capacity building of the WUCs and WATSANs is an important requirement for their functioning and accountability. The CSC can be a tool that allows their systematic reflection on quality and accessibility of water, and provides a proper format for maintaining dialogue with the water service providers and operators.
- ♦ Important point is missing here on building local ownership for sustaining and maintenance of the scheme.

7.2 Recommendations:

On raising community awareness:

- ♦ Ensure that the new project areas conduct a social-mobilization process with the focus on raising community awareness on the following specific issues:
 - Water connection requirements for users;
 - Selection process of the pump location, and land registration;
 - WUC formation and operation;
 - Transfer details of the water supply system to WUC, and future operation and maintenance

Printed materials, along with the use of other effective public information dissemination channels, like *miking* and the use of local media could expand the knowledge of users, but a cost benefit analysis of these approaches should be encouraged before committing to one particular method.

Water access and quality:

- ♦ Following the new tariff approach in BRWSSP (using flexible rates in the new schemes), encourage WUCs and CSOs in existing schemes to reconsider their approach to flat rates, in order to provide concessions to poor and ultra-poor families. Financial analysis might be required to assess the current trend and suggest a new approach to defining the tariffs. (to DPHE)

- ♦ A system of verification of beneficiaries and concessions should be established. It can be a committee from UP, DPHE and credible CSOs that examine the beneficiary list to ensure participation by poor and ultra-poor. Some internal regulations might be required. *(to DPHE)*
- ♦ A system that identifies those storing water should be in place, along with penalties for repeat infractions. (Storing water can be a serious problem in some areas when it affects the availability of water to those who depend on the water at a certain time.) A WUC can be trained to monitor this issue, along with UP representatives and CSOs. This can be facilitated by DPHE by introducing special provision in OM *(to DPHE, UPs/ CSOs/WUCs)*.
- ♦ Ensure periodic examination of arsenic levels in the water sources through capacity building of selected members of the WUC.

Transparency and accountability of a WUC:

- ♦ The highest level of pro-active disclosure of information about the membership, roles, activities and operations of WUC, including monitoring and supervision related information, and financial reports, should be attempted. To improve the functioning of the WUCs and WATSANs, capacity building is needed. Adequate initial and follow-up trainings should be planned for the WUCs. These trainings can be outsourced to capable local CSOs, which are already well established in the targeted areas – this will help to sustain the application of CSC on a long run. *(to DPHE)*. The cost related to these activities could be included in the tariff scheme and repaid by users over time.
- ♦ More strict provisions need to be introduced into the project Operations Manual to ensure that the membership of WUCs is inclusive and participatory. Any conflict of interest should be identified and prohibited when it comes to the membership of WUCs (e.g. CSOs as members/ chairpersons of WUCs, etc.). This also means clear TORs for WUCs, along with orientation sessions. *(to DPHE)*
- ♦ For WUCs to be effective, they should be introduced to social accountability tools such as CSC and public hearings, so they can improve their work through systematic constructive interaction between users and providers. *(to DPHE)*
- ♦ The interface between a WUC and WATSAN committee (UP level) should be better structured. Regular meetings should be mandatory. *(to DPHE, WUCs, UPs/WATSAN)*

Grievance Redress Mechanism

- ♦ A clear and user-friendly specific grievance mechanism should be introduced so that users can easily lodge complaints with DPHE offices or members of WUC.
- ♦ WUC have a role to play at local level in handling and channeling grievances
- ♦ Registration and management of grievances should be included into the WUC training *(to DPHE)*

Sustainability of Water Supply Systems

- ♦ To ensure financial sustainability of a water supply, encourage WUCs, operators and UPs in the existing schemes to carefully review ownership of the schemes, as well as cost recovery through water fees. Guidance on how to analyze cost-recovery and how to elaborate a cost-recovery business plan will be required from the DPHE. Such guidelines should be mandatory for the new projects and strongly suggested for older, completed projects. *(to DPHE)*

8 Annexes

8.1 Logical Framework

Outcomes	Indicators (means of verification)	Major Activities	Outputs
Objective: Contribute to increase responsiveness to community needs and effectiveness of service delivery within the framework of BRWSS project (access to safe drinking water and sanitation among the population)			
1. Community people and main stakeholders are aware of the TPM aim and focus	Level of attendance of events organized by the TPM project by community members and stakeholders (participants lists)	1.1 Arranging introductory and coordination meeting with existing committees and UPs 1.2 Arranging project opening ceremony at the Upazilla level	1.1 5introductory/ coordination meetings organized between existing committees and Ups 1.2 4 project opening ceremony conducted
2. Community feedback provided to the DPHE in the beginning of the project and upon completion of the water supply infrastructure	Aggregated CRC reports made available to WB and DPHE (reports) Acceptance of CRC findings and recommendations by DPHE (minutes of CRC results discussion)	2.1 Preparation of the CRC survey CRC survey conducted at the UP level in 05 Unions followed by FDGs and interviews with key informants 2.2 Conduct public hearings to discuss results of CRC survey at Upazilla level 2.3 Data analysis and preparing draft and final reports on the survey. Report dissemination.	2.1 Employing a consultant for advising in CRC surveys. Developing survey design, sampling and plan. Developing and testing questionnaires. Training of survey administrators. 2.2 4 public hearings conducted 2.3 CRC survey completed, survey database is available, a report is submitted

Outcomes	Indicators (means of verification)	Major Activities	Outputs
Objective: Contribute to increase responsiveness to community needs and effectiveness of service delivery within the framework of BRWSS project (access to safe drinking water and sanitation among the population)			
3. Targeted communities introduced to the mechanism of constant constructive engagement between service users and providers for monitoring access and quality of water and sanitation services in the future.	100% completion of at least 2 rounds of CSC in selected targeted communities (CSC reports) The likelihood of CSC use by communities after the TPM project completion (this questions will be included into CRC survey)	3.1 Conducting capacity building training for BWSSRP partners on CSC 3.2 Conducting orientation sessions for selected existing committees members on CSC and RTI 3.3 Conducting the first and second rounds of CSC 3.4 Prepare and display PoA 3.5 Sharing CSC results with WB and DPHE	3.1 Capacity building training on CSC conducted for BRWSSP partners 3.2 Orientation sessions completed on CSC, RTI of 210 members of existing committees (at least 40% women trainees) 3.3 One database with results of all CSC is created. Two aggregated CSC reports produced based on 2 rounds in 5 Unions 3.4 10 nos. of PoA (2 per union) displayed at open places of each union. 3.5 Two finding sharing meeting with WB and DPHE

8.2 Summary Report on Public Hearing

Working area: Keranigonj, Nawabgonj and Gazipur City Corp.

Under the Project activities findings from Citizen Report Card survey (CRC) and 2 rounds of Community Score Card (CSC) along with three public hearings were shared with communities. Among the participants were representations from UPs/City Corporation Ward, WUC, beneficiaries, local activists & Central, District and Upazilla DPHE officials. Respective Upazila Nirbahi Officer chaired the session. Total 398 (Male 226+ Female 172) participants attended the meetings. General users enthusiastically attended the session even from the long distances.

Sl	Name of working area	Date	Venue	No of Participant		
				Male	Female	Total
1	Keranigonj Upazila	03/02/2015	Istikutum community Centre ,Nurpur, Kalatia. Keranigonj	92	66	158
2	Nawabgonj Upazila	04/03/2015	Agla Union Parisad, Nawabgonj	68	83	151
3	Konabari, Gazipur city corporation	11/03/2015	China Garden Restaurant, konabari, Gazipur	66	23	89
Total				226	172	398



The Team Leader of RIC-CARTA presented important findings of CRC & CSC and results and achievements of TPM on the following indicators:

- ♦ Awareness base of the community groups about BRWSSP objectives
 - Awareness level is lower as participants of CSC scored only 4, and the comment supported by about 78% CRC participants
- ♦ Access to ultra-poor groups in terms of water line connection
 - Awareness level is lower as participants of CSC scored only 4, and the comment supported by about 86% CRC participants
- ♦ WUC formation and Functioning
 - Awareness level is lower as participants of CSC scored only 5, and the comment supported by about 72% CRC participants
- ♦ Community participation and ownership
 - Awareness level is lower as participants of CSC scored only 5, and the comment supported by about 72% CRC participants

- ♦ Sharing with users groups in case of increasing line connection charge and monthly bill
 - Awareness level is lower as participants of CSC scored only 5, and the comment supported by about 78% CRC participants)

The following impacts and results of TPM are also presented in the public hearing sessions:

- ♦ Awareness level of community increased on BRWSSP objectives, social accountability etc.
- ♦ WUC reformed
- ♦ 30% female member included in WUCs
- ♦ CSO Manager of Kalatia (Keranigonj) already left his position of WUC Chairman after being raised disputes from the community during interface meeting followed by CSC steps
- ♦ Communication amongst users group, WUC, CSO and DPHE increased in all TPM areas
- ♦ Monitoring of DPHE increased to improve service quality
- ♦ Damaged Water Purification plant repaired through WUC initiative followed by CSC intervention in Agla, Nawabgonj
- ♦ WUC members and user community of Ambag, Konabari offered for community contribution to CSO for buying a generator to solve electricity problem



Participants from different community groups and service providing agencies positively reacted on the result of TPM brought forth by collected data of CRC and through scoring of CSC in the opening session. They also commented that the presentation rightly is the impression of public opinion.

Some water users and WUC members raised following additional questions:

- ♦ Why did not users inform about damaging of water purification system from two years; when they able to know the information through third party.
- ♦ Who are the people enjoying free or concession in terms of line connection and monthly charge, as CSO claimed? Please show the list before the participants.
- ♦ Why users are completely in dark about reformation of WUC?
- ♦ Is there any billing difference between the service receivers - who are getting water straight through pipeline and other one who established a reserve tank?
- ♦ Why CSO did not share with the users about increasing of monthly bill and new line connection charge?
- ♦ Why CSO kept hide the issue of hand over process of water scheme after completion of agreement tenure with DPHE?

Representatives of DPHE, CSO and WUC leaders responded the queries. In answering the access of ultra-



poorest CSO assured that they already included some disable and women headed households with concessional rate or managed some of them to share a water line with nearest neighbors. They also told number of ultra-poorest who got access to water connection. Then users asked them to show the list. CSO assured them that they would hang the list later on in the public places. Implementing CSO appealed Upazila administration to take legal action against the users who illegally established reserve tank, it is completely disallowed in the BRWSSP water scheme. The representatives of DPHE and CSO assured participants to disseminate all information to public in future and assist user committee to enhance public participation.

Public hearing sessions were closed by the chair Upazila Nirbahi Officer/ Ward Counselor of respective area requesting the participants to increase transparency and accountability and ensured citizen participation as the services are really for the people.

8.3 The CSC advantage and process

Both parties benefit from CSC process since it provides the following advantages:

- ♦ Both community and service users get involved in the decision-making process to help improve the monitoring of the quality of services;
- ♦ Relations between service providers and service users improves;
- ♦ Mutual understanding between the parties with regard to existing problems in provision of services develops;
- ♦ Social accountability and transparency in services provision increases;
- ♦ Agreement on necessary improvements in service provision is being found;

Level of participation and responsibility of service users increases;

The process:

Step-1: Preparatory Work

RIC initiated following preparatory activities after taking decision of organizing CSC in the above mentioned unions:

Firstly, selected volunteers from the particular communities and share the objective and orient them on CSC process.

Secondly, the CSC process was discussed with DPHE, the implementing CSOs/responsible service providers those who are partners of DPHE such as Hi-Ful-Fuzzle (Keraniganj), OSAD (Nawabganj) and DPHE Engineers' of Keraniganj and Nawabganj.

Thirdly, the whole process and concept of CSC and its possible implication in relation to community participation were discussed with the general user groups and the members of Water User Committees in the unions of Hazratpur, Kalatia and Agla.

Additionally, RIC staff and community volunteers shared information with the Union Parishad Chairmen, Members and some influential people of the locality about the process and implication of community score card in relation to arsenic free water supply under BRWSSP project and seek assistance for successful implementation of the Community Score Card and prepare an action plan for mitigating laps and gaps between service providers and service receivers.

Step-2: Input Tracking

Objective of the input tracking was to find out the gaps between the project provision and uses of inputs of piped water project under BRWSSP at the time of implementation, as an example: Elements, Manpower, Activities, Time Frame etc. and which were in actually in the planning.

RIC staff assisted community volunteers to collect the list of inputs of the piped water project from DPHE local offices, Hil-Fil-Fuzzle in Keraniganj and OSAD in Nawabganj. DPHE local Engineers and responsible officers of Hil-Ful-Fuzzle and OSAD assisted in collecting information. Total number of 20 (Female 3 and Male 17) participants attended during input tracking.

Step	Event	1 st Round CSC			2 nd Round CSC		
		Male	Female	Total	Male	Female	Total
2	Input Tracking with CSO's and local DPHE	22	06	28	21	1	22

Step-3: Performance Score Card

3rd step of CSC meant to carry out assessment through focus group discussion (FGD). Selected participants from different community groups (water user, WUC member) took part in the FGD events. The participants assessed the quality of services through giving score on the performance scorecard. A performance scorecard developed through setting numbers of indicators based on the project provision.

The assessment used 0-10 scale, where 0 is "completely absent" and 10 is "excellent".

Step	Events	1 st Round CSC				2 nd Round CSC			
		No of Events	Male	Female	Total	No of Events	Male	Female	Total
3	FGD -Water user group (better-off)	4	44	42	86	3	33	24	57
	FGD - Water user group (poor)	4	35	49	84	3	17	21	38
	FGD -Non user group	4	45	24	69	3	41	29	70
	FGD - WUC	4	40	5	45	3	13	08	21
Total		16	164	120	284	12	104	82	186

Step-4: Self Evaluation

Fourth step of community scorecard was self-evaluation by the representatives of service providing agencies of piped water scheme. They scored on the same set indicators of performance scorecard under self-evaluation process during 1st round and 2nd round CSC assessment.

Step	Event	1 st Round CSC			2 nd Round CSC		
		Male	Female	Total	Male	Female	Total
4	Self-Evaluation of CSO's and DPHE local	27	03	30	17	01	18

Step-5: Interface Meeting

The 5th step of CSC was to organize interface meeting in participation with the representatives of service providing agencies (DPHE & its implementing partners) and the representatives from different service user groups. The interface meetings were held during 1st and 2nd CSC assessment in a very constructive manner. Participants of both parts enthusiastically took part in the process of debating, sharing, questioning, answering and making unanimity as well on different issues.

1 st Round CSC					2 nd Round CSC				
Place	Date	M	F	T	Place	Date	M	F	T
Agla union Parisad	7/1/15	49	10	50	Hazratpur union Parisad	28/12/2014	40	16	56
Hazratpur union Parisad	28/12/14	36	25	59	Kalatia union Parisad	31/12/2014	30	22	52
Kalatia union Parisad	31/12/14	26	24	61	Agla union Parisad	7/01/2015	42	18	60
Ward-10, Konabari, Gazipur	1/1/15	49	10	59	-	-	-	-	-
Total		160	69	229	-	-	112	56	168

8.4 Comparative data about WUCs from completed and new BRWSSP locations

Elements	BRWSSP I completed scheme area	BRWSSP II new scheme area	Remarks
<i>WUC formation</i>	<p>Moreover, the survey found that only around 15% of households in the areas with the completed schemes are aware of WUC or recall holding elections for the WUC. The FDGs show that often WUC is constituted of community elites and water users living close to the pipeline. The interviews and group discussions showed that in the past the committee formation process was done more properly in Agla, Nawabgonj WUC compared to in Hazratpur and Kalatia, Keranigonj.</p> <ul style="list-style-type: none"> <i>In the completed schemes</i>, a very little number (18.3%) of surveyed households were found <i>aware of the WUC in their locality</i>. Moreover, the survey found that only around 15% of households in the areas with the completed schemes are aware of WUC or recall holding elections for the WUC. The FDGs show that often WUC is constituted of community elites and water users living close to the pipeline. The interviews and group discussions showed that in the past the committee formation process was done more properly in Agla, Nawabgonj WUC compared to in Hazratpur and Kalatia, Keranigonj. 	<p>The awareness on WUC formation is also very low in the new areas: as little as 1.9% respondents are found aware about the process of WUC formation. It has also been found that authorities did not take any opinion from the water users regarding WUC reform. Authorities assisted to form the WUC and imposed their own choice.</p> <ul style="list-style-type: none"> In the new schemes, only a few of only 3.7% surveyed households were aware of the existence of a committee. The awareness on WUC formation is also very low in the new areas: as little as 1.9% respondents are found aware about the process of WUC formation. It has also been found that authorities did not take any opinion from the water users regarding WUC reform. Authorities assisted to form the WUC and imposed their own choice. It has found that almost one-third (32.9%) households are fully unaware about the grievance redress process. In response to the question on whether WUC addresses any water supply related complain it has been found that only around 32.3% respondent household admitted about the redress of the complaints lodged. Group discussions showed that water users very rarely report problems to WUCs and do not seem to know about a possibility to complain to other actors. 	Most people are unaware of the WUC formation process
Existence of WUC	<i>In the completed schemes</i> , a very little number (18.3%) of surveyed households were found <i>aware of the WUC in their locality</i> .	In the new schemes, only a few of only 3.7% surveyed households were aware of the existence of a committee.	Existence of WUC also unknown by the most people
<i>WUC functioning</i>	As for the <i>overall satisfaction of WUC functioning</i> , only one-third (32.6%) surveyed households are satisfied with the performance of WUC in the completed schemes.	-	WUC is non-functioning in completed scheme area and

8.5 CSC Results

The table below presents the results of scoring by regions.

