



FINAL PROJECT COMPLETION REPORT

ON

**IMPROVEMENTS IN WATER SUPPLIES AND HEATH MANAGEMENT
THROUGH THE SUPPORT OF COMMUNITY OWNED WATER
SUPPLY ORGANIZATIONS (COWSOS) IN NJOMBE DISTRICT
COUNCIL**

Project Period

June 25, 2018 – June 24, 2019

SOUTHERN HIGHLANDS PARTICIPATORY ORGANIZATION (SHIPO)

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1. EXECUTIVE SUMMARY:

WARIDI works with grantees in Establishing and supporting of Community Owned Water Supply Organizations (COWSOs). And SHIPO is the one of the grantees assigned by WARIDI for Njombe DC to work with communities in Njombe District through the project of improvements in water supplies and health management through the support of Water Community Owned Water Supply Organization (COWSOs).

Goals and objectives of the program

The program intended to improve water resources management; to contribute towards improvements in health and water supply management through the establishment and support of COWSOs in Njombe district in Njombe Region.

Main Objective

To introduce the project, share the intended project outputs, project tools on assessing and improving the existing COWSOs and formation of new ones where necessary, as well as sharing the experiences with the participants on the challenges and methodologies on how to effectively and efficiently improve the COWSOs work for water resources sustainability

22 COWSOs in Njombe DC were supported on improving water supplies within 30 villages and reached through providing them the training on governance, technical, finance and operational management skills. Out of 22 trained COWSOs, the practical technical support on improving the water infrastructure functionality was provided and helped to reach 8503 (4013 male and 4490 female) community's members with water supplies improved in COWSOs of Itambo, Madeke, Iwafi, Lwanzali, Lupembe, Wanginyi, Ukalawa, Nyave, Ikuna, JM Makweta secondary school/Upami/Ilengititu, Ibumila/Ikando, Igongolo/Kivitu, Itipingi and Ibiki.



2. GRANT ACHIEVEMENTS

The activities were conducted into 5 milestones, in which each had deliverable to accomplish within the specific time frame in a year from June 2018 to June 2019.

For the period of all milestones, the following deliverables were undertaken

- Strengthen a total of 22 existing COWSOs on governance, technical, financial management and operational,
- Give technical support to maintain Water Points operational and
- Update WPs Database all the time for Payment by Results (PbR) exercise
- Conduct inventory survey for all existing COWSOs
- Present the CIT results as per assessment of all 22 COWSOs
- Conduct the Water Infrastructures assessment Tools (WIAT)
- Conduct Water Point Mapping within 28 villages (WPM)
- District-wide COWSO capacity building plan
- Train 22 existing COWSOs based on 4 domains of governance, financial, technical and operation and maintenances
- Training water supply attendants (artisans) to 22 COWSOs on operational and maintenance
- Provide technical support to COWSOs to improve system functionality and reliability
- Conduct regular field monitoring visits and technical support for quality assurance
- Technical support 22 COWSO leaders on (tariff calculation, business plans, facility management plans, water user’s registry update and financial documents updates support)
- Practical support to COWSO leaders and artisans;
- Learning visit to COWSOs leaders
- Documentations of success stories
- The 2nd COWSO’s assessment using CIT
- Conduct technical support on improving water point functionality
- Preparation of facility management plan for all 22 COWSOs
- Preparation of Business Plan for all 22 COWSOs
- Preparation of MoU between LGA and 22 COWSOs leaders, and
- Development of CWST follow-up and monitoring plan

• **Summary of achievements made per milestone deliverables:**

Milestone	Planned Activities	Achievements/Numbers	Comments
1	To organize inception meeting at Njombe District to share project plan	The meeting was conducted successfully and attended by 28 participants (19M, 9Fe) including 11 LGAs’ staffs, 12 WEOs, 4 SHIPO’s staffs, and 1 WARIDI’s representative. SHIPO introduced the WARIDI project by sharing the intended project outputs, project tools on assessing and improving the existing COWSOs; to understand the COWSOs inventory status at District level; to develop the District wide	The LGA was very happy to have a partner on water sector and promised to work in hand with SHIPO to ensure project goals are met and status of water supply to communities is improving.