1st round score result:

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Ambag, Konabari (Gazipur)		Average across all regions
	Users score	Providers score	Users score	Providers score	Users score	Providers score	Users score	Providers score	
Indicator 1 – Availability of information about the details of the water supply project	3	8.5	4	8.5	8	9	2	6	4.25 (water user score) 8 (service providers score)
<i>Comment and issues</i>	<i>In three regions people awareness about the project is rather low as a result of poor quality of the social mobilization process organized by CSOs</i>								
Indicator # 2 – Inclusion of community (including poor and ultra-poor) in the discussion of the water line connection charges and monthly bills	0	6.5	0	5.5	0	7.5	1	5	0.25 (water user score) 6.13 (service providers score))
<i>Comment and issues</i>	<i>In all cases people are practically not aware of such consultations taking place. CSOs claimed that they have a list (includes total number of 62 poorest) of poor that benefit from reduced charges but they were not able to display these lists – thus, the monitors were not able to verify the benefits of poor households.</i>								
Indicator # 3 – General community involvement (including poor and women) in formation and functioning of WUC	0	5.2	1	6.5	2	6.5	1	6	1 (water user score) 6.05 (service providers score)
<i>Comment and issues</i>	<i>The involvement is poor across the regions according to the users. WUCs think that their functioning is impeded by a lack of resources, which explains community's awareness of their existence and/or activities is low.</i>								
Indicator #4 - Inclusion of female members and the poorest representatives in WUC	0	3	0	2	0	4	1	6	0.25 (water user score) 3.75 (service providers score)
<i>Comment and issues</i>	<i>This indicator got low score even from most of the service providers. The issue of female and poor inclusion is a serious concern. Poor and women claimed that they were not involved in the process of WUC formation, which was not participatory in general.</i>								
Indicator # 5 – Ability of users to lodge water related problems to the implementing agency, WUC and/ or DPHE	0	5.5	1	6	0	7	2	5	0.75 (water user score) 5.88 (service providers score)
<i>Comment and issues</i>	<i>Users feel the grievance mechanisms do not work. If anyone complains, it is done mainly orally. Complains come mainly to CSOs rather than to DPHE and/ or WUCs.</i>								

Indicator # 6 - Initiatives taken by WUC for solving problems related to water supply or use	3	5.5	4	6	5	6.5	3	8	3.75 (water user score) 5 (service providers score)
<i>Comment and issues</i>	<i>Oral complains remain unregistered and thus non-addressed (no one takes responsibility). WUCs were more active in the beginning and later became less proactive.</i>								
Indicator # 7 – Regularity of monitoring conducted (by DPHE or implementing agency) in relation to water availability and quality at the household level	3	6	3	5	6	7	4	7	4 (water user score) 6.25 (service providers score)
<i>Comment and issues</i>	<i>Community members think that water is not tested frequently enough</i>								
Indicator # 8 - Initiatives taken to make people aware about a need to use safe water	4	5	5	4	6	6	4	7	4.75 (water user score) 5.5 (service providers score)
<i>Comment and issues</i>	<i>Awareness level seems to be good across the regions. Leaflets were released in most cases in the beginning of the project and after the information is passed on by people.</i>								
Indicator # 9 – Availability of capacity building/ training for WUC user groups building	0	0	0	0	0	0	0	0	0 (water user score) 0 (service providers score)
<i>Comment and issues</i>	<i>Capacity building is simply absent everywhere</i>								
Indicator # 10 – WUC discipline of conducting regular meeting ⁹	-	-	-	-	-	-	2	5	2 (water user score) 5 (service providers score)
<i>Comment and issues</i>	<i>There was no discipline of WUC meetings before its reformation. When WUCs came together, it was mainly informally (no minutes or resolutions). The situation improved somewhat after the reformation.</i>								
Indicator # 11 – Quality of water supply by pipe line water service	-	-	-	-	-	-	9	9	9 (water user score) 9 (service providers score)
<i>Comment and issues</i>	<i>Quality is mainly good. Exception: Grime comes in the supplied water at Agla scheme due to non- functioning of treatment plant.</i>								

⁹ Some indicators were not included during 1st round in all areas

2nd round score result:

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Average across all regions
	User score	Service Provider score	User score	Service Provider score	User score	Service Provider score	
Indicator 1 – Availability of information about the details of the water supply project	4	5	4	5	8	8	5.3 (water user score) 6(service providers score)
<i>Comment and issues</i>	Awareness status increased due to TPM efforts in the field level.						
Indicator # 2 – Inclusion of community (including poor and ultra-poor) in the discussion on monthly bills	4	5	4	4	5	4	4.3 (water user score) 4.3 (service providers score)
<i>Comment and issues</i>	Service users informed that 62 extreme poorest amongst 2064 users were given discount for line connection. During 2 nd round both the groups still scored moderately.						
Indicator # 3 – General community involvement (including poor and women) in formation and functioning of WUC	4.5	5	4	5	4	6	4.1 (water user score) 5.3 (service providers score)
<i>Comment and issues</i>	WUCs in all water schemes were reformed and are now better functioning. That's why community and service providers scored comparatively high during the 2 nd round.						
Indicator #4 - Inclusion of female members and the poorest representatives in WUC	3.5	6.2	4	6.2	5.5	6	4.3 (water user score) 6.1 (service providers score)
<i>Comment and issues</i>	Both the groups agreed that the situation changed and total number of 9 female members (it was 3) included in 4 WUCs followed by reformation process under the developed action plan. Thus, both groups scored this indicator higher						
Indicator # 5 – Ability of users to lodge water related problems to the implementing agency, WUC and/ or DPHE	8	6	7	6	7	8	7.3 (water user score) 6.6 (service providers score)
<i>Comment and issues</i>	The CSC process improved interface between users and providers but the grievance mechanisms are not yet well established.						
Indicator # 6 - Initiatives taken by WUC for solving problems related to water supply or use	5	6	6	7	4	6	5 (water user score) 6.3 (service providers score)
<i>Comment and issues</i>	The functioning of WUCs has slightly improved after the reformation but it is not yet satisfactory.						
Indicator # 7 – Regularity of monitoring conducted (by DPHE or implementing agency) in relation to water availability and quality at the household level	5	6	6	7	4	6	5 (water user score) 6.3 (service providers score)
<i>Comment and issues</i>	The situation has not changed much on this indicator.						
Indicator # 8 - Initiatives taken to make people aware about a	8	5	9	6	9	6	8.6 (water user score)

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Average across all regions
	User score	Service Provider score	User score	Service Provider score	User score	Service Provider score	
need to use safe water							5.6 (service providers score)
<i>Comment and issues</i>	Awareness improved as a result of the CSC card process						
Indicator # 9 – Availability of capacity building/ training for WUC user groups building	-	-	-	-	-	-	-
<i>Comment and issues</i>	The situation is still the same						
Indicator # 10 – WUC discipline of conducting regular meeting ¹⁰	1.3	4	1	4	1	5	1,1 (water user score) 4.3 (service providers score)
<i>Comment and issues</i>	This indicator was not measured in all cases in the first round. The meeting discipline is still low						
Indicator # 11 – Water quality by pipe line water service	8	8.5	8	8.5	5	7	7 (water user score) 8 (service providers score)
<i>Comment and issues</i>	This indicator was not measured in all cases in the first round. In Agla the score was then low as supplied water quality of the area lacked by damaged water plant and CSO had no initiates to repair; disturbances was created recently to smooth water supply by underground water tanks installed by some well off users in other scheme area.						
Indicator # 12 – Effectiveness of reform of WUC undertaken after the first CSC round	4	4.5	5	4	4	4	4.3 (water user score) 4.1 (service providers score)
<i>Comment and issues</i>	<i>Some WUC became more active as a result of reformation process but their functioning is still not very effective. Inclusion of women was seen as improvement in several cases.</i>						
Indicator # 13 – Follow up of the action plan elaborated in the first CSC round	8	8	6	8	7	6	7 (water user score) 7.3 (service providers score)
<i>Comment and issues</i>	Both users and providers saw improvements as a result of action plans elaborated in the first CSC round. There were even some serious commitments made (e.g. in Agla, Nawabgonj WUC was committed to repair the water treatment plant but the follow up is still to be seen).						

8.6 Action plans

Action plans

Based on problems identified by users and providers scoring process and their interface meeting, the following main actions were suggested:

1 st Round CSC		2 nd Round CSC	
Planned Actions	Progress	Planned Actions	Progress
WUC reformation	Done but still not everywhere in a participatory way	WUC activation with arranging regular meeting/Primary group formation Introduce WUC members to the users	Actions are just been set during 2 nd round interface – too early to assess the progress but some primary groups already formed at a village level
Regular monitoring of water service provision by CSOs and DPHE	Increased but not sufficient still		
Raising awareness on water uses	Several discussion taken places during TPM organized events	CSO planned to develop printing materials on awareness raising	In progress. More leaflets are planned to be published and disseminated by CSOs
Regular meeting of water user committee	WUC members coming more together but still not formally	CSO will assist WUCs to arrange formal meetings	In progress
Frequently water quality test and necessary action will take place to improve the quality	Regular water quality test by CSOs	Monitoring from DPHE for quality services and WUC efforts Repairing water plant of Agla, Nawabgonj by the WUC initiative (Chairman of WUC gave commitment to repair it by 60 days from 2 nd round interface)	In progress - DPHE central officials agreed to increase DPHE role in local level monitoring In progress

8.7 Sub-project Activities Schedule

Sl.	Activities	No. of Activity	Time line (months)											
			1	2	3	4	5	6	7	8	9	10	11	12
1.	Staff recruitment	13												
2.	Office set up	4												
3.	Staff training (basic and on monitoring tools)	2												
4.	Project opening meeting at the Upazilla level	4												
5.	Introductory/ coordination meetings with existing committees and UPs	5												
6.	Dialogue, sharing meeting and lobbying with existing committee, Ups and stakeholders (20 events)	20												
7.	Use of RTI	As needed												
8.	Conduct CRC survey:	1												
	• Engage technical expert, survey design, sampling, questionnaire develop & field test, orientation of survey administrators, data collection & entry, analyze, etc.	As needed												
	• Organizing public hearings at Upazilla level to discuss and compare performance resulting from CRC.	4												
	• Compilation and submission the survey report	1												
9.	Conduct CSC (2 round at 5 Unions):	10												
	• Preparatory work	10												
	• Input tracking	10												
	• Community scoring (performance assessment through FGD)	40												
	• Self evaluation (by service provider)	10												
	• Interface Meeting	10												
10.	Prepare and display PoA at open places	10												
11.	Prepare two aggregated CSC reports based on 2 rounds in 5	2												

Sl.	Activities	No. of Activity	Time line (months)											
			1	2	3	4	5	6	7	8	9	10	11	12
	Unions													
12.	Conduct capacity building training for BWSSRP partners on CSC	2 batch												
13.	Conduct orientation sessions for existing committees members on CSC and RTI	20 batch												
14.	Arrange sharing CSC results with WB and DPHE	2												
15.	Preparation and Submission of project completion report	1												

8.8 Report with CSC and CRC findings

**A CARTA Project
“Social Accountability for Better Access to Safe Water and Sanitation”
Third-Party Monitoring of WB-funded BRWSSP Project Report**



Implemented by:

Resource Integration Centre (RIC)
With the support from Manusher Jonno Foundation

1. Executive Summary

This report is a result of a third-party monitoring (TPM) initiative conducted by Resource Integration Centre (RIC) between April 2012 and June 2012 in the framework of CARTA program. The TPM goal was twofold: a) to assess effectiveness of the social mobilization process in the new schemes of the Bangladesh Rural Water Supply Support Program (BRWSSP II) social mobilization component (through a citizen report card), and b) to introduce communities in the completed piped water schemes to a social accountability tool such as the community score card (CSC).

The survey was conducted in: a) the areas with completed BRWSSP water schemes in four unions: Agla and Ambag (Konabari) in Gazipur district, and Hazratpur and Kalatia of Keraniganj upazila under Dhaka District and b) one upazila in new BRWSSP project areas, Noagaon, Sonargaon under Narayanganj district. The CSC tool was introduced with the DPHE, the implementing CSOs/responsible service providers, those who are partners of DPHE such as Hi-Ful- Fuzzle in Keraniganj and OSAD at Nawabganj, and DPHE Engineers' of Keraniganj and Nawabganj. The whole process and concept of CSC and its possible implication in relation to community participation were discussed with the general user groups and the members of Water User Committees in the unions of a) Ambag (Konabari) under Gazipur district b) Hazratpur and Kalatia of Keraniganj Upazilla and Agla of Nawabganj under Dhaka district and c) new BRWSSP project areas of Noagaon, Sonargaon upazila under Narayanganj district.

The general idea of TPM is to provide community feedback to DPHE for ensuring project implementation quality and effectiveness.

The TPM process resulted in the following main findings and recommendations:

- ♦ *Community awareness* on a number of issues—including general information about the water schemes, water connection requirement and process, correct targeting of exact aquifer or perfectness of the depth of the installed pump; selection process of the location of the pump installed and land registration; Water User Committee (WUC) formation, as well as its roles and responsibilities; handover of the water supply system to WUC and future mechanisms of O&M—needs to be secured. This can be done through better monitoring of the process and outcomes of the social mobilization process conducted by contracted NGOs, and the use of a wider range of information channels.
- ♦ *Water access and quality* in the existing schemes is generally satisfactory, however existing shortcomings include lack of flexible approaches allowing better tariffs for poor, some users violating the rules and storing water in large quantities, not sufficiently frequent water quality checks. These shortcomings can be overcome through DPHE taking a lead in promoting flexible tariffs application and providing guidance to WUCs and CSOs, introduction of poor beneficiary verification mechanisms and oversight of water usage and storage (with relevant sanctions), as well as strengthening the role of WUC in these areas.
- ♦ *Transparency and accountability of WUCs* seem to be among the most problematic aspects. They can be improved through more pro-active disclosures of information about the membership, roles and activities/operations of WUCs. For WUCs to be effective, investments should be made in their further capacity building. More strict provisions on inclusive and

participatory WUC elections are required, as well as on preventing conflicts of interests. It is recommended that WUCs be introduced to such social accountability tools as CSC and public hearings, on which they can build their work and systematic constructive interaction between users and providers. Besides, the interface between WUCs and WATSAN committee of the UPs should be better structured.

- ♦ A user's *ability to file a grievance* is very limited at present. A clear and user-friendly grievance mechanism should be introduced so that users could easily lodge registered complains with DPHE offices or members of WUC.
- ♦ Sustainability of the existing water supply systems is endangered by murky ownership transfer documentation (as well as the weakness of the UP roles foreseen by the project in the past) and lack of cost-recovery approaches to setting up tariffs. Correcting these shortcomings will require guidance from DPHE and cooperation with capable CSOs in setting them up in practice in the existing water schemes.

2 Background

Brief Information on BRWSSP

The Bangladesh Rural Water Supply and Sanitation Project (BRWSSP) funded by the World Bank (WB) began in July 2012 and will end June 2016. The project aims at ensuring reliable access to arsenic-free, safe water in the rural areas of Bangladesh (383 unions in 33 districts). Access to safe water is being secured by making sure that shallow aquifers of the tube-wells are free from salinity, iron, and bacterial pathogens etc. Better management is being secured by supporting the government in designing an institutional framework for rural water supply and sanitation system by outsourcing piped and non-piped water schemes to the private sector, and other providers and providing advisory support for effective service delivery.

The BRWSSP project has the following components:

- ♦ **Rural Piped Water Supply Schemes:** Constructing piped water supply systems in arsenic & salinity impacted rural areas with local public-private participation for financing and operations.
- ♦ **Rural Non-piped Water Supply Schemes:** Constructing non-piped water supply options (for example, deep tube wells, dug wells, Rain Water Harvesting System, etc.) in arsenic, salinity and iron impacted villages with low population densities where piped water systems are not financially viable.
- ♦ **Capacity Strengthening and Technical Assistance:** Providing technical assistance and other support to the Department of Public Health Engineering (DPHE), Local Government Institutions (LGIs), beneficiary communities, private sector, etc.
- ♦ **Project Management and Support:** Providing support to DPHE for day-to-day management of the project.
- ♦ **Contingency for Disaster Risk Response:** Providing preparedness and rapid response to disaster, emergency, and/or catastrophic events, as needed.

However, for this TPM, only the piped water supply scheme was considered, due to completion of those projects by the DPHE.

TPM under CARTA

The Partnership for Transparency fund (PTF) and the World Bank (WB) agreed to implement a program the “Citizen Action for Results, Transparency & Accountability” program (CARTA) in Nepal and Bangladesh in the period of 2012- 2015. The program is financed by the Government of Japan through its Japanese Social Development Fund (JSDF) to support independent, civil-society monitoring of development projects funded by WB. PTF is working with Manusher Jonno Foundation (MJF) in Bangladesh to implement the program.

Resource Integration Centre (RIC), a non-profit; non-government organization in Bangladesh under its Third Party Monitoring Project titled “Social Accountability for Better Access to Safe Water and Sanitation”

CARTA’s overall objective is to enhance the development impact, sustainability and local ownership of selected projects financed by WB in Bangladesh by promoting citizen engagement, building local capacity, increasing channels of accountability, and promoting access to information for potential beneficiaries. Ultimately, the experience of the CARTA Program is expected to contribute to building a significant body of knowledge and good practice in promoting the demand for good governance in Bangladesh. Under CARTA, with support from MJF and PTF, are being implemented to monitor the WB-funded BRWSSP program.

The idea of Third Party Monitoring TPM is to provide community feedback to DPHE for improving the responsiveness of the service providers (implementing CSOs of DPHE). It specifically focuses on the following two objectives:

- ♦ Monitor and compare the quality and outcomes of the social mobilization process under BRWSSP’s both components – piped water supply and point source water supply through a Citizen Report Card (CRC) survey in both BRWSSP I and BRWSSP II targeted areas.
- ♦ Build capacities of BRWSSP partners to introduce mechanisms of constructive engagement between service users/recipients and providers for monitoring the provision of water supply services in completed piped water schemes (BRWSSP I) through introducing the Community Score Cards (CSC) tool.

Thus, in the process of TPM of BRWSSP two main tools were used: CRC survey and CSC. This report draws on the results of the both methods. This report reflects on the results of the both methods presented in two separate chapters.

3 Citizen Report Card Survey and its Outcomes

CRC Objectives, Method and Scope

Citizen Report Card (CRC) survey is a perception-based survey. Specific issues assessed through the CRC included:

- ♦ Transparency of BRWSSP implementation process, including access to information and community awareness,
- ♦ Effectiveness of the social mobilization process, including community engagement and responsibility,

- ♦ Community satisfaction with technical, environmental and financial requirements set by DPHE (including community initial financial contribution and system of subsidies for accessing water supply).

A CRC survey is a tool to engage citizens in an overall assessment of the performance of a public agency based on the client/citizens' experience in terms of their satisfaction of targeted beneficiary households over access to arsenic free water from the deep tube-well in terms of availability, affordability or cost sharing, reliability, grievance management as well as activities and performance of ward arsenic committee and their accountability, transparency, practice of integrity.

Considering a) availability of water; b) quality of water (from both arsenic prone and climate vulnerability zones caused by saline intrusion); c) geographical coverage; d) cultural diversity among targeted beneficiaries; and e) affordability primarily, five Unions were selected. As a result, the survey was conducted in: a) the areas with the completed BRWSSP water schemes in a) one City Corporation Ward of Ambag (Konabari) under Gazipur district; b) 3 Unions of Hazratpur and Kalatia of Keraniganj Upazilla and Agla of Nawabganj under Dhaka district and c) new BRWSSP project areas of Noagaon, Sonargaon upazila under Narayanganj district.

Considering the completion of BRWSSP project 3 unions of Dhaka districts and one city corporation ward of Gazipur district have been selected for TPM work in consultation with DPHE. Each of the five water scheme areas unions should have areas with completed schemes and new area where mobilization is taking place in order to enable RIC to undertake both the surveys in the same Union.

The survey was followed by Key Informants Interviews (KIIs) and Focus Group Discussions (FGDs). Individual interviews and FGDs were carried out in order to verify findings of the first CRC survey, as well as to gather information on the distribution of roles and responsibilities among the stakeholders (including beneficiary communities, UPs, private sponsors, private suppliers, and the DPHE) in the water supply scheme.

Semi-structured individual interviews were conducted to collect opinions from well-informed individuals about the operations of the project and performance of the both WUC and WUG several Key Informants such as Union Council Chairman, Secretary, Project officials and other stakeholders will be interviewed.

Overall 15 FGDs (5 FGDs with the members of Water Users Committee (WUC), 5 FGDs with Water User Groups (WUG) and 5 FGDs with Water and Sanitation (WATSAN) Committee of UP) were carried out to gather information of various issues such as formation process of WUC, role of LGIs and DPHE in functioning BRWSSP, disclosures of information by both committee, financial integrity, arranging meetings, cost sharing, operations of bank accounts, registration process, and roles of WUC in project design, quality of water supply, grievance redress mechanisms etc.

Sampling Approach and Respondents Profile

Through a random sampling formula (using the beneficiary households list in each union using systematic random sampling was applied) 500 households (HH) were selected for the survey Considering the number of beneficiaries households in each project implemented areas 400 HH are distributed proportionately among the completed project scheme and 100 households were surveyed from new BRWSSP intervention areas. The distribution of sampling households is illustrated in the following table.

Table 1: Households sampled

Upazilla	Union	User Households	Sampling HH
Completed Projects (BRWSSP I)			
Nawabganj	Agla	315	61
Konabari	Ambag	536	104
Keraniganj	Kalatia (Fatehnagar)	893	173
	Hajratpur (Dhalikandi)	320	62
New Intervention Areas (BRWSSP II)			
Noagaon	Sonaragon	-	100
Overall=		2064	500

Slightly more than a half of respondents (50.6% in the areas with the completed schemes and 52.8% in the newly targeted areas) were HH heads while the rest were family members.

On average yearly family expenses and income of each HH are 351,724 BDT and 241,428.79 BDT respectively in the areas with the completed schemes and 231,050.5 BDT and 160,166.7 BDT respectively in the new areas (which is higher than the national average as in most cases family members of each household send remittance from outside the country).

Table 2: Yearly Income and Expenditures of the HHs

Income/Expenses	Minimum	Maximum	Average/Year
<i>Areas with the completed schemes</i>			
Income Per Household (N=399)	24,000.00	2,280,000.00	351,724.90
Expenses Per Household (N=396)	12,000.00	2,040,000.00	241,428.79
<i>New Areas</i>			
Yearly Income Per Household (N=107)	48000	1440000	231050.5
Yearly Expenses per Household (N=108)	60000	804000	160166.7

CRC Survey Implementation

CRC Survey was carried out from 18 October to 2 November, 2014. A group of trained enumerators were appointed to conduct the survey. Before engaging them into survey, they were provided training in the field with mock tests of questionnaires.

During the survey, each enumerator collected required information from five HHs per day. A supervisor monitored them regularly throughout the survey to ensure the data quality.

A one-day orientation was provided to enumerators for collecting both qualitative and quantitative data from the targeted villages. After drafting a semi-structured questionnaire, several field tests were conducted and then draft questionnaire was finalized incorporating learning from field. For FGDs and KII checklists were developed and information collected through enumerators and researchers respectively. All the data collection instruments were developed and practiced through demonstration. To ensure

collection of quality information staff was trained and a probability sampling guideline was given to data enumerators. Supervisors were appointed to ensure quality check and consistency of the information collected. All qualitative and quantitative data collected through the study was disaggregated by intervention types—completed project and initial stage of project, i.e., social mobilization for CARTA project implementation.

Following completion of the survey, verification of data was checked through randomly selected questionnaire through back-check. After verification, all data were given entry into the data sheet prepared through SPSS. After completion of data entry, based on the data analysis of survey, FGDs as well as Key Informant Interviews this assessment report has been produced.

CRC Survey Findings

Community Awareness and Mobilization

Expected Standard

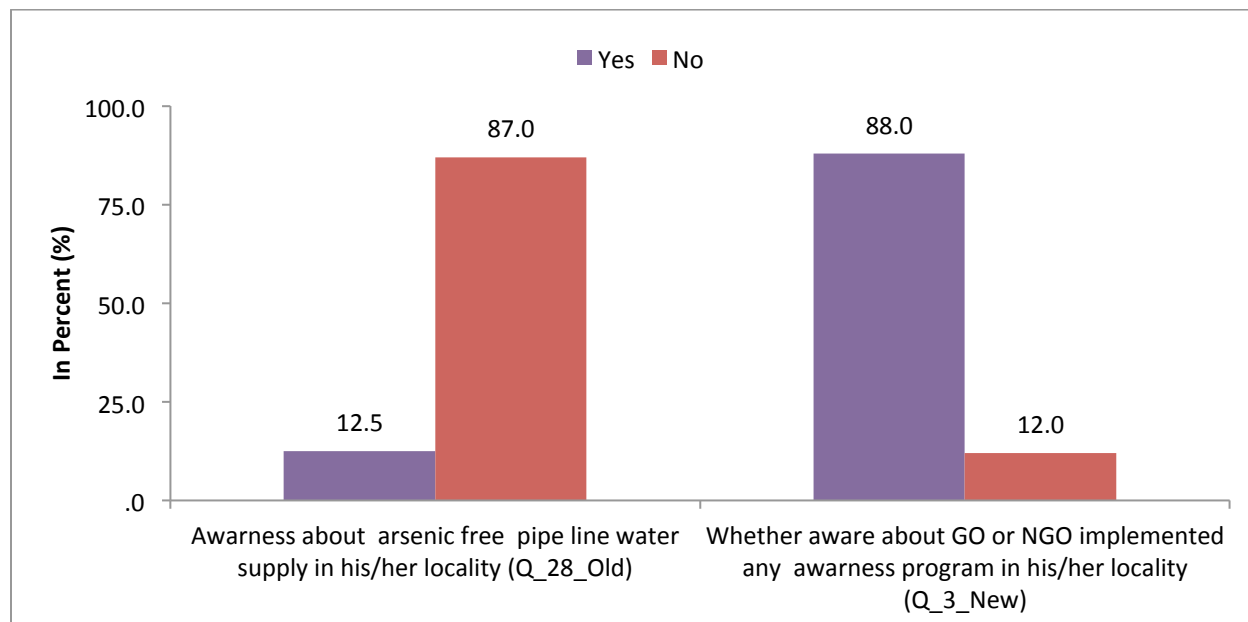
The section 4.4.1.3 of the BRWSSP Guideline for Sponsors contains the following requirements for community consultations:

- ♦ Conducting community consultation through a structured & effective Information Education & Communication (IEC) campaign to increase the awareness of the impact of the unsafe and contaminated water on the HHs' economic & social status and the associated costs to the families;
- ♦ Holding field level workshop/ focus group discussions with the communities and LGIs on the objectives of the scheme and its infrastructure interventions identified and share information on the main features of the program and clarify their roles and responsibilities; and
- ♦ Determination of community interest in their involvement / participation in O&M of WSS services particularly the intention of paying the water charges for improved services.

Situation on the Ground

People awareness about of the intervention of particular NGO to install pipeline water supply project in their locality has improved in the BRWSSP II project. If in the area with the completed schemes among 400 surveyed respondents four-fifth (87%) claimed they were ignorant about the project, in the new areas this share was as little as 12%.

Figure 1: Awareness about pipeline water supply project in BRWSSP I and II

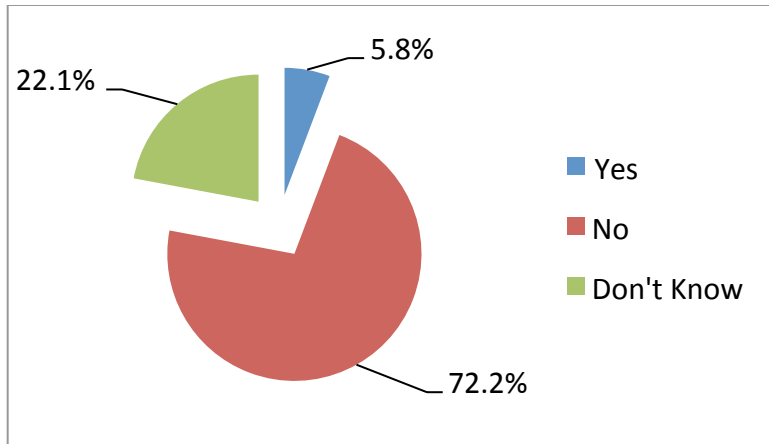


The reason of poor awareness in the past was in the weakness of the social mobilization component of the project implemented by CBOs/NGOs. According to the opinion of DPHE officials gathered through the CSC that project implementing partners (NGO) put less effort on community awareness about the water supply project. DPHE official claims that insufficient time for project implementation was a barrier to conduct wide publicity.

In the area with the completed schemes around three-fourth surveyed beneficiary households (72.2%) claimed lack of ***participation of their family members in the awareness program.***

Though CSO claimed that they inform water users through arranging meeting six months before about the increase of the O&M bill and connection charge as well but the FGD findings confirmed that the coverage of the awareness rising activities was rather limited.

Figure 2: Did your any family member take part in the awareness program arranged at your area? (Q29)



The situation with the awareness has improved in the new project phase. As a result, the survey showed that 88% of the respondents know about the upcoming pipeline water supply system in their locality. Yet, only 54.6% of the respondents in these areas think that ***all the community members have consented or agreed to adopt new water supply scheme.***

Figure 3: Do you know about upcoming arsenic free pipeline water supply system in your locality? (Q3 New)

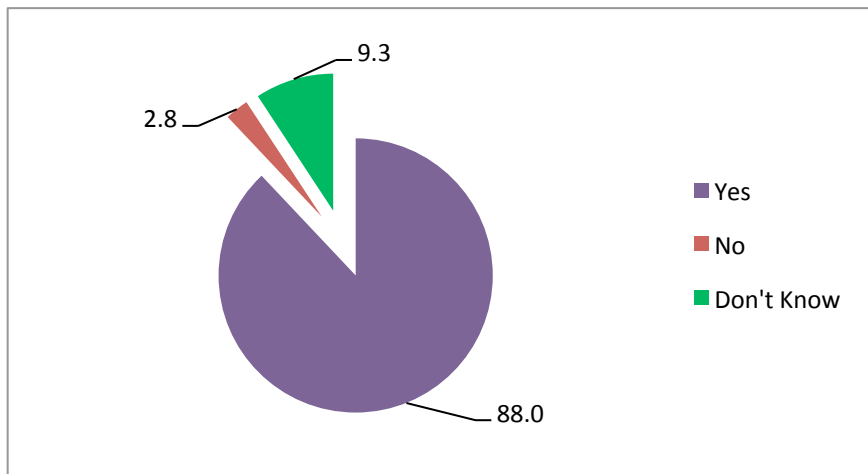
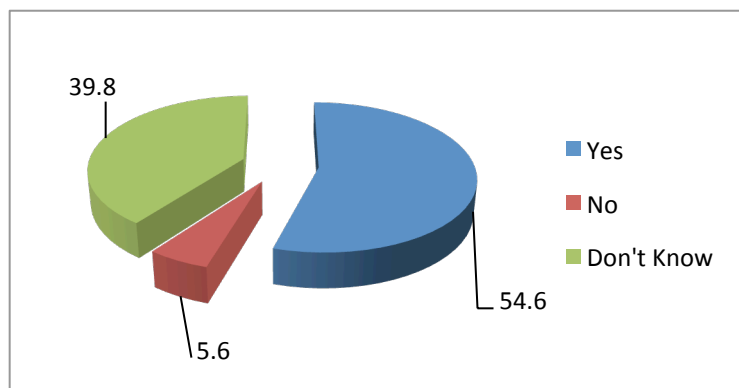


Figure 4: Have all Community member agreed to adopt a new water supply scheme? (Q6 New)



Land Allocation and Location of Water Pumps

Expected Standard

Section 3.2.0 of BRWSSP Guidelines on Availability of Land: The sponsor will consult with the UP Chairman and community leaders to obtain land (preferably 5 decimals) at suitable location (for construction of water supply units like pumping station). Land may be obtained as donation from a community member or charitable institution, purchased from a private party or leased from the government. In all three cases, proper registration from land office must be required at the beginning of project implementation for confirmed possession of land. The location of water pump is important to ensure convenience for all community people to fetch water.

Situation on the Ground

The survey revealed that the majority (more than 90%) of respondents in case of both the new and completed project areas are **aware of the location of the water point**.

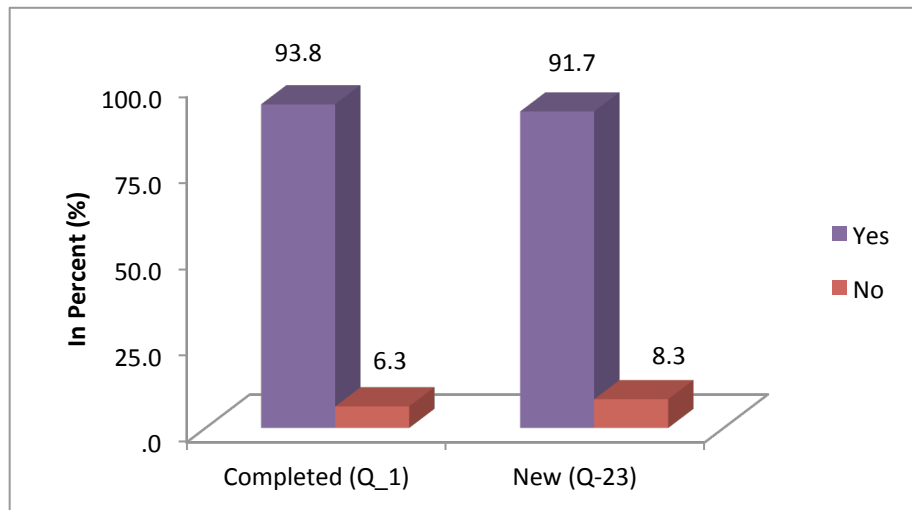
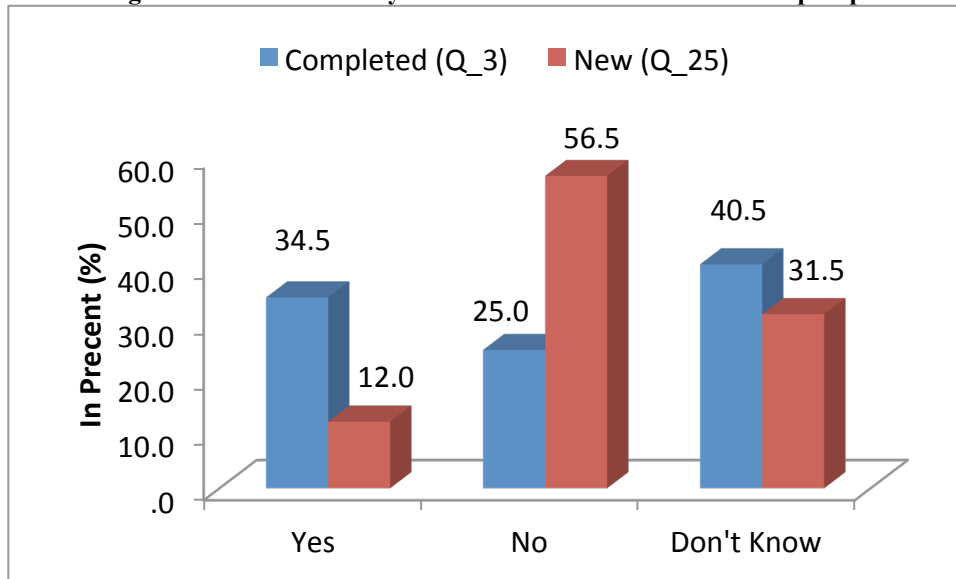


Figure 5: Do you know the location of water point? (Q1 Completed and Q23 New)

Yet, a large share of the respondents in the new scheme is still unaware of the selection process of the location of the pump. The interviews and group discussions also revealed that this process of consultations is not yet advanced, as well as the discussion on connection charges and fees.