Milestone	Planned Activities	Achievements/Numbers	Comments
	<p>Introductory meetings and first baseline Assessment to establish COWSO status by using competency Index tool (CIT), completion of scheme functionality assessment using WARIDI template</p>	<p>COWSOs and water infrastructure assessment plan; and sharing the experiences with the participants on the challenges and methodologies on how to effectively and efficiently improve the COWSO and water resources sustainability</p> <p>The activity was done successfully and the overall domain average for the visited 25 COWSOs’ score during the first COWSO’s assessment using CIT was: -</p> <ul style="list-style-type: none"> • Governance-64% • Technical -43%, • Financial management-46% • Operational- 42% <ul style="list-style-type: none"> • From 901 assessed DPs there was available 917 water points (WPs), where 96.3% (883) were under public connection while 3.7% (34) were private connection. • Out of 883 WPs public connection, 28.20% (249) were found functional, 23.44% (207) were functional needs repair, 31.48% (278) were nonfunctional and 16.87% (149) were abandoned. • For 34 WPs private connection, 52.94% (18) were found functional, 44.12% (15) were functional needs repair, 2.94% (1) was nonfunctional while none of private connection was abandoned. 	<p>23.85% of water infrastructure needs repair. Some of water points needs repair and some needs rehabilitations.</p>
	<p>To conduct water point Mapping to 33 villages of Njombe district</p>	<p>SHIPO managed to assess a total of 25 COWSOs in 33 visited villages with available 917 water points (WPs). The status of the WPs assessed is as stated above during the CIT assessment.</p>	<p>The LGA database was only included few WPs with limited information. The exercise enabled the LGA to update their database and include detailed information which was gathered during the assessment.</p>



Milestone	Planned Activities	Achievements/Numbers	Comments
2	Meetings with LGA District and ward leaders and other stakeholders to deliver feedback of CIT results	The meeting was attended by 36 participants (32M, 4Fe) which composed of 7 LGA’s officials, 11 Ward councilors, 12 Ward Executive officer, 3 SHIPO’s staffs and 3 WARIDI’s staffs. SHIPO presented the CIT results from the assessment made to 25 COWSOs and the team discussed and agreed on the way forward on the CIT findings, which resulted on preparation of training modules and development of a detailed District-wide COWSOs capacity building training plan.	It was agreed for DWE office to work close with SHIPO to ensure trainings and awareness are made to communities and COWSOs’ committees for improving the status and sustainable water availability.
	Preparation of training modules and extension materials for COWSOs	This activity was carried out as planned and attended by 3 SHIPO’s staffs, 4 LGAs’ officials and 3 WARIDI’s staffs. This activity was categorized into two tasks: preparation of COWSOs’ training modules and extension materials; and development of a detailed District-wide COWSO capacity building plan. The team managed to develop training modules and extension materials for capacity building of COWSO leaders. On top of this, the team developed a detailed District-wide COWSOs capacity building/training plan for both existing and New COWSOs.	It was agreed for SHIPO to increase number of clusters for COWSO trainings to ensure trainees are easily attend the trainings. LGA and WARIDI participation to these trainings was also insisted.
	Develop a detailed District-wide COWSOs capacity building/training plan for the existing and formed COWSOs	SHIPO together with DWE’s office conducted the regular field monitoring visit as planned and ensured the quality of the work done at the field during implementation of milestone two activities as reported. The visit was done during water point mapping exercise and during preparation of training modules.	The team proposed the following from observations they made during their visit; <ul style="list-style-type: none"> • Rehabilitation of the water wheel pumping schemes for Mfriga and Madeke. • Revision/development of some of COWSO constitutions and opening of bank accounts. • Restructuring of COWSO leaderships to ensure inclusion of women and youth.