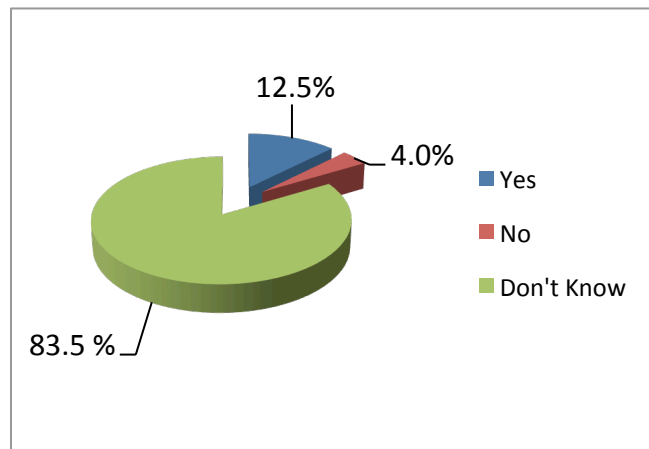
The survey showed that in the areas with completed schemes people awareness about, the water pump location was rather low. The interviews and group discussions also revealed people low awareness about decision-making process related to water bill and connection charge – the shortcoming that should be minimized upon in social mobilization in the current project phase.

Figure 6: Was community consulted on the location of water pump?



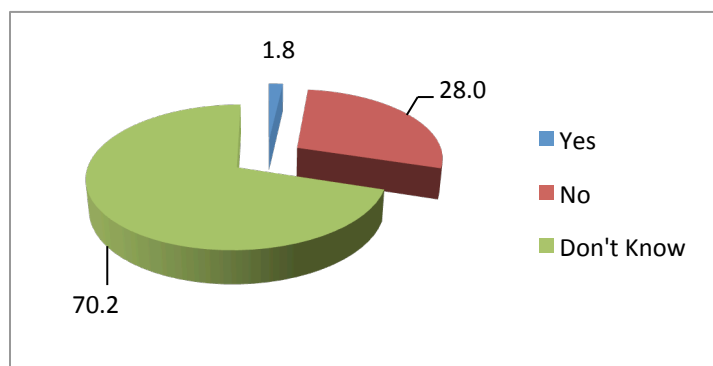
As for the registration of the pump house area with the land department, more than four-fifth (83.4%) of respondents in the areas with the completed schemes were found still ignorant about it.

Figure 7: Had the allocated land for the project documents been registered with the land department? (Q7 Completed)



The survey also tried to identify whether there was any undue influence in selection of the location of the water pump. In the new areas only 1.8% claimed of such influence, while a significant number of people (70.2%) are found totally unaware of such influence.

Figure 8: If answer is No, whether any political or other undue influence was reported in determination of location of the water pump? (Q4 Old)



Selection of Beneficiary Households

Expected Standard

According to the Section 1.14.3 of BRWSSP Guidelines regarding the Private Sponsor in the Guideline for Sponsors, the Private Sponsor is responsible for:

- ♦ Identifying the village where the piped water supply system will be constructed;
- ♦ Interacting with the community and ensuring its involvement in planning and preparing the piped water scheme with the involvement of the poor households

Situation on the Ground

Since one of the particular targets of this project was to ensure that the poor and disadvantaged people are not left out from the provided services this survey asked the opinion of community on beneficiaries' selection. It turned out that only 42.5% surveyed respondents in the areas with the completed schemes found the selection process done properly.

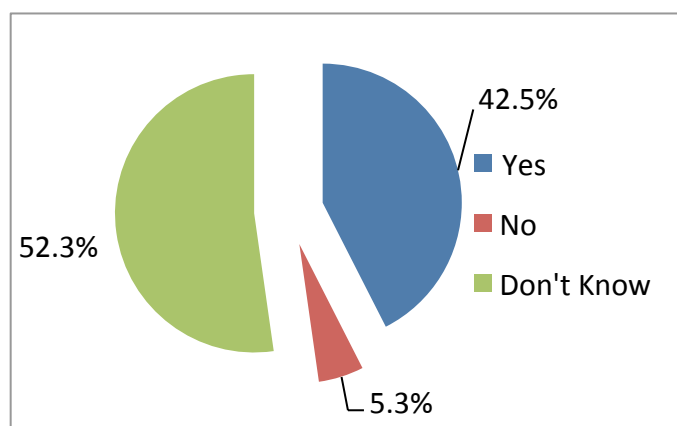


Figure 9: Do you think that the beneficiary selection for water point connection was properly done? (Q5)

Regarding the exemption of the poor & ultra poor in discussion with the community from paying water connection charges water users were not informed about concession and a little number of water users have got the discount (Source: CSC, RIC, 2014). Moreover, it has been specified through CSC coverage of

the poorest in the project is very negligible, even following request from RIC staff during CSC process CSO did not show the list of poor users.

Access to Safe Water

Expected Standard

Section 4.4.1.8 of the Guideline for Sponsors on Institutional & Operational Arrangements and Capacity Strengthening of sub-project mentions: “Awareness programs in the aspects of safe water needs, service levels, water quality, and water-borne diseases with a specific focus on effects of Arsenic; Target Group shall be the entire community proposed under the scheme and the users need to be educated and informed about safe water use, consequence of not using safe water.”

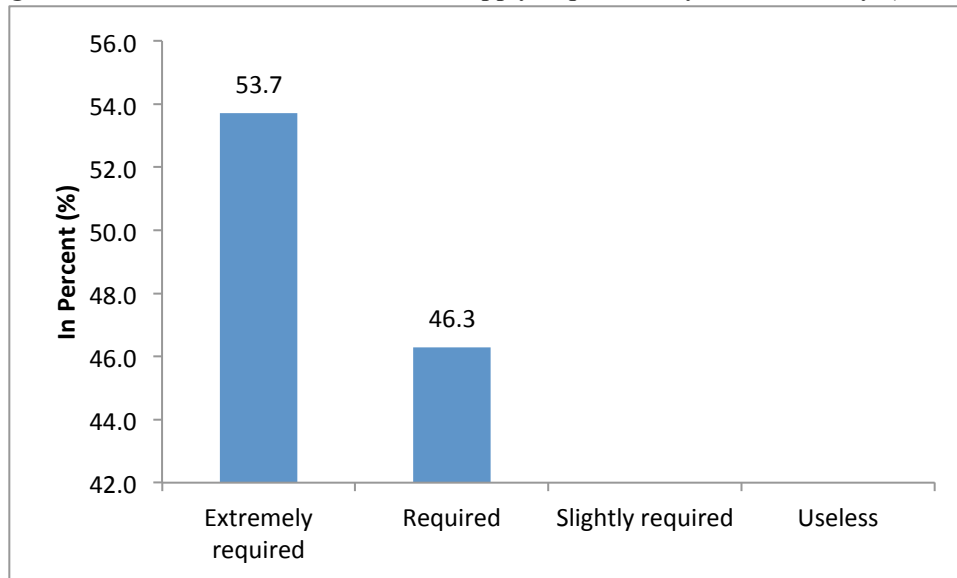
After the installation of the water pump it is expected that all beneficiaries enjoy arsenic or contamination free water.

It is expected that the water project be implemented in the communities that are in urgent need for safe drinking water. It is important to raise people awareness about a need to safe drinking water. When the demand for safe drinking water is present, the project is supposed to ensure community consent and awareness about the conditions of getting access to safe drinking water (like specifics of a needed depth of the water sources, etc.) as well as the water installation costs and conditions.

Situation on the Ground

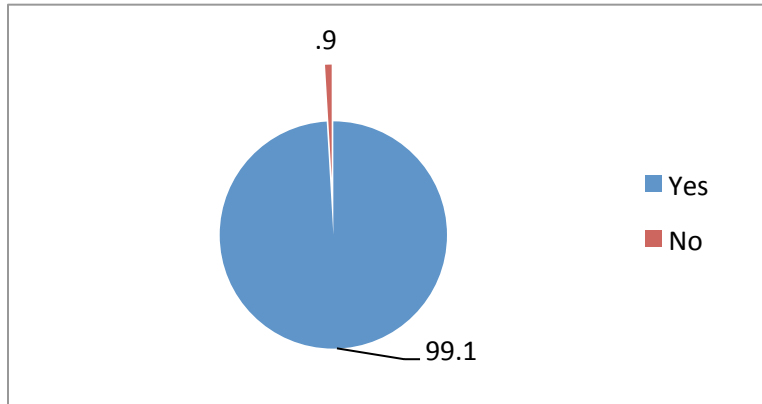
*In the new areas, majority of people are well **aware of a need to access safe drinking water.***

Figure 10: To what extent is a safe water supply required for your community?(Q4 New)



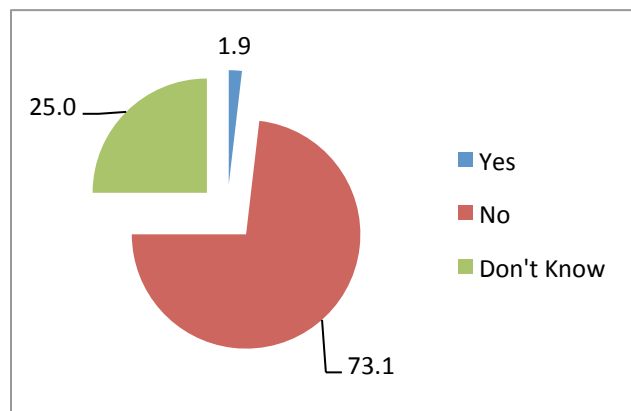
In this context, most (99.1% of surveyed households) **expect to be connected to the new water system**.

Figure 11: Do you have a plan to get connections for your household? (Q14 New)



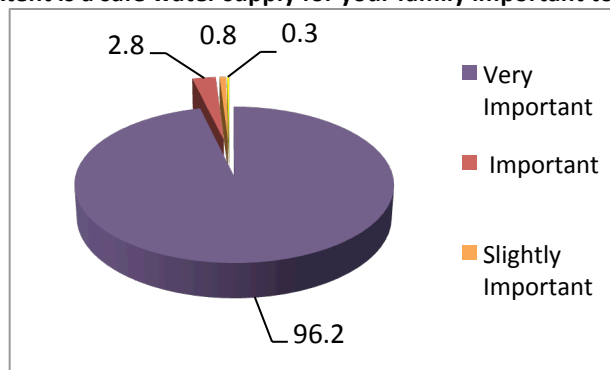
However, only 2% of surveyed households' are **aware about the requirements for new connections from rural pipe water supply**.

Figure 12: Do you know what the requirements are getting connection from pipeline water supply? (Q11 New)



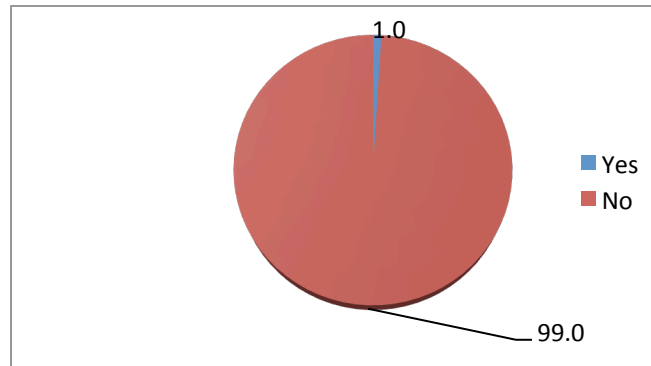
In the areas with the completed schemes, **the demand for access to safe drinking water seems also very high**. Almost 96.2% respondent households give importance to ensuring safe drinking water.

Figure 13: To what extent is a safe water supply for your family important to you? (Q27 Completed)



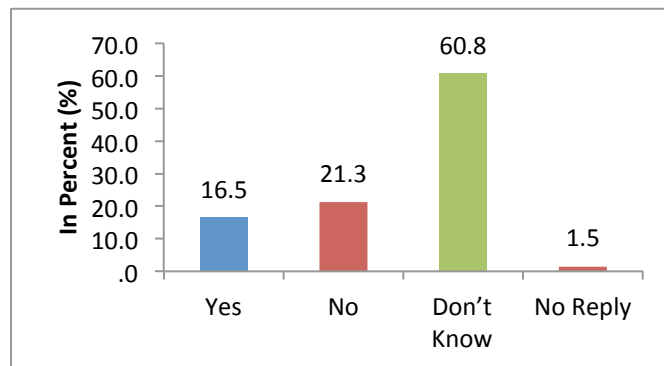
In these areas (where access is supposed to be already ensured), almost 100% of respondents claimed that they are not **using arsenic contaminated water for drinking purpose from arsenic contaminated or 'red marked' tube-well.**

Figure 14: Are you using water for drinking purpose from arsenic affected or a red-marked tube-well? (Q25 Completed)



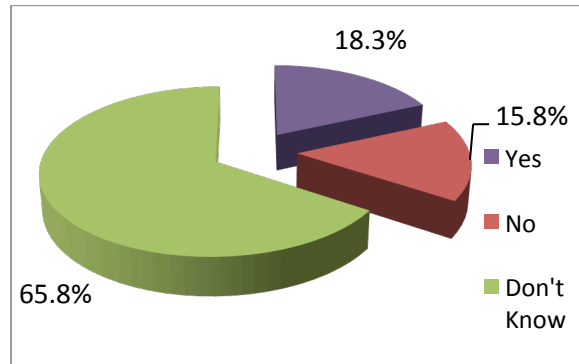
At the same time only 16.5% of respondents reported that **the quality of water supply is checked regularly** (each year) and around two-third didn't know whether DPHE or assigned agency check the water quality regularly. According to the findings of the CSC, water quality is tested but not regularly. Water treatment plant became nonfunctional in Agla, Nawabgonj. Moreover, it has been reported that leaking pipes are not repaired timely, polluting materials come with water frequently and water seems sticky when unwanted materials is mixed with water.

Figure 15: Is quality of water supply checked regularly (each year)? (Q26 Completed)



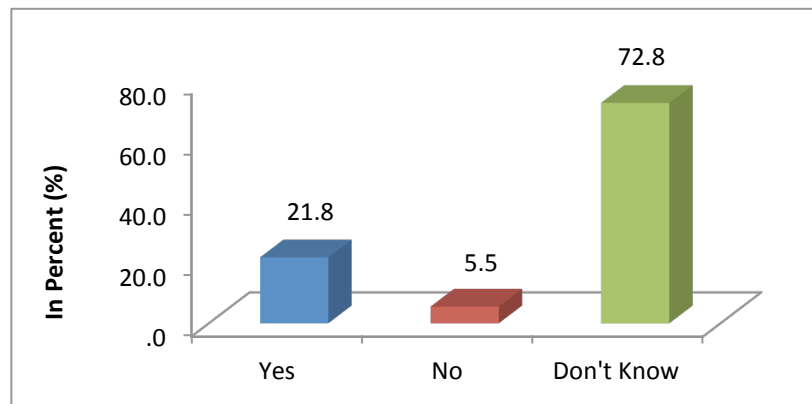
The survey reveals that only around one-fifth (18.3%) of surveyed households **knew about depth of the installed water pump** and two-third were fully unaware of that.

Figure 16: Do you know about the depth of the installed pump? (Q8 Completed)



Further inquiry showed that people are rather ignorant about the pump installation specifics as much as they are ignorant about the issues related to the table level for safe drinking water. It has been found only around one-fifth (21.8%) surveyed household have claimed that the depth of pump was correctly determined, while most of the respondents were unaware of this issue.