Milestone	Planned Activities	Achievements/Numbers	Comments
	Write one Success Story per WARIDI issued format	The success story was developed by SHIPO showing the observed positive collaboration between LGAs, Village leaders and COWSOs’ leaders during the implementation of previous milestone one and two activities.	Implementing partners’ involvement helped on realizing the expected results on this plan of WARIDI.
3	Training leaders of the 22 existing COWSOs on administrative/governance, financial and water supply managerial skills	SHIPO managed to conduct a three days in-classroom training sessions to build capacity of leaders of 22 COWSOs on administrative/governance, financial and water supply managerial skills. Participants were also trained on issues related to climate change, gender, WASH, environmental management and water safety. A total of 303 participants (182M, 121Fe) composed of 220 COWSOs leaders (from 22 COWSOs), 12 Ward Councilors, 12 WEOs, 29 Village Chairs, and 30 VEOs were trained.	Participants promised to use the skills gained from the training to improve their performance on operations on managing the water infrastructure at their locations, proper management on water funds, gender consideration, environmental management, operation and maintenance on water systems, and proper record keeping and reporting system to help on improving water supplies and health management
	Training to water supply attendants (artisans) from 22 existing COWSOs on operational and maintenance skills	The trainings conducted for two days (1 day in-class training sessions 1 day for outside for practical learning at the field) to build capacity of water supply attendants of 22 COWSOs on operation and maintenance skills. All 134 trained beneficiaries were from 22 COWSOs (51Artisans, 12 Ward Councilors, 12 WEOs, 29 Village Chairs, and 30 VEOs).	Basing on the provided trainings, it is expected that, 22 trained COWSOs will improve their performance on operations on managing the water infrastructure at their locations, good planning, awareness on climatic change, operation and maintenance on water systems, customer care, WASH issues, and reporting system for to help on improving water supplies and health management.
	Provide technical support to COWSOs to improve system functionality and reliability.	This activity was performed well through supporting COWSOs of Wanginyi, Nyave, Madeke and Upami villages on improving system functionality of 33 WPs from Nonfunctional/Functional need repair to functional status. The team also noted that COWSOs have managed to fix meters in other 17 WPs which made a total of 20 WPs, out of 33	During this milestone, there was a total of 2578 people who have benefited from accessing water supplies through WARIDI project.



Milestone	Planned Activities	Achievements/Numbers	Comments
		WPs, fixed with meter.	
	Conduct regular field monitoring visits and technical support by headquarter team for quality assurance	SHIPO together with DWE’s office conducted the regular field monitoring visit as planned and ensured the quality of the work done at the field during implementation of milestone three activities as reported. The noted that trainings made to COWSO leaders and water care takers have improved their performance on operations and managing the water systems.	The team noted that COWSOs have improved their financial management system, record keeping and inclusion of gender in their interventions.
	Write one Success Story per WARIDI issued format	During the implementation of this milestone, SHIPO managed to document a story which tells about the training and technical support intervention provided in Wanginyi COWSO by SHIPO together with DWEs’ office. The status for Wanginyi by this time has improved. There are additional 17 metered WPs out of 33 WPs. This gives a total of 20 WPs metered at Wanginyi.	Artisans together with technical people from Njombe District Council in support with SHIPO managed to re-allocate one WP to make it close to community in order to serve more people at a convenience distance.
4	Provide technical support to COWSOs to improve system functionality and reliability	During this milestone, SHIPO managed to conduct a technical and practical support to COWSOs of Wanginyi, Madeke, Nyave, JM Makweta/Upami/Ilengititu, Igongolo/Kivityu, Ibiki, Ikuna na Iwafi. The team noted that a total of 93 WPs were repaired, were 31 were improved with meter. Improvement made included; fixing up water tapes, pipe fixing, pump repair, metering, and re-allocation of WPs to improve the water flow rate.	During this milestone, there was a total of 10,243 people who have benefited from accessing water supplies through WARIDI project.
	Support COWSOs to Develop financial documents, water user registry and business plans (Sustainability Plan)	This activity was performed to all 22 COWSOs, and it was on-progress step up to this stage. SHIPO managed to visit COWSOs to provide support on; tariff calculation, updating water user registry, development of business plan, development of facility management plan, and introduction of metering system. Communities/COWSOs responded positive to the support and introductions made though some were reluctant to adopt	It was noted that there are unreliable information (data) during development of business and facility management plans. Insisted for a close follow-up and support from DWE’s office to help COWSOs leaders on the process of improving their system and updating information.



Milestone	Planned Activities	Achievements/Numbers	Comments
		water metering system.	
	Conduct regular field monitoring visits and technical support by headquarter team for quality assurance	SHIPO together with DWE’s office conducted the regular field monitoring visit as planned and ensured the quality of the work done at the field during implementation of milestone four activities as reported. The team observed and supported the COWSOs on issues related to; tariff calculation, development of business plans, development of facility management plans, updating water user registry, and updating financial documentations.	The team noted a positive change in water system management and documentation which in turn has increased the access to reliable water supply and revenue collections from water users.
	Learning visit Study to the best performing COWSO found in Njombe District	A learning visit was conducted by representatives from each COWSO. A total of 40 COWSO leaders from 22 COWSOs of Njombe District Council attended a learning visit at Tove-Mtwango scheme which is considered to be a higher performing COWSO in Njombe district. The team learnt several issues including; Tariff setting and financial records improvement, tariff collection methods, metering plan, business planning, facility management planning, preparation and updating water user’s registry and financial documents, system operation, management and maintenance planning, and COWSO investment aspect for sustainability.	It was learnt that the success of Tove-Mtwango was mainly contributed by the way they conduct their daily, monthly and annually activities on technical, financial, operational and governance areas of performance
	Write one Success Story per WARIDI issued format	The documented success story was from Nyave COWSO where they have improved their status to the extent of constructing an office and an additional of 1metered WP at Nyave Primary school.	Trainings/technical support provided to COWSO leaders have increased the skills of leaders in managing the schemes. Nyave village has constructed a new WP at Nyave primary school which is serving a total of 270 people.
	Provide technical support to COWSOs to improve system functionality and	The COWSOs of Ukalawa, Nyave, Lupembe, Madeke, Itambo, Iwafi, Lwanzali, Wanginyi, Ikuna, Image, Itipingi, Ibiki and Igongolo Kivitu were supported practically during improving	Improved 162 WPs serves a number of 8503 (M4013 and Fe4490) community members of Njombe DC. The population of served beneficiaries in



Milestone	Planned Activities	Achievements/Numbers	Comments
5	reliability.	their water points. A total number of 162 WPs were improved from non-functional/functional need repair status to functional status.	institutions was not captured – some beneficiaries comes from neighborhood villages
	Support COWSOs to Develop financial documents, water user registry and business plans (Sustainability Plan)	All 22 COWSOs were supported to develop business plan, 19 COWSOs supported on development of water user registry, and 22 COWSOs were supported on facility management plan. 4 COWSOs (Itipingi, Wanginyi, Nyave, Image, Iwafi, and Lupembe) were supported on metering plan. All 22 COWSOs were supported on to calculate water tariffs.	All COWSOs were supported on mentioned areas except Ninga, Matembwe, Kidengembye, Ikondo, Mfriga and Igombola faced a challenge of not having an effective/active water project/ or on progress for few.
	Develop MoUs and sustainability plans, for the COWSOs	This activity was performed successfully and attended by 7 participants (3 SHIPO’s staffs and 4 LGA’s staffs). Participants managed to develop the MoUs copies between each COWSO and LGA.	
	Develop CWST Follow-up and monitoring plan to provide oversight and technical backstopping to COWSOs	This activity was performed successfully and attended by 7 participants (3 SHIPO’s staffs and 4 LGA’s staffs). A copy of CWST follow-up plan to provide oversight and technical backstopping support to COWSOs was developed (with a monitoring plan tool).	
	Conduct 2nd capacity assessment using CIT tool to assess the impacts of the training on the COWSOs performance and the services provided by the water point	All 22 COWSOs were involved during this assessment and the following overall results was obtained: <ul style="list-style-type: none"> • Governance- 84% • Technical - 63%, • Financial management- 68% • Operational- 61% 	In order to have a continual improvement for the sustainability of the water projects owned by each COWSO, there is a need for LGA’s office (specifically DWE’s office) to make sure that they implement or invest on an agreed support, follow-up and monitoring of each COWSO on helping them to improve their WPs.
	Write one Success Story per WARIDI issued format	The success story obtained from Iwafi for the doing well during improvement of their system functionality. This COWSO managed to develop the	



Milestone	Planned Activities	Achievements/Numbers	Comments
	<p>metering plan, water user’s registry, repairing WPs by themselves after they received the technical support from SHIPO and DWE’s office.</p> <p>Conduct regular field monitoring visits and technical support by headquarter team for quality assurance</p>	<p>SHIPPO together with DWE’s office conducted the regular field monitoring visit as planned and ensured the quality of the work done at the field during implementation of milestone five activities as reported.</p> <p>The team managed to capacitate the COWSO leaders on development of MoU and sustainability plan for COWSOs. On top of this, the team participated on endline assessment of COWSOs.</p>	<p>Most of COWSOs visited has already developed business plans, and facility management plans.</p>