Figure 17: Whether the depth of the pump is perfect with respect to the availability of water? (Q10 Completed)



Remarkably, around two-third (58.1%) of the surveyed people in the areas with the completed schemes claimed that they do not **have sufficient access** to safe water to meet their needs. The deficient access was verified and confirmed through the FDGs. People often complain that they do not get water whenever they like/need and they don't get sufficient amount of water. Good access to the installed safe drinking water is hindered by such problems as dis-functioning of pumps (may be due to generator or load shedding) or dis-functioning of water treatment plant (e.g. Agla Union of Nawabganj Upazilla) and users suffer from not getting water for a long period of time

Figure 18: Do you have access to water collect point whenever necessary? (Q20 Completed)

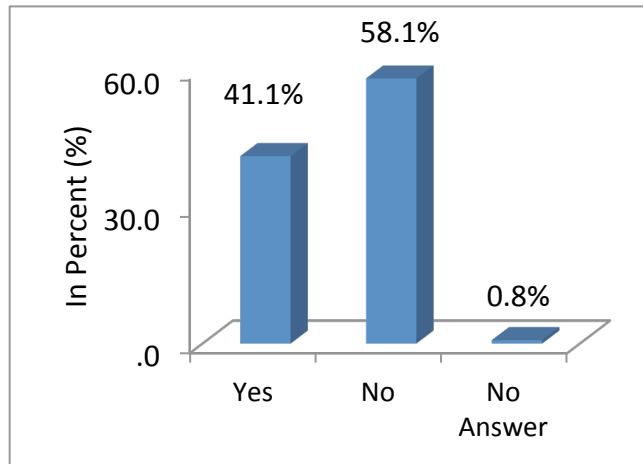
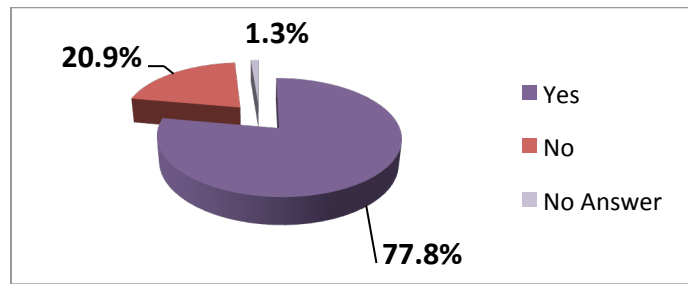
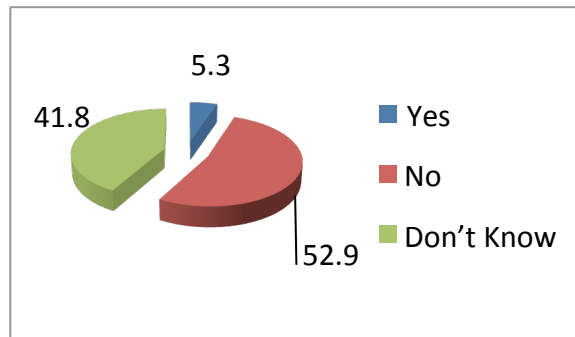


Figure 19: Can you collect sufficient amount of water from the source to meet your needs? (Q16 Completed)



As for the **illegal water storage**, more than half of surveyed households (52.9%) claimed the incidents of illegal construction of water storage by better-off and affluent families. The FDGs prove that this is happening due to lack of monitoring by DPHE and with the consent from pump mechanics or members of WUCs.

Figure 20: Can anybody reserve water by self-owned motor in their illegal underground reserve tank?(Q23 Completed)



Function of WUCs and Grievance Redress Mechanisms

Expected Standard

In section 1.7.2 of the BRWSSP guideline there is a requirement to form community based organization (CBO)/ Water Users Committee/ Association (WUC/WUA). WUC should be legally established. A representative from each household will be a general member of the WUC. Structure of the executive committee is recommended such a way that a) it should be formed within 7 to 11 members; b) it should be represented by all segment of the community, especially women, poor, disadvantaged and vulnerable members; c) there should be at least 30% of women members, if found interested; d) there should be at least one representative from each para or locality; and e) a member from the poor, disadvantaged or vulnerable section must represent the committee.

In the section 1.14.4 the main responsibilities of WUC has been defined below

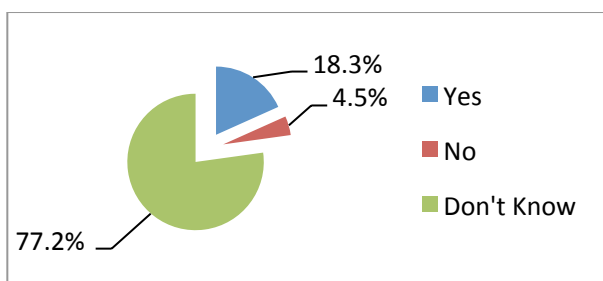
- ♦ Act as representative of the community and an interlocutor between the community members and the sponsor;
- ♦ Coordinate with the sponsor in project matters; certification of vouchers in support of expenditures for scheme implementation after verification;
- ♦ Assist sponsor in the collection of upfront contribution from the community members;
- ♦ Assist sponsor by taking up part of the operational responsibility like billing and collection of water rates or operation and basic maintenance of the system; or even full ownership of the system with the assumption of sponsor's debt, if agreed with sponsor and accepted by BWSSP;
- ♦ Pay active role in dispute resolution at the initial stage between sponsor and customer(s);
- ♦ Provide information on sponsor's performance during operation stage as part of the monitoring and evaluation data;
- ♦ Hold project meetings of the executive committee to discuss O&M matters in the presence of sponsors;
- ♦ Hold quarterly open meetings with community in the presence of sponsors; and
- ♦ Take over ownership of the system from sponsor after an agreed period (maximum 18 years).

Accountability of WUC is crucial not only for efficiency of operations of the pipe line water supply project but also it is utmost required for any WUC to perform at the highest level of accountability and integrity to make the water supply system sustainable after the completion of project phase

Situation on the Ground

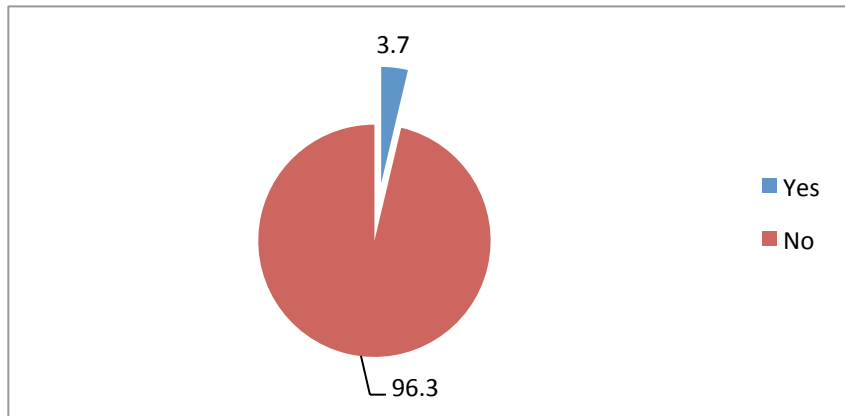
*In the completed schemes, a very little number (18.3%) of surveyed households were found **aware of the WUC in their locality.***

Figure 21: Do you know whether any WUC (Pani Committee) has been formed? (Q31 Completed)



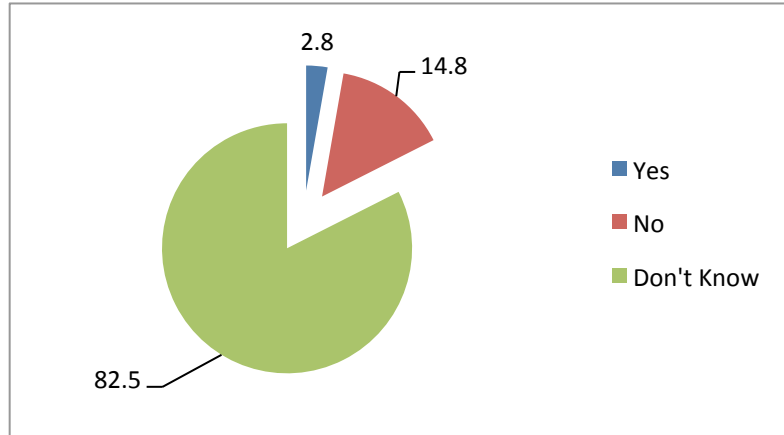
In the new schemes, only a few of only 3.7% surveyed household is aware of the existence of a committee.

Figure 22: Have you heard about any committee relevant to new water supply system? (Q31 New)



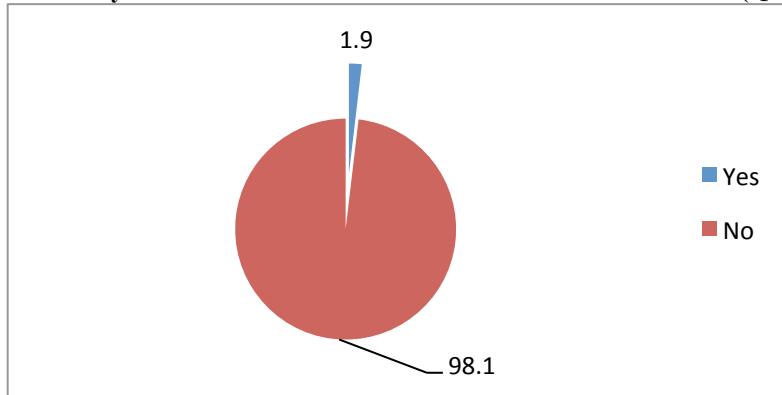
Moreover, the survey found that only around 15% of households in the areas with the completed schemes are aware of WUC or recall holding elections for the WUC. The FDGs show that often WUC is constituted of community elites and water users living close to the pipeline. The interviews and group discussions showed that in the past the committee formation process was done more properly in Agla, Nawabgonj WUC compared to in Hazratpur and Kalatia, Keranigonj.

Figure 23: Was any election held to form the WUC? (Q37 Completed)



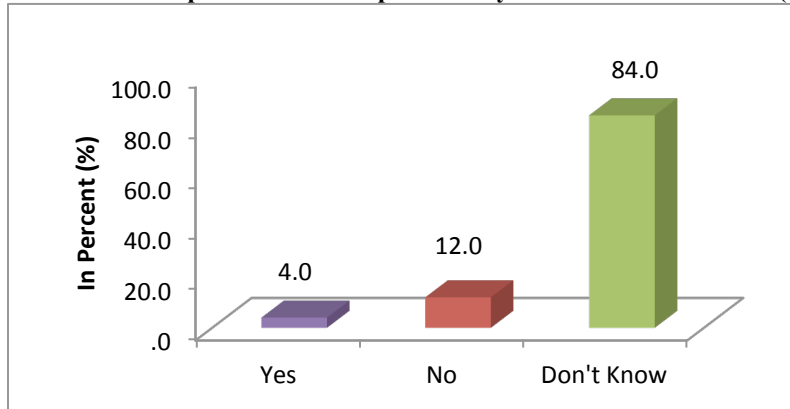
The awareness on WUC formation is also very low in the new areas: as little as 1.9% respondents are found aware about the process of WUC formation. It has also been found that authorities did not take any opinion from the water users regarding WUC reform. Authorities assisted to form the WUC and imposed their own choice.

Figure 24: Do you know about how this committee would be formed? (Q33 New)



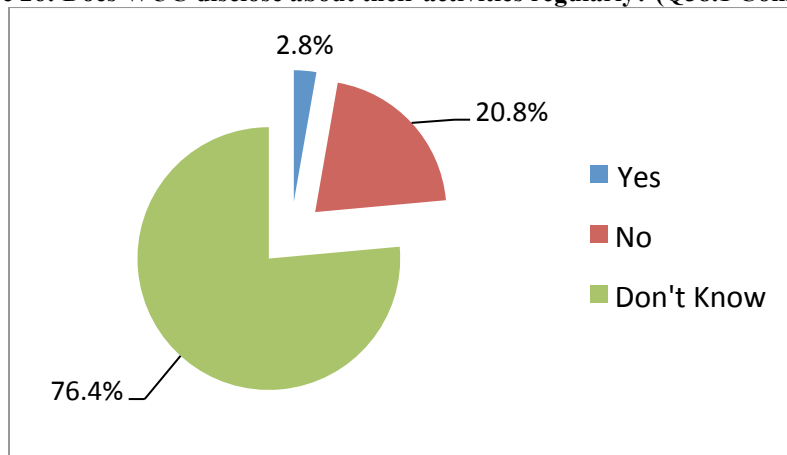
As for *the inclusiveness of the committee* (representation of the poor, women and disadvantaged families in the WUC), only 4% surveyed households think that WUCs are inclusive.

Figure 25: Was member from poor or extreme poor family included in the WUC? (Q38 Completed)



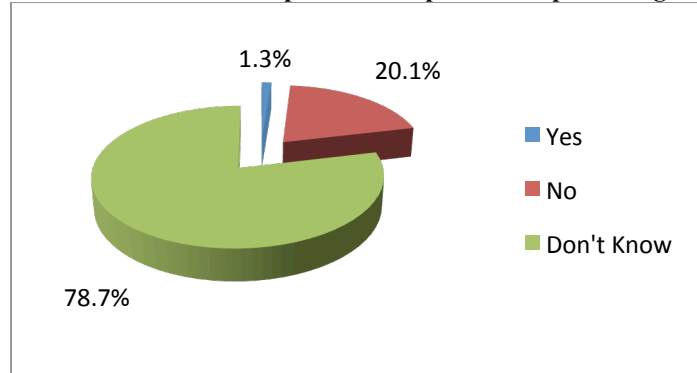
In relation to *transparency of WUC work*, only a meager 2.8% surveyed households reported WUC compliance with the requirements on disclosures of information on their activities.

Figure 26: Does WUC disclose about their activities regularly? (Q38.1 Completed)



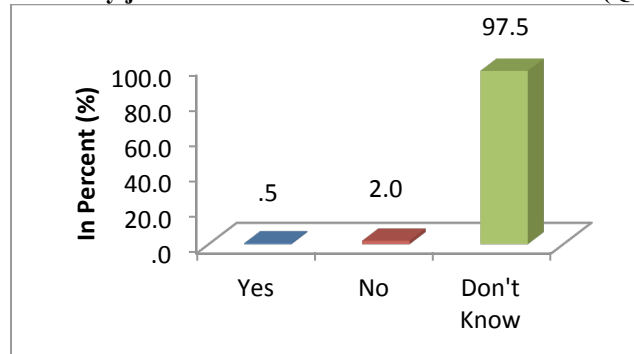
Furthermore, only 1.3% of surveyed HHs were found aware of WUC disclosing the income-expenditure reports to the public regularly.

Figure 27: Does WUC disclose the income-expenditure report to the public regularly? (Q39 Completed)



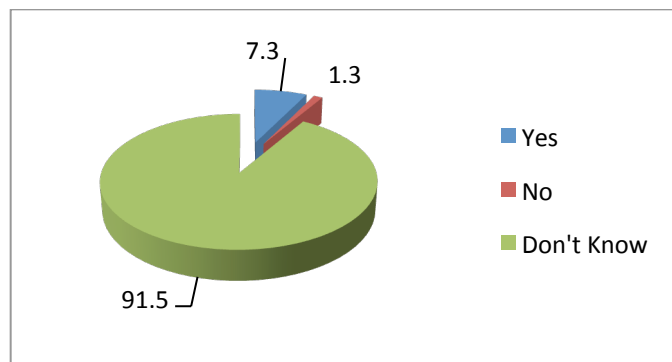
Lack of transparency and accountability of the WUC work has been questionable since in most of the cases WUC (out of 388 WUC only 2 opened the joint account) did not open the recommended joint bank account with the concerned Union Parishad (UP). Almost 98% of surveyed household members are not aware of such account.

Figure 28: Is there any joint bank account of the WUC with UP? (Q42 Completed)



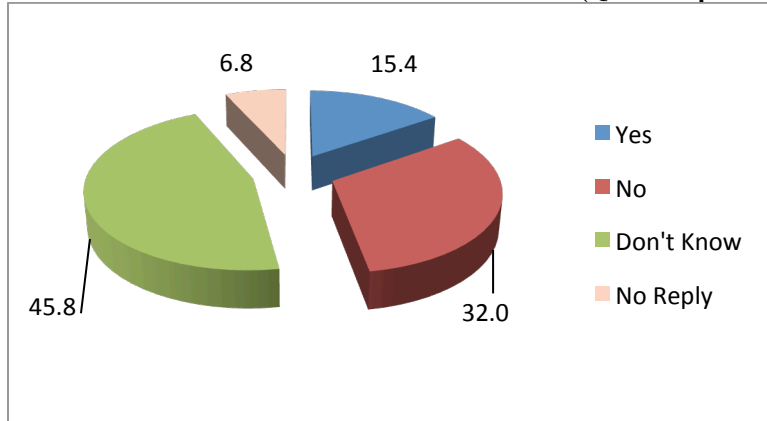
Another important responsibility of WUC was to regularly supervise the works of the private actor regarding installation of water pumps so that quality of the works could be ensured. The survey verified **WUC implementation of their supervision tasks** and revealed that only 7.3% respondents have acknowledged this role of WUC. CSO claimed that in some areas both representatives are present but they are inactive, they are not known to all and besides that they do not know what their duties are.