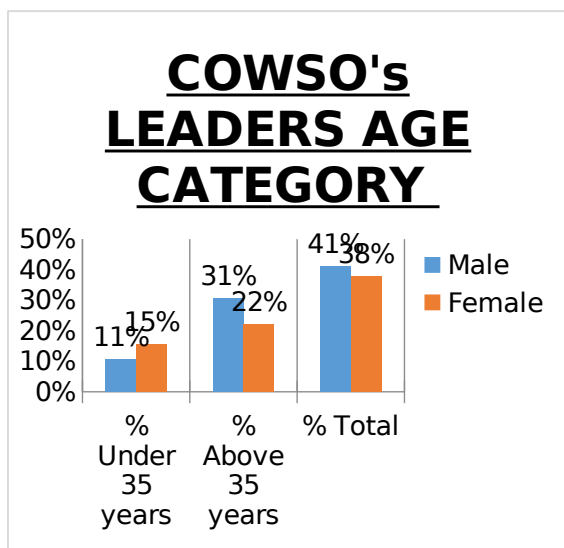


3. SUMMARY ON COWSO EXISTING (ASSESSED)

During Introductory meetings and first baseline Assessment to establish COWSO status by using competency Index tool (CIT), and during the completion of scheme functionality assessment using WARIDI template, it was observed that out of 28 visited and assessed existing COWSOs, it was only 22 COWSOs are with water projects/or expect for the water projects in next to no time. The project agreement was to capacitate registered COWSOs and not to introduce the new ones. The 22 selected COWSOs were capacitated during the project implementation.

o Breakdown on Elected Leaders and GIYI

COWSO's LEADERS AGE CATEGORY						
COWSO's LEADERS AGE CATEGORY	Under 35 Yrs	% Under 35 years	35 and Above	% Above 35 years	Total	% Total
Male	43	17%	108	43%	151	60%
Female	50	20%	76	30%	126	50%
Total	93	37%	184	73%	277	110 %



Summary in tabular form;

S/n	COWSO	WARD	VILLAGE	No. OF BENEFICIARIES	
				Males	Females
1	Igongolo/Kivitu	Igongolo	Igongolo and Kivitu	6	4
2	Itipingi	Igongolo	Itipingi	6	4
3	Ibiki	Igongolo	Ibiki	6	4



S/n	COWSO	WARD	VILLAGE	No. OF BENEFICIARIES	
				Males	Females
4	JM Makweta secondary school/upami/ilengititu	Kichiwa	Upami, Kichiwa and Ilengititu	7	2
5	Ibumila/Ikando	Kichiwa	Ibumila na Ikando	5	5
6	Ikuna	Ikuna	Ikuna	2	5
7	Ninga	Ninga	Ninga	8	4
8	Kidegembye	Kidegembye	Kidegembye	5	5
9	Image	Kidegembye	Image	4	5
10	Matembwe	Matembwe	Matembwe and Iyembela	6	4
11	Wanginyi	Matembwe	Wanginyi	4	4
12	Lupembe	Lupembe	Lupembe	5	4
13	Igombola	Lupembe	Igombola	6	4
14	Ikondo	Ikondo	Ikondo	8	4
15	Nyave	Ikondo	Nyave	5	6
16	Ukalawa	Ukalawa	Ukalawa and Kitole	5	5
17	Madeke	Mfriga	Madeke	4	3
18	Mfriga	Mfriga	Mfriga	3	5
19	Itambo	Mfriga	Itambo	4	5
20	Iwafi	Idamba	Iwafi	7	5
21	Lwanzali	Idamba	Lwanzali	5	5
22	Tove-Mtwango	Mtwango	Lunguya, Sovi, Itunduma and Ilunda	5	5
23	Ikang'asi	Mfriga	Ikang'asi	6	3
24	Welela	Mtwango	Welela	6	4
25	Nyombo	Ikuna	Nyombo	8	6
26	Isitu	Ninga	Isitu	5	6
27	Kichiwa	Kichiwa	Kichiwa	6	4
28	Maduma	Kichiwa	Maduma	4	6
Total number of beneficiaries				151	126

**4. SUMMARY OF TRAINING PROVIDED TO EXISTING COWSOS
(GOVERNANCE, FINANCE, O&M, ENVIRONMENT, GIYI, CC-A)**

The first baseline Assessment to establish COWSO status by using competency Index tool (CIT) results reveal how the existing COWSOS' water projects have the serious challenges in operation, financial and technical aspects, where most of the visited COWSOS had minimally operational level of performance. Most of the COWSOS performed better on governance domain while on operational domain there is a need of special intervention to improve the performance.



Also, the technical and financial capacity of COWSOs is low and need capacity building on improving the COWSOs' leaders' skills. Governance seems to be better since most of the COWSOs were fully registered as legal entities with clear leadership structure and are independent from the village government. Out of 28 assessed COWSOs, 6 of those (Isitu, Maduma, Nyombo, Kang'asi, Kichiwa and Welela) had no water project own by the COWSO. As result of this, the decision was made during the feedback meeting with LGA and village leaders that the capacity building has to be conducted to the rest (22) remained COWSOs with/or expected to have water projects at their respected locations.

22 COWSOs of Tove-mtwango, Igongolo/Kivitu, Itipingi, Ibiki, Ibumila/Ikando, JM Makweta secondary school/Upami/Ilengititu, Ikuna, Ninga, Kidegembye, Matembwe/Iyembela, Wanginyi, Lupembe, Igombola, Ukalawa/Kitole, Ikondo, Nyave, Madeke, Mfriga, Itambo, Iwafi, Lwanzali and Image were trained on governance, finance, O&M, Environment, GIYI, and Climatic change adaptation.

The training took place in two groups for five days to each COWSO (training for COWSOs' leaders 3 days and training for Artisan 2 days).

From 15th Oct to 30th Nov, 2018, SHIPO managed to conduct the trainings for COWSOs' leaders from 22 COWSOs in Njombe DC covering 30 villages of Njombe District Council. Throughout these trainings, 303 people were trained (220 COWSOs leaders, 12 Ward Councilors, 12 WEOs, 29 Village Chairs, and 30 VEOs). The trainings were conducted for three days in-class training sessions to build capacity of leaders of 22 COWSOs on administrative/governance, financial and water supply managerial skills. Also, got trained about climatic change, gender, WASH, environmental management and water safety.

Also, during 18th Oct to 30th Nov, 2018, SHIPO managed to conduct the practical trainings for water supply attendants from 22 COWSOs in Njombe DC covering 30 villages of Njombe District Council. Throughout these trainings, 134 artisans were trained (51 Artisans, 12 Ward Councilors, 12 WEOs, 29 Village Chairs, and 30 VEOs). The trainings conducted for two days (1 day in-class training sessions 1 day for outside for practical learning at the field) to build capacity of water supply attendants of 22 COWSOs on operation and maintenance skills.

During the implementation of this activity, few observations were made basing on leadership challenges, community perception and village leaders connection with COWSOs' leaders with regard to water projects management and improvement. The following were observed challenges:

- i.** The community perceptions on water projects, most of communities still believe that water supply is for free resources,
- ii.** Poor commitment of some village leaders, who discourages the sustainability of the projects,
- iii.** Problems of financial management for some COWSOs which lead to poor operation and maintenance of water infrastructures,
- iv.** Poor water infrastructures management in most of visited water projects in 22 COWSOs
- v.** Poor commitment of most of local government official on monitoring and evaluating the progress of COWSOs
- vi.** Unskilled COWSOs leaders, who fail to organize and manage water resources,



- vii. Social/cultural communities behavior barrier, community social interactions affects management of water projects, most of households are of same tribe, this affects supervision on the agreed laws/regulations,
- viii. Poor protection on water sources, some community’s members are running agricultural (IGAs) around the water sources,
- ix. Over 95% of supported COWSOs were not having regular meetings as scheduled,
- x. No reports produced from 21 COWSOs, to show their project progress,
- xi. Lack of a resonance communication between LGA and COWSOs to help the COWSOs on technical issues and related water projects matters,

The LGA’s representatives from Njombe DC provided the technical support during preparation and implementation of these activities. The list support provided by LGA was:

- i. Arrangements for COWSOs assessment meetings
- ii. Participation during assessment for the COWSOs’ status and water infrastructure status
- iii. Participation during preparation of the training modules
- iv. Participation during the training of COWSOs’ leaders
- v. Participation during the training of Artisan from each COWSO

A total number of 83 leaders (12 Ward Councilors, 12 WEOs, 29 Village Chairs, and 30 VEOs) participated on both trainings. The trainings were conducted for three days in-class training sessions to build capacity of leaders of 22 COWSOs on administrative/governance, financial and water supply managerial skills. Also, got trained about climatic change, gender, WASH, environmental management and water safety; and for two days (1 day in-class training sessions 1 day for outside for practical learning at the field) to build capacity of water supply attendants of 22 COWSOs on operation and maintenance skills.

Summary of trained COWSOs Vs COWSOs’ leaders;

S/N	Ward	COWSOs Name	Male	Female	Total
1	Igongolo	Igongolo/Kivitu	5	5	10
2	Igongolo	Itipingi	5	5	10
3	Igongolo	Ibiki	4	6	10
4	Kichiwa	JM Makweta secondary school/upami/ilengititu	7	2	9
5	Kichiwa	Ibumila/Ikando	4	3	7
6	Ikuna	Ikuna	2	5	7
7	Ninga	Ninga	8	4	12
8	Kidegembye	Kidegembye	5	5	10
9	Kidegembye	Image	5	5	10
10	Matembwe	Matembwe	6	4	10
11	Matembwe	Wanginyi	3	4	7
12	Lupembe	Lupembe	4	5	9



13	Lupembe	Igombola	5	5	10
14	Ikondo	Ikondo	7	7	14
15	Ikondo	Nyave	5	5	10
16	Ukalawa	Ukalawa	5	5	10
17	Mfriga	Madeke	4	3	7
18	Mfriga	Mfriga	3	5	8
19	Mfriga	Itambo	6	3	9
20	Idamba	Iwafi	6	5	11
21	Idamba	Lwanzali	5	5	10
22	Mtwango	Tove-Mtwango	17	4	21
TOTAL			121	99	220

o Summary on GIYI information captured on process

COWSO's LEADERS AGE CATEGORY								
COWSO's	LEADERS	AGE	Under 35 Yrs	% Under 35 years	35 and Above	% Above 35 years	Total	% Total
Male			43	20%	78	35%	121	55%
Female			40	18%	59	27%	99	45%
Total			83	38%	137	62%	220	100%

The table above showed that, the GIYI captured information during the training process represents the following:

- i.** Gender representation was 55% for male and 45% for female
- ii.** Youth inclusion showed that only 38% of youth included on the process (COWSOs' leadership).

These results show that the gender inclusion was considered in standard but there is a few numbers of youths who take on leadership activities in wide-ranging. And this is an area to be consider during the next election.

The evaluation included COWSOs' leaders from all capacitated COWSOs. The result shows that, more that 80% of interviewed COWSOs' leaders improved their understanding about climatic change adaptation. For example, after the trainings, some of the COWSOs' leaders disseminated this awareness to community's members, some decided to remove unfriendly trees which are planted around the water sources and planting useful trees. Others started to practice modern ways for agricultural activities and keeping animals/poultry. This snenario has been applied for all COWSOs except Matembwe, Kidegembye; Ibumila/Ikando; and JM Secondary school/Upami and Ilengititu.

Apart from observed praises from the positive results during evaluation on CC-A and GIYI, still there are existing challenges observed:



- i. The community awareness on water sources improvement through protection is low,
- ii. Poor commitment of some village leaders to make sure the water sources are protected and help responsible stakeholders performing their duties during environment conservation,
- iii. Insufficient funds for COWSOs operations on environment protection issues,
- iv. There is no strong enforcement on the by-laws provided at village level to protect the water sources and environment in general,
- v. Unskilled COWSOs leaders, who fail to organize on how to protect environment,
- vi. Social/cultural communities behavior barrier, community social interactions affects management of environment protection, (traditional respect/fears) people are of same tribe, this affects supervision on the agreed laws/regulations,
 - a. This led to poor protection on water sources, some community’s members are running agricultural (IGAs) around the water sources,

Recommendations:

- i. The LGA to continue creating the community awareness on water sources improvement through protection together with COWSOs, and village leaders cooperatively