Figure 29: Did WUC supervised water pump installation related works? (Q43 Completed)



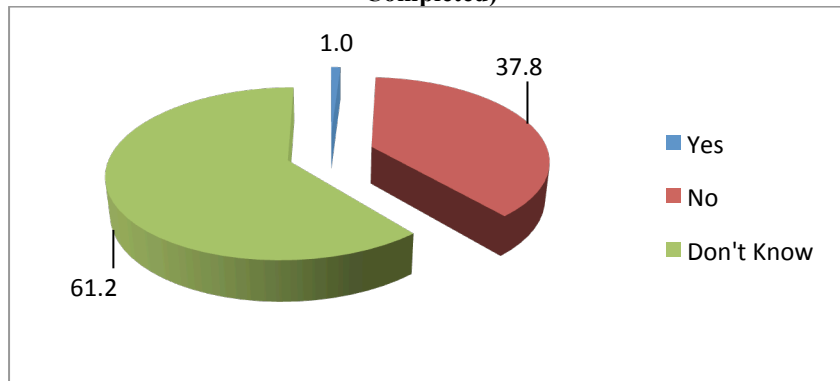
The survey also looked at the **misappropriation of power by WUC members**. Around 15.4% surveyed people recall instances of extra favors in availing water connection to relatives and close friends of WUC members.

Figure 30: Does anyone get extra favour in getting water connection if any member of the applicant household is relative/known to member of WUC? (Q48 Completed)



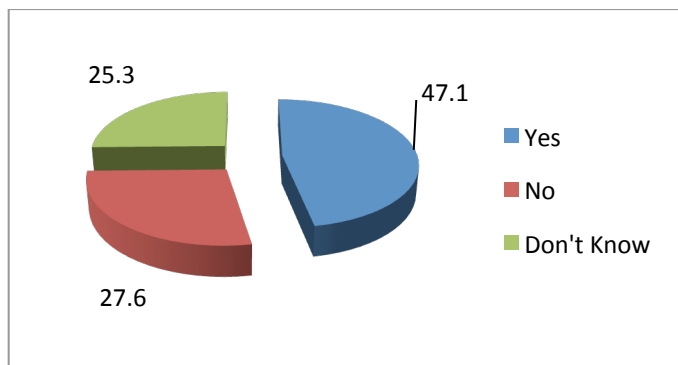
At the same time, only 1% of surveyed households referred to **irregularities by WUC in funding management**, while more than 60% household members are unaware of such cases.

Figure 31: Has any irregularity of committee member regarding financial dealings been identified? (Q46 Completed)



An important responsibility of the WUC is “Pay active role in dispute resolution at the initial stage between sponsor and customer(s)”. It was found less than half (47.1%) of surveyed households have had reason to lodge any complain or inform grievance to either DPHE official or members of the WUC.

Figure 32: Can the responding household inform DPHE or WUC if s/he has any complaint? (Q52 Completed)



It has found that almost one-third (32.9%) households are fully unaware about the grievance redress process. In response to the question on whether WUC addresses any water supply related complain it has been found that only around 32.3% respondent household admitted about the redress of the complaints lodged. Group discussions showed that water users very rarely report problems to WUCs and do not seem to know about a possibility to complain to other actors.

As for the **overall satisfaction of WUC functioning**, only one-third (32.6%) surveyed households are satisfied with the performance of WUC in the completed schemes.

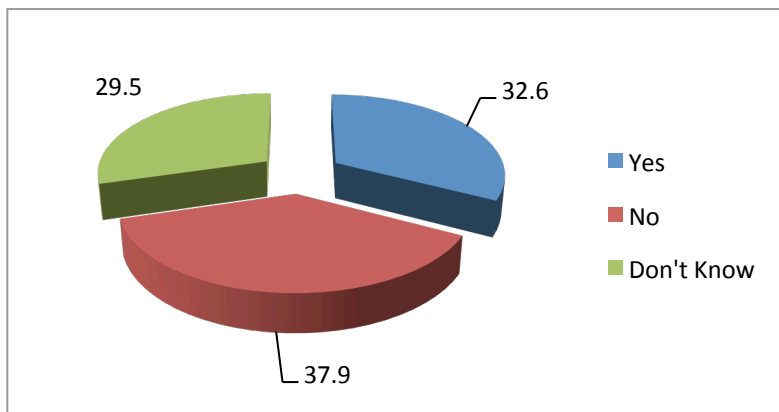


Figure 33: Are you satisfied with the activities of WUC? (Q50 Completed)

Sustainability of Water Supply Systems

Expectations

It has been planned that the implementer of the project would hand over the O&M of the water supply project and the concerned CBO/WUC would take over the ownership of the system from sponsor after an agreed period (maximum 18 years).

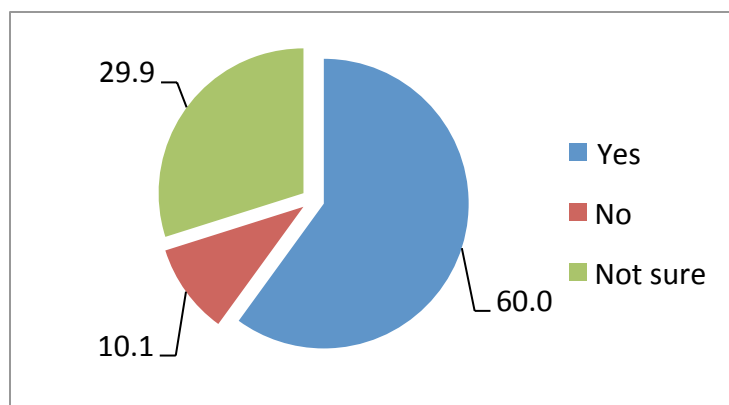
Their ability to operate and maintain the system depends very much on financial feasibility of the O&M and the willingness of the community to bear the costs.

Situation on the ground

In the areas with the completed schemes, around 60% surveyed households have expressed their **willingness to bear the required O&M cost** for financially sustainable water supply. It has been reported that 62% households are willing to bear on average O&M cost of 174 Taka per month (Annex-2).

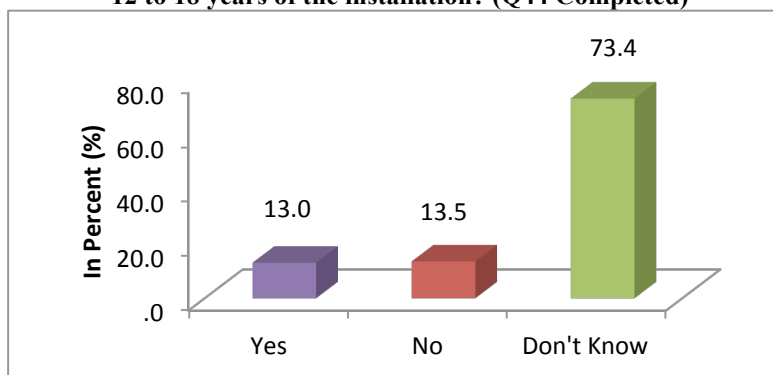
Currently the real costs of the system per household are on average 3041 Taka for connection and the households pay as much as on average 268 Taka per month.

Figure 34: Are you willing to bear the O&M cost of water supply in future too? (Q71 Completed)



As for the people awareness of the hand-over of the water supply system to WUC, only around 13% knew about it in the completed schemes. Field discussions confirmed general ignorance among people about the water schemes handover process, community ownership etc.

Figure 35: Are you aware of the transfer of the responsibility of NGOs to maintain the pumps to WUC after 12 to 18 years of the installation? (Q44 Completed)



Members of the WATSAN standing committees at the UPs seem to be univocal about the significant gaps in coordination between DPHE, WUC and WATSAN committees. They find that it is a serious shortcoming that DPHE did not provide guidance in the past schemes on linking the WUCs and the water supply systems to relevant UPs.

4 Community Score Card Process and Outcomes

8.9 4.1 CSC Method Step by Step

Objectives of CSC:

- ♦ To assess the effectiveness of the services provided by the different service providing authorities
- ♦ To establish unanimity with the representatives/committees and service providing authorities
- ♦ To cross-check whether the resources and services reach properly to the beneficiaries
- ♦ To develop instant work plan with the participation of service providers and recipients to take corrective measures.

The method was designed in such a way that it would be beneficial to both service providers and service users. While the service users get an opportunity to give fast and direct feedback to the provider on service quality, the service providers receive first-hand information regarding performance of service provider to deliver particular services as per provision and what requires improvement (based on this feedback shortcomings can be effectively responded in line with the customers' expectations).

Both parties benefit from CSC application as it provides the following advantages:

- ♦ Both community and service users are getting involved in monitoring of quality of services and decision-making process;
- ♦ Relations between service providers and service users improve;
- ♦ Mutual understanding between the parties with regard to existing problems in provision of services develops;
- ♦ Social accountability and transparency in services provision increases;
- ♦ Agreement on necessary improvements in service provision is being found;
- ♦ Level of participation and responsibility of service users, i.e. the community, increases;

CSC process was carried through following steps:

Step-1: Preparatory Work

RIC initiated following preparatory activities after taking decision of organizing CSC in the above mentioned unions:

- ♦ Firstly, selected volunteers from the particular communities and share the objective and orient them on CSC process.
- ♦ Secondly, the CSC process was discussed with DPHE, the implementing CSOs/responsible service providers those who are partners of DPHE such as Hi-Ful- Fuzzle (Keraniganj), OSAD (Nawabganj) and DPHE Engineers' of Keraniganj and Nawabganj.
- ♦ Thirdly, the whole process and concept of CSC and its possible implication in relation to community participation were discussed with the general user groups and the members of Water User Committees in the unions of Hazratpur, Kalatia and Agla.
- ♦ Additionally, RIC staff and community volunteers shared information with the Union Parishad Chairmen, Members and some influential people of the locality about the process and implication of community score card in relation to arsenic free water supply under BRWSSP project and seek assistance for successful implementation of the Community Score Card and prepare an action plan for mitigating laps and gaps between service providers and service receivers.

Step-2: Input Tracking

Objective of the input taking was to find out the gaps between the uses of inputs of piped water project under BRWSSP at the time of implementation, as an example: Elements, Manpower, Activities, Time Frame etc. and which were in actually in the planning.

RIC staff assisted community volunteers to collect the list of inputs of the piped water project from DPHE local offices, Hil-Fil-Fuzzle in Keraniganj and OSAD in Nawabganj. DPHE local Engineers and responsible officers of Hil-Ful-Fuzzle and OSAD assisted in collecting information. Total number of 20 (Female 3 and Male 17) participants attended during input tracking.

Step	Event	1 st Round CSC			2 nd Round CSC		
		Male	Female	Total	Male	Female	Total
2	Input Tracking with CSO's and local DPHE	22	06	28	21	1	22



Input Tracking in Keranigonj and Nawabgong Upazila

Step-3: Performance Score Card

3rd step of CSC meant to carry out assessment through focus group discussion (FGD). Selected participants from different community groups (water user, WUC member) took part in the FGD events. The participants assessed the quality of services through giving score on the performance scorecard. A performance scorecard developed through setting numbers of indicators based on the project provision.

The assessment used a “0-10” scale, where “0” is “completely absent” and “10” is “excellent”

Step	Events	1 st Round CSC				2 nd Round CSC			
		No of Events	Male	Female	Total	No of Events	Male	Female	Total
3	FGD - Water user group (better-off)	4	44	42	86	3	33	24	57
	FGD - Water user group (poor)	4	35	49	84	3	17	21	38
	FGD - Non user group	4	45	24	69	3	41	29	70
	FGD - WUC	4	40	5	45	3	13	08	21
Total		16	164	120	284	12	104	82	186

FGDs with User Groups



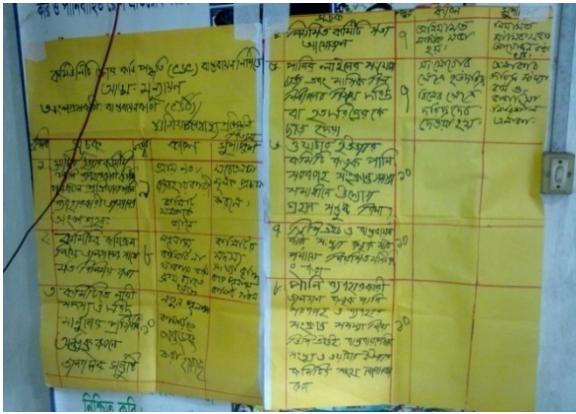
Step-4: Self Evaluation

Fourth step of community scorecard was self-evaluation by the representatives of service providing agencies of piped water scheme. They scored on the same set indicators of performance scorecard under self-evaluation process during 1st round and 2nd round CSC assessment.

Step	Event	1 st Round CSC			2 nd Round CSC		
		Male	Female	Total	Male	Female	Total
4	Self-Evaluation of CSO's and DPHE local	27	03	30	17	01	18



Pictures: Self - Evaluation Process of CSC



Step-5: Interface Meeting

The 5th step of CSC was to organize interface meeting in participation with the representatives of service providing agencies (DPHE & its implementing partners) and the representatives from different service user groups. The interface meetings were held during 1st and 2nd CSC assessment in a very constructive manner. Participants of both parts enthusiastically took part in the process of debating, sharing, questioning, answering and making unanimity as well on different issues.

1 st Round CSC					2 nd Round CSC				
Place	Date	M	F	T	Place	Date	M	F	T
Agla union Parisad	7/1/15	49	10	50	Hazratpur union Parisad	28/12/2014	40	16	56
Hazratpur union Parisad	28/12/14	36	25	59	Kalatia union Parisad	31/12/2014	30	22	52
Kalatia union Parisad	31/12/14	26	24	61	Agla union Parisad	7/01/2015	42	18	60
Ward-10, Konabari, Gazipur	1/1/15	49	10	59	-	-	-	-	-
Total		160	69	229	-	-	112	56	168

Pictures: Interface meetings



The interface meeting was aiming at discussing the differences of perception of the situation between the two sides and elaborating a common action plan for addressing the identified problems on which both sides agree.

CSC Results

The table below presents the results of scoring by regions.

1st round score result:

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Ambag, Konabari (Gazipur)		Average across all regions
	Users score	Providers score	Users score	Providers score	Users score	Providers score	Users score	Providers score	
Indicator 1 – Availability of information about the details of the water supply project	3	8.5	4	8.5	8	9	2	6	4.25 (water user score) 8 (service providers score)
<i>Comment and issues</i>	<i>In three regions people awareness about the project is rather low as a result of poor quality of the social mobilization process organized by CSOs</i>								
Indicator # 2 – Inclusion of community (including poor and ultra-poor) in the discussion of the water line connection charges and monthly bills	0	6.5	0	5.5	0	7.5	1	5	0.25 (water user score) 6.13 (service providers score))
<i>Comment and issues</i>	<i>In all cases people are practically not aware of such consultations taking place. CSOs claimed that they have a list (includes total number of 62 poorest) of poor that benefit from reduced charges but they were not able to display these lists – thus, the monitors were not able to verify the benefits of poor households.</i>								
Indicator # 3 – General community involvement (including poor and women) in formation and functioning of WUC	0	5.2	1	6.5	2	6.5	1	6	1 (water user score) 6.05 (service providers score)
<i>Comment and issues</i>	<i>The involvement is poor across the regions according to the users. WUCs think that their functioning is impeded by a lack of resources, which explains community's awareness of their existence and/or activities is low.</i>								
Indicator #4 - Inclusion of female members and the poorest representatives in WUC	0	3	0	2	0	4	1	6	0.25 (water user score) 3.75 (service providers score)
<i>Comment and issues</i>	<i>This indicator got low score even from most of the service providers. The issue of female and poor inclusion is a serious concern. Poor and women claimed that they were not involved in the process of WUC formation, which was not participatory in general.</i>								
Indicator # 5 – Ability of users to lodge water related problems to the implementing agency, WUC and/ or DPHE	0	5.5	1	6	0	7	2	5	0.75 (water user score) 5.88 (service providers score)
<i>Comment and issues</i>	<i>Users feel the grievance mechanisms do not work. If anyone complains, it is done mainly orally. Complains come mainly to</i>								

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Ambag, Konabari (Gazipur)		Average across all regions
	Users score	Providers score	Users score	Providers score	Users score	Providers score	Users score	Providers score	
	<i>CSOs rather than to DPHE and/ or WUCs.</i>								
Indicator # 6 - Initiatives taken by WUC for solving problems related to water supply or use	3	5.5	4	6	5	6.5	3	8	3.75 (water user score) 5 (service providers score)
<i>Comment and issues</i>	<i>Oral complains remain unregistered and thus non-addressed (no one takes responsibility). WUCs were more active in the beginning and later became less proactive.</i>								
Indicator # 7 – Regularity of monitoring conducted (by DPHE or implementing agency) in relation to water availability and quality at the household level	3	6	3	5	6	7	4	7	4 (water user score) 6.25 (service providers score)
<i>Comment and issues</i>	<i>Community members think that water is not tested frequently enough</i>								
Indicator # 8 - Initiatives taken to make people aware about a need to use safe water	4	5	5	4	6	6	4	7	4.75 (water user score) 5.5 5 (service providers score)
<i>Comment and issues</i>	<i>Awareness level seems to be good across the regions. Leaflets were released in most cases in the beginning of the project and after the information is passed on by people.</i>								
Indicator # 9 – Availability of capacity building/ training for WUC user groups building	0	0	0	0	0	0	0	0	0 (water user score) 0 (service providers score)
<i>Comment and issues</i>	<i>Capacity building is simply absent everywhere</i>								
Indicator # 10 – WUC discipline of conducting regular meeting ¹¹	-	-	-	-	-	-	2	5	2(water user score) 5(service providers score)
<i>Comment and issues</i>	<i>There was no discipline of WUC meetings before its reformation. When WUCs came together, it was mainly informally (no minutes or resolutions). The situation improved somewhat after the reformation.</i>								
Indicator # 11 – Quality of water supply by pipe line water service	-	-	-	-	-	-	9	9	9(water user score) 9(service providers score)
<i>Comment and issues</i>	<i>Quality is mainly good. Exception: Grime comes in the supplied water at Agla scheme due to non- functioning of treatment plant.</i>								

¹¹ Some indicators were not included during 1st round in all areas

2nd round score result:

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Average across all regions
	User score	Service Provider score	User score	Service Provider score	User score	Service Provider score	
Indicator 1 – Availability of information about the details of the water supply project	4	5	4	5	8	8	5.3 (water user score) 6(service providers score)
<i>Comment and issues</i>	Awareness status increased due to TPM efforts in the field level.						
Indicator # 2 – Inclusion of community (including poor and ultra-poor) in the discussion on monthly bills	4	5	4	4	5	4	4.3 (water user score) 4.3 (service providers score)
<i>Comment and issues</i>	Service users informed that 62 extreme poorest amongst 2064 users were given discount for line connection. During 2 nd round both the groups still scored moderately.						
Indicator # 3 – General community involvement (including poor and women) in formation and functioning of WUC	4.5	5	4	5	4	6	4.1 (water user score) 5.3 (service providers score)
<i>Comment and issues</i>	WUCs in all water schemes were reformed and are now better functioning. That’s why community and service providers scored comparatively high during the 2 nd round.						
Indicator #4 - Inclusion of female members and the poorest representatives in WUC	3.5	6.2	4	6.2	5.5	6	4.3 (water user score) 6.1 (service providers score)
<i>Comment and issues</i>	Both the groups agreed that the situation changed and total number of 9 female members (it was 3) included in 4 WUCs followed by reformation process under the developed action plan. Thus, both groups scored this indicator higher						
Indicator # 5 – Ability of users to lodge water related problems to the implementing agency, WUC and/ or DPHE	8	6	7	6	7	8	7.3 (water user score) 6.6 (service providers score)
<i>Comment and issues</i>	The CSC process improved interface between users and providers but the grievance mechanisms are not yet well established.						
Indicator # 6 - Initiatives taken by WUC for solving problems related to water supply or use	5	6	6	7	4	6	5 (water user score) 6.3 (service providers score)
<i>Comment and issues</i>	The functioning of WUCs has slightly improved after the reformation but it is not yet satisfactory.						
Indicator # 7 – Regularity of monitoring conducted (by DPHE or implementing agency) in relation to water availability and quality at the household level	5	6	6	7	4	6	5 (water user score) 6.3 (service providers score)

Indicators assessed	Dhalikandi, Keranigonj		Kalati, keranigonja		Agla, Nawabgonj		Average across all regions
	User score	Service Provider score	User score	Service Provider score	User score	Service Provider score	
<i>Comment and issues</i>	The situation has not changed much on this indicator.						
Indicator # 8 - Initiatives taken to make people aware about a need to use safe water	8	5	9	6	9	6	8.6 (water user score) 5.6 (service providers score)
<i>Comment and issues</i>	Awareness improved as a result of the CSC card process						
Indicator # 9 – Availability of capacity building/ training for WUC user groups building	-	-	-	-	-	-	-
<i>Comment and issues</i>	The situation is still the same						
Indicator # 10 – WUC discipline of conducting regular meeting ¹²	1.3	4	1	4	1	5	1,1 (water user score) 4.3 (service providers score)
<i>Comment and issues</i>	This indicator was not measured in all cases in the first round. The meeting discipline is still low						
Indicator # 11 – Water quality by pipe line water service	8	8.5	8	8.5	5	7	7 (water user score) 8 (service providers score)
<i>Comment and issues</i>	This indicator was not measured in all cases in the first round. In Agla the score is low, disturbances was created recently to smooth water supply by underground water tanks installed by user.						
Indicator # 12 – Effectiveness of reform of WUC undertaken after the first CSC round	4	4.5	5	4	4	4	4.3 (water user score) 4.1 (service providers score)
<i>Comment and issues</i>	<i>Some WUC became more active as a result of reformation process but their functioning is still not very effective. Inclusion of women was seen as improvement in several cases.</i>						
Indicator # 13 – Follow up of the action plan elaborated in the first CSC round	8	8	6	8	7	6	7 (water user score) 7.3 (service providers score)
<i>Comment and issues</i>	Both users and providers saw improvements as a result of action plans elaborated in the first CSC round. There were even some serious commitments made (e.g. in Agla, Nawabgonj WUC was committed to repair the water treatment plant but the follow up is still to be seen).						

Based on problems identification conducted through scoring of users and providers and their interface meeting, the following main action lines were suggested by the actors:

1 st Round CSC		2 nd Round CSC	
Planned Actions	Progress	Planned Actions	Progress
WUC reformation	Done but still not everywhere in a participatory way	WUC activation with arranging regular meeting/Primary group formation Introduce WUC members to the users	Actions are just been set during 2 nd round interface – too early to assess the progress but some primary groups already formed at a village level
Regular monitoring of water service provision by CSOs and DPHE	Increased but not sufficient still		
Raising awareness on water uses	Several discussion taken places during TPM organized events	CSO planned to develop printing materials on awareness raising	In progress. More leaflets are planned to be published and disseminated by CSOs
Regular meeting of water user committee	WUC members coming more together but still not formally	CSO will assist WUCs to arrange formal meetings	In progress
Frequently water quality test and necessary action will take to improve the quality	Regular water taste by CSOs	Monitoring from DPHE for quality services and WUC efforts Repairing water plant of Agla, Nawabgonj by the WUC initiative (Chairman of WUC gave commitment to repair it by 60 days from 2 nd round interface)	In progress - DPHE central officials agreed to increase DPHE role in local level monitoring In progress

Communities included into the CSC exercise really appreciated the process and feel there is a need to carry on with the CSCs on a wider scale. DPHE was also introduced to the CSC tool through training conducted with them, and they also see a potential in the application of CSC tool for improving water supply services locally.

5 TPM Conclusion and Recommendations

Conclusions

Community Awareness and Mobilization

- ♦ **Awareness of community about installations:** Regarding intervention of particular NGO to install pipeline water supply project in particular locality most of the respondents (87%) claimed about their ignorance about the sub-project, in the new areas this share was as little as 12%. The reason of poor awareness in the past was in the weakness of the social mobilization component of the project implemented by CBOs/NGOs. According to the opinion of DPHE officials (information gathered through the CSC process) the project-implementing partners (NGO) had put less effort on community awareness about the water supply project. At the beginning of the project, some initiatives were taken to inform the community about water supply scheme but recently awareness campaign is found absent.
- ♦ **Participation of beneficiaries in awareness program:** Though around three-fourth surveyed beneficiary households in the areas of completed scheme claimed lack of **participation of their family members in the awareness program** FGD findings confirmed that the coverage of the awareness raising activities was rather limited. However, **in new scheme areas largest number of people are found aware of** upcoming pipe line water supply system in their locality
- ♦ **Consent of the community about BRWSS:** A significant number (around 55%) of the respondents answered that **all the community members have consented to or agreed to adopt new water supply scheme.**
- ♦ **Land Allocation and Location of Water Pumps:** The survey revealed that the majority (almost 92%) of respondents in case of both the new and completed project areas are aware of the location of the pumps. However, for the areas with completed schemes almost two-third of respondents was found unaware of selection process of the location of the pump. It has also been found through CSC process that water users are not aware about the decision making process especially where the meeting takes place and how decision was made about increase the water bill and connection charge.
- ♦ **Consider opinion of the community in decision-making:** Opinion of the small share of respondents in both the completed and new scheme areas were considered duly in selection of the water pump location.
- ♦ **Awareness about the land registration:** Maximum respondents in the areas with the completed schemes were found ignorant about it. No significant undue influence in selection of the location of the water pump has been reported yet.
- ♦ **Identification of beneficiaries 'households:** The main shortcoming is focus on concessions for poor & ultra poor who should benefit from discount for water connection charges and monthly fees during implementation. Moreover, it has been specified through CSC coverage that benefit to the poorest in the project is very negligible.

Following request from RIC staff during CSC process no list of poor users was made available.

Water Access and Quality

- ♦ Access to Safe Water: In the new areas, majority of people are well aware of a need to access safe drinking water and they are also eager to avail new connection. However, only 2% of surveyed households are aware about the requirements for new connections from rural pipe water supply.
- ♦ Demand as well as value of access to safe water: In the areas with the completed schemes, the demand for access to safe drinking water seems also very high. Though maximum households give importance to safe drinking water but 1% of respondents reported about drinking arsenic contaminated water 'red marked' tube-well.
- ♦ Water quality check and depth of the water pump: Regular quality check of the water supply by any agency is not also ensured as significant households reported. Further inquiry showed that people are rather ignorant about the pump installation specifics as much as there are ignorant about the issues related to the table level for safe drinking water.

Access to new water supply system: Remarkably, around two-third (58.1%) of the surveyed people in the areas with the completed schemes claimed that they do not have sufficient access to safe water to meet their needs. People often complain that they do not get water whenever they like/need and they don't get sufficient amount of water. Good access to the installed safe drinking water is hindered by such problems as dis-functioning of pumps may be due to long period load shedding) or dis-functioning of water treatment plant. Illegal constructions of water storage by some users are also reported. Moreover, it has been reported on several occasions that the leaking pipes are not being repaired timely, polluted materials comes with water frequently and water seems sticky when unwanted materials is mixed with water.

Function of WUC and Grievance Redress Mechanisms

Awareness about existence of WUC: In both the completed and new schemes, a very little number (18.3%) of surveyed households were found **aware of the WUC in their locality**.

Formation of WUC: The awareness on WUC formation is also very low in both the new and completed schemes; and also reported that few number of HH recall holding elections for the WUC. And often WUC is constituted of community elites and water users living close to the pipeline. In addition to the CSC findings, Water user committees were not formed as per the operational manual, they are not at all fully functional, and most water users are not aware of the working of WUC. A committee was formed in some places just to comply the requirement submitted in the proposal.

Inclusiveness of WUC: A limited number of respondents reported about poor **inclusiveness of the committee** (representation of the poor, women and disadvantaged families in the WUC) or not taking any initiative to inform the public about the issue of female participation and poorest representative in the committee. Though CSOs and DPHE official claimed that poorest and female representatives are not found interested to come to the WUC but this has been contested by the users claiming that implementing CSO did not seek any opinion from the water users regarding WUC reform.

Transparency of WUC work: A meager 2.8% surveyed households reported WUC compliance with the requirements on disclosures of information on their activities. Very few numbers of surveyed households were found aware of WUC disclosing the income-expenditure reports to the public regularly.

Accountability of WUC: Lack of transparency and accountability of the WUC work has been questioned since in most of the cases WUC did not open the recommended joint bank account with the concerned Union Parishad (UP). The survey verified **WUC implementation of their supervision tasks** and revealed that only 7.3% respondents have acknowledged this role of WUC. CSO claimed that in some areas both representatives are present but they are inactive, they are not known all and besides that the representatives do not know what their duties are.

Integrity and anti-corruption: The survey also identified **misappropriation of power by WUC members** (e.g. relatives and close friends of WUC members) on a limited scale.

Address grievance by WUC: It has been found less than half (47.1%) of surveyed households have found reason to lodge any complain or inform grievance to either DPHE official or members of the WUC. Moreover, one-third (32.9%) households are found unaware about the grievance redress process. Regarding redress mechanism it has been found that only around 32.3% respondent household were aware of the redress of the complaints lodged. According to the findings of CSC conducted in 2014, “Right initiative never taken to solve the problem even when written allegation is being submitted”.

As for the **overall satisfaction of WUC functioning**, one-third (32.6%) surveyed households are satisfied with the performance of WUC.

Sustainability of Water Supply Systems

In the areas with the completed schemes, around 60% surveyed households have expressed their **willingness to bear the required O&M cost** for financially sustainable water supply. It has been reported that 62% households are willing to bear on average O&M cost of 174 Taka per month. Currently the real costs of the system per household are on average 3041 Taka and the households pay as much as on average 268 Taka per month.

As for the people awareness of the hand-over of the water supply system to WUC, only around 13% know about it.

Members of the WATSAN standing committees at the UPs seem to be univocal about the significant gaps in coordination between DPHE, WUC and WATSAN committees.

Recommendations

Raising community awareness

- ♦ Ensure that CSOs in the new project areas conduct proper social mobilization process with the focus on raising community awareness about the following specific issues:
- ♦ Project related information such as water connection requirement and process, correct targeting of exact aquifer or perfectness of the depth of the installed pump;
- ♦ Selection process of the location/land of the pump installed and land registration;
- ♦ WUC formation, as well as its roles and responsibilities;
- ♦ Handover of the water supply system to WUC and future mechanisms of O&M.

Availability of visual and printed materials should be ensured, along with the use of other effective public information dissemination channels, like miking and the use of local media. DPHE needs to monitor this process more strictly. *(To DPHE and CSOs)*

Water access and quality

- ♦ Following the new approach of BRWSSP (not using flat but flexible rates in the new schemes) encourage WUCs and SCOs in the existing schemes to reconsider their approach to flat rates, in order to provide concessions to poor and ultra-poor families (to be decided in a participatory way) *(to DPHE)*
- ♦ A system of verification of beneficiaries and concessions should be in place. It can be a committee from UP, DPHE and credible CSOs set up to examine the beneficiary list to ensure poor and ultra-poor. Some internal regulations might be required for this. *(to DPHE)*
- ♦ A system of identification and sanctions for those storing water should be in place. WUC can be trained in this area and should play a more active role, along with UP representatives and CSOs. This can be facilitated by DPHE through a issuing a circular note or introducing special provision in OM *(to DPHE, UPs/ CSOs/WUCs)*.
- ♦ Ensuring regular examination of arsenic level in the water sources through capacity building of selected members of the WUC.

Transparency and accountability of WUC

- ♦ Highest level of pro-active disclosures of information about the membership, roles and activities/operations of WUC, monitoring and supervision related information and financial reports should be ensured. For WUCs to be effective investments should be made in their capacity building – adequate initial and follow-up trainings should be foreseen for the WUCs. These trainings can be outsources to capable CSOs. *(to DPHE)*
- ♦ More strict provisions need to be introduced into OM to ensure inclusive and participatory WUCs, as well as proper documentation of the process. Conflict of interest situation when it comes to the membership of WUCs should be monitored closer (e.g. CSOs as members/ chairpersons of WUCs, etc.) *(to DPHE)*
- ♦ For WUCs to be effective, they should be introduced to such social accountability tools as CSC and public hearings, on which they can build their work and systematic constructive interaction between users and providers. *(to DPHE)*
- ♦ Interface between WUCs and WATSAN committee of the UPs should be better structured. Regular meeting for effective coordination between WUC and WATSAN committee of the UP should be mandatory *(to DPHE, WUCs, UPs/WATSAN)*

Grievance Redress Mechanism

- ♦ A clear and user-friendly specific grievance mechanism should be introduced so that users could easily lodge complains with DPHE offices or members of WUC. Registration and management of grievances should be included into the WUCs training *(to DPHE)*

Sustainability of Water Supply Systems

- ♦ To ensure financial sustainability of water supply, encourage WUCs, operators and UPs in the existing schemes to carefully review ownership of the schemes, as well as cost recovery through

water fees. Guidance on how to analyze cost-recovery and how to elaborate a cost-recovery business plan will be required from DPHE. Such Guidelines should have at least recommendation nature for the old schemes and mandatory for the new ones. They can be elaborated and promoted (through training) with capable local CSOs. (to DPHE)

Annex
Survey on pipeline water user house hold/family
Completed RPWS Scheme
Monusher Jonno Foundation- RIC Survey
Third Party Monitoring

Consent of interviewee

I want to talk with you about MJF-RIC Survey. Information given by you will use only for research purpose. Your identity and information as interviewee will be not be disclosed. Are agree to give interview?		
1=Yes	2= No	Signature of interviewee (with consent)

Section A: House Hold Address

House name of House hold		Village/Mouza	
Union		Ward No	
Member No		District	
Location of house			

Section B: Personal information of interviewee

SI No	Type of question	Information	Code						
1.		1=Yes, 2 = No							
2.	Name of Interviewee:								
3.	Father/Husband Name of interviewee:	Does interviewee household collect drinking water from Government providers (DPHE)							
4.	Is interviewee head of household?	1 = Yes, 2 = No							
5.	Age (Year):								
6.	Member of Household:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Total (Person)</td> <td style="width: 10%; border: 1px solid black; height: 20px;"></td> <td style="width: 25%;">Male</td> <td style="width: 10%; border: 1px solid black; height: 20px;"></td> <td style="width: 30%;">Female</td> <td style="width: 20%; border: 1px solid black; height: 20px;"></td> </tr> </table>	Total (Person)		Male		Female		
Total (Person)		Male		Female					
7.	Religion:	1= Islam 2= Hindu 3=Buddhist 4=Christian 5= Others							
8.	Sex:	1= Female 2= Man							

Type of questionnaire Check by supervisor

Spot Check	Back Check	Questionnaire Check
<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div>	<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div>	<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">3</div>

Signature of Supervisor

	Date	
--	------	--

Signature of RIC officer

	Date	
--	------	--

Signature of Interviewee
(With consent)

	Date	
--	------	--

Mobile no of Interview

--	--	--

Access to land for installation of water pump

1. Do you know about location of the water pump?

1 = Yes 2= No

2. If answer is Yes, who have installed the water pump?

1= Union Parishad 2= Local community 3= Government *Khash* Land
4= Individual 5= CSO 6= Others (Please specify)-----
88= Don't know

3. Whether opinion of the community on selection of the location was taken?

1 = Yes 2= No 88= Don't know

4. If answer is No, whether any political or other undue influence was reported in determination of location of the water pump?

1 = Yes 2= No 88= Don't know

5. Do you think whether beneficiary selection for water point connection was properly done?

1 = Yes 2= No 88= Don't know

6. Was th poor and extreme poor were included in beneficiary selection?

1 = Yes 2= No 88= Don't know

7. Had the allocated land for the project documents been registered with the land department?

1 = Yes 2= No 88= Don't know

8. Do you know about the depth of the installed pump?

1 = Yes 2= No 88= Don't know

9. If answer is yes, what is that?-----Feet

10. Whether the depth of the pump is perfect with respect to the availability of water?

1 = Yes 2= No 88= Don't know

Availability/accessibility and quality of water supply

11. Whether the all community could be benfited from the pipe line water supply?

1 = Yes 2= No 88= Don't know

12. Whether the respondent's family collect drinking water from government (DPHE) provided water supply system e.g. tube well?

1 = Yes 2= No 88= Don't know

13. What is the main source of drinking water?

(Multiple Answer)

1= Pipe line water supply 2= Deep tube well

3= Shallow tube well 4= Pump water

5= Dug well (Kua) 6= River

7= Rain water 8= Nearside pond

9=Others()

14. For how long using the water from above said source?

-----1=Day; 2=Month; 3=Year

15. Everyday how much time supply water is available? -----1=Minutes; 2= Hours

16. Can you collect necessary amount of water?

1=Yes 2=No 99=No reply

17. How far you need to travel to fetch the water?

-----1=KM; 2=Mile; 3=Yard; 4=Metre; 5=Others (Please specify) -----

18. Everyday how much time is required to collect drinking water?

-----1=Minutes; 2= Hours

19. How frequently you collect water in a day?-----Times

20. Can you collect water whenever you need?

1=Yes 2=No 99=No reply

21. Is supply water clean and free from bad smell?

1=Yes 2=No 99= No reply

22. Do you have permission of water preserver management?

1=Yes 2=No 88= Don't know

23. Can anyone construct underground tank illegally/reserve water in tank using pump?

1=Yes 2=No 88= Don't know

24. Why you collecting water from pipeline?

(Multiple Answer)

1= Arsenic was identified in tube well water

2= Water collection is easier than tube well

3= Possible to get safe/pure water

4= Possible to get more water by pipeline

5= Water collection cost is low

6= others (Please specify) -----

25. Are you using water for drinking and cooking from arsenic contaminated or red marked tube-well?

1=Yes

2=No

26. Does every year test water standard of supplied water?

1=Yes

2=No

88= Do not know

27. On what extent ensuring safe water supply for your family is important to you?

1= Very Important

2= Important

3= Slightly Important

4= Not Important At all

28. Do you know, whether Government or any NGO is implementing any program to inform you about pipeline water supply for your locality?

1=Yes

2=No

88= Do not know

29. Did your any family member take part in the awareness program arranged at your area?

1=Yes

2=No

88= Do not know

**30. If answer is Yes then when -----Year; and what type of activities-----
-----?**

Transparency and accountability in formation of Water User Committee/Group

31. DO you know whether any pipeline water scheme management committee (Pani Committee) has been formed?

1=Yes

2=No

88= Do not know

32. If yes, then how many committee have been formed?-----No; 88= Do not know

33. Do you know who are eligible to be a member of water user committee?

1=Yes

2=No

88= Do not know

34. Have your opinion was taken in formation of water user committee (WUC)?

1=Yes

2=No

88= Do not know

35. Do you know any member of the WUC in your community?

1=Yes

2=No

88= Do not know

36. Do you know about the WUC and roles/activities of the WUC members?

1=Yes

2=No

88= Do not know

37. Was any election held to form the WUC?

1=Yes

2=No

88= Do not know

38. Was member from poor or extreme poor family included in the WUC?

1=Yes 2=No 88= Do not know

38.1 Does WUC disclose about their activities regularly?

1=Yes 2=No 88= Do not know

39. Does WUC disclose the income-expenditure report to the public regularly?

1=Yes 2=No 88= Do not know

40. Is there any government registration of the WUC?

1=Yes 2=No 88= Do not know

41. Has the committee created own fund?

1=Yes 2=No 88= Do not know

42. Is there any joint bank account of the WUC with the union parishad?

1=Yes 2=No 88= Do not know

43. Did WUC supervised water pump installation related works?

1=Yes 2=No 88= Do not know

44. Are you aware of the transfer of the responsibility of NGOs to maintain the pumps to WUC after 12 to 18 years of the installation?

1=Yes 2=No 88= Do not know

45. Are you a member of following any scheme?

1= Scheme-based WUC (Union level)

2= Water User Group (WUG) constituted with the some user families at village level

3= Not among them

46. Has any irregularity of committee member regarding financial dealings been identified?

1=Yes 2=No 88= Do not know

47. If any irregularity of committee member is identified whether the remedial measure is adopted or not?

1=Yes 2=No 88= Do not know

48. Does anyone get extra favour in getting water connection if any member of the applicant household is relative/known to member of WUC?

1=Yes 2=No 88= Do not know 99=No reply

49. Does anyone get extra favour in getting water connection if any member of the applicant household for being relative of village member/UP Chairman?

1=Yes 2=No 88= Do not know 99= No reply

50. Are you satisfied with the activities of WUC?

1=Yes 2=No 88= Do not know

51. Our opinion to strengthen the activities of WUC?

1. -----

Grievance/Complaint redress mechanism

52. Can you inform DPHE or WUC if you have any complain?

1=Yes 2=No 88= Do not know

53. Do the WUC address any water supply related complain?

1=Yes 2=No 88= Do not know

54. Does the pump operator address if any water supply related complain are lodged?

1=Yes 2=No 88= Do not know

55. Do you have to pay any extra money without voucher to avail regular water supply?

1=Yes 2=No 88= Do not know

56. Do you think/feel grievance redress mechanism should be more user friendly?

1=Yes 2=No 88= Do not know

Cost of water connection

57. Was your opinion taken about determining the cost of pipeline connection?

1=Yes 2=No 88= Do not know

58. Was your opinion considered?

1=Yes 2=No 88= Do not know

59. Was opinion of the communities of your locality taken in determining the monthly fees for O&M purpose thru pipeline?

1=Yes 2=No 88= Do not know

60. Was opinion of the communities of your locality taken in determining the monthly fees for O&M purpose thru pipeline considered duly?

1=Yes 2=No 88= Do not know

61. At what extend your family/household capable to pay money for pipeline water supply?

1= Completely unable 2= Unable 3= Partially capable 4= Capable

62. Is there any operator for the maintenance of the pump?

1=Yes 2=No 88= Do not know

63. Have you paid any money to provide pipeline water supply to your residence?

1=Yes 2=No 88= Do not know

64. If yes, then how much money you have to pay for getting water connections?

(If not to pay money then put “o”)

One time expenditure for connection	If one time “o” then who pay that amount of money?	Whom to pay money? (Multiple Answer)
Taka	1= Operator 2= The house owner benefited from crossing the pipeline over the front side 88=Do not know	1 = Water user group 2 = Water user committee 3 = Influential person/family 4 = Operator 5 = Other (-----)

65. Did you have to pay any additional money without receipt for connection purpose?

1= Yes 2= No 88= Don’t know 99= No reply

66. Do you have to pay for O&M of pipeline water supply system?

1= Yes 2= No 88= Don’t know 99= No reply

67. If answer is yes, what type of fees for O&M have to pay (please specify below)

Operation and Maintenance Cost		Who took the fees? (May have multiple answers)
Expenses (In Tk.)	1= Monthly 2= Yearly	1= Water Users Committee 2= Water Users Group 3= Influential person/family 4= Operator 5=Others (Specify) -----

68. Do you know who are responsible for O&M of pipeline water supply system?

1= Yes 2= No

69. For how long they are responsible?-----Year

70. Do you pay the cost of O&M regularly?

1= Yes 2= No 88= Don’t know

71. Are you willing to bear the cost of water supply in future too?

1= Yes 2= No 3= Not sure

72. If answer is yes, how much money has to pay per month to avail safe water supply?

-----Taka

73. Do you have to pay any money for O&M purpose other than the receipt?

1= Yes 2= No 88= Don't know 99= No reply

74. Whether poor and extreme poor are exempted from paying connection fees and charging monthly bill?

1= Yes 2= No 88= Don't know 99= No reply

Information on income and expenditures of households**75. Monthly expenses of household (In Tk.)**

Serial No.	Expense types	Overall expenses (In Tk.)
1.	Food	
2.	House rents	
3.	Education	
4.	Medication	
5.	Other (Please specify)_____	
6.	Other (Please specify)_____	
Overall=		

76. Monthly income of all members of household (In Tk.)

Serial No.	Sources of income	Overall income (In Tk.)
1.	Agricultural product/corns	
2.	Fishery, Poultry and animal-rearing	
3.	Service/Day labourer	
4.	Business	
5.	Remittance from foreign countries	
6.	Remittance from within the country	
7.	Other (Please specify)_____	
Overall=		

77. Types of residence at which respondent's household live (Put a tick mark on right answer through direct observation)

1= Full pucca house 2= Residential flat 3= Pucca wall and finished

4= Tin made house with tin shed 5= Mud wall and finished

6= Shan/fence/mud house 7= Other (Please specify)_____

78. Household's asset related Information

Sl. No.	List of own assets	Quantity	Is this main source of income? 1= Yes; 2= No	Ownership types of assets	Total approximate value of all assets (In Tk.)
				1=Self 2= Shared 3= Lease/Rental/Bor ga/ Contractual 4=1+2+3	
a.	Cultivavable land (Decimal)				
b.	Resdiet house				
c.	Pond				
d.	Paddy/Rice (Aman)				
e.	Cattle/buffelo				
f.	Goat				
g.	Chicken and duck				
h.	Tractor/Agriculture equipment				
i.	Shallow tube well				
j.	Boat				
k.	Rickshaw/Van				
l.	Bi-cycle				
m.	Motor cycle				
n.	Large tree				
o.	CD player				
p.	TV				
q.	Cell phone/ Land phone				
r.	Preservation of paddy/rice/wheat/atta				
s.	Engine boat				

Sl. No.	List of own assets	Quantity	Is this main source of income? 1= Yes; 2= No	Ownership types of assets	Total approximate value of all assets (In Tk.)
				1=Self 2= Shared 3= Lease/Rental/Bor ga/ Contractual 4=1+2+3	
t.	Ornaments				
u.	Sanitary/Ring/Toilet				
v.	Other (Please specify)_____				
w.	Other (Please specify)_____				

**Survey on pipeline water user house hold/family
New Intervention Plan of the RPWS Scheme**

HH ID									
	District		Upazilla		Union		Village		HH
Date of Signature									
	Day		Month			Year			

Manusher Jonno Foundation- RIC Survey

Third Party Monitoring

Consent of interviewee

I want to talk with you about MJF-RIC Survey. Information given by you will use only for research purpose. Your identity and information as interviewee will be not be disclosed. Are agree to give interview?		
1=Yes	2= No	Signature of interviewee (with consent)

Section A: House Hold Address

House name of House hold	<input type="text"/>	Village/Mouza	<input type="text"/>
Union	<input type="text"/>	Ward No	<input type="text"/>
Member No	<input type="text"/>	District	<input type="text"/>
Location of house	<input type="text"/>		

Section B: Personal information of interviewee

SI No	Type of question	Information	Code
9.		1=Yes, 2 = No	
10.	Name of Interviewee:		
11.	Father/Husband Name of interviewee:	Does interviewee household collect drinking water from Government providers (DPHE)	
12.	Is interviewee head of household?	1 = Yes, 2 = No	
13.	Age (Year):		
14.	Member of Household:	Total (Person)	
		Male	Female

15.	Religion:	1= Islam 2= Hindu 3=Buddhist 4=Christian 5= Others	
16.	Sex:	1= Female 2= Man	

Type of questionnaire Check by supervisor

Spot Check	1	Back Check	2
Signature of Supervisor	Date		
Signature of RIC officer	Date		
Signature of Interviewee (With consent)	Date		
Mobile no of Interview			

Questionnaire Check 3

New Water Connection and Awareness

79. What is the main source of drinking water for your family?

(More than one reply)

- 1= Supply water
- 2= Deep tube well
- 3= Shallow tube well
- 4= Pump water
- 5= Well (Kua)
- 6= River
- 7= Rain water
- 8= Nearside pond
- 9=Others()

80. For how long using the water from above said source?

-----1=Day; 2=Month; 3=Year

81. Do you know about upcoming arsenic free water supply system through pipeline in your locality?

- 1 = Yes
- 2= No
- 88= Don't know

82. On what extant safe water supply is required for your locality?

- 1= Extremely required
- 2= Required
- 3= Slightly required
- 4= Useless

Water supply connections and Finance

83. Where can you be informed about the new water supply scheme? (Please write the sources of water)

Name of the source: -----

84. Have all the community members agreed to adopt new water supply scheme?

- 1 = Yes
- 2= No
- 88= Don't know

85. Do you know which Agency is providing funds to implement the pipe line water supply Project?
1 = Yes 2= No 88= Don't know

86. If answer is yes, what amount of money has been financed?
Amount of money-----and -----%

87. What is the per day requirement of water each day for your family? -----Litre
88. What amount of water you are expecting from new system or pipeline water supply?
-----Litre 88=Don't know

89. Do you know what are the requirements getting connection from pipeline water supply?
1= Yes 2= No 88=Don't know

90. What are conditions:

91. Does your household comply with those conditions?
1= Yes 2= No 88=Don't know

92. DO you have plan to get connections for your household?
1= Yes 2= No

93. Is your household willing to spend for this connection?
1= Yes 2= No 88=Don't know

94. How much you would able to spend for new connection?-----Tk

95. At what extend your family is capable to spend that amount of water?
1= Fully incapable 2= Partially incapable 3= Partially capable 4= Fully capable

96. If answer is Yes, what is the amount per month? -----Tk

97. Has your opinion about the installation cost been collected from your locality?
1= Yes 2= No 88=Don't know

98. Was your opinion considered?
1= Yes 2= No 88=Don't know

99. Has your opinion about the monthly service charge been collected from your locality?
1= Yes 2= No 88=Don't know

100. Is your family willing to bear monthly service charge?
1= Yes 2= No 88=Don't know

Relevant to Installation of Water Pump

101. Do you know the location of water point?
1= Yes 2= No

102. If answer is yes, who have provided the land for installation of the pump?
1= Union Parishad 2=Local community 3= Government Khash land
4= Individual 5= Others (Please specify)-----

- 103. Did the opinion of local community about location of water pump was taken?**
- 1= Yes 2= No 88= Don't know
- 104. Has the identified land for this project been registered?**
- 1= Yes 2= No 88= Don't know
- 105. DO you know who are responsible for maintenance of this water supply system?**
- 1= Yes 2= No
- 106. For how long they are responsible?**
-
- 107. Was the opinion of the community about maintenance of water supply project taken?**
- 1= Yes 2= No 88= Don't know
- 108. If answer is yes, how the opinion was collected?**
Please specify-----
- 109. Have you heard about any committee relevant to new water supply system?**
- 1= Yes 2= No
- 110. If answer is yes, what are the responsibilities of this committee?**
1.....
2.....
- 111. Do you know about how this committee would be formed?**
- 1= Yes 2= No
- 112. If answer is Yes, how it would be formed?**
- 113. Do you think that this committee would able to operate the water supply system in future?**
- 1= Yes 2= No 88= Don't know
- 114. If answer is Yes, when -----months**
- 115. At what level transparency exist at your locality about new water supply system?**
- 1=Fully transparent 2=Partially transparent 3= Partially non-transparent
4= Fully non-transparent
- 116. How far the operations of the new water supply system has been participatory?**
- 1= Fully participatory 2= Partially participatory
3= Non-Participatory 4= Fully non-participatory
- 117. What additional information about new water supply system you would like know?**
1.....
2.....
3.....

Information on income and expenditures of households

118. Monthly expenses of household (In Tk.)

Serial No.	Expense types	Overall expenses (In Tk.)
1.	Food	
2.	House rents	
3.	Education	
4.	Medication	
5.	Other (Please specify)_____	
6.	Other (Please specify)_____	
Overall=		

119. Monthly income of all members of household (In Tk.)

Serial No.	Sources of income	Overall income (In Tk.)
1.	Agricultural product/corns	
2.	Fishery, Poultry and animal rearing	
3.	Service/Day labourer	
4.	Business	
5.	Remittance from foreign countries	
6.	Remittance from within the country	
7.	Other (Please specify)_____	
Overall=		

120. Types of residence at which respondent's household live (Put a tick mark on right answer through direct observation)

1= Full pucca house 2=Residential flat 3= Pucca wall and finished

4= Tin house with tin shed 5= Mud wall and finished

6= Shan/fence/mud house 7= Other (Please specify)_____

a.	Preservation of paddy/rice/wheat/atta				
b.	Engine boat				
c.	Ornaments				

d.	Sanitary/Ring/Toilet				
e.	Other (Please specify)_____				
f.	Other (Please specify)_____				

Declaration of enumerator

I would like to declare that all the Information gathered in this questionnaire is true and correct; those are collected from the respondent as per guideline. I have left the respondent after adequate crosscheck of the questionnaire encountered.

Name and signature of the respondent:

Date of Information collection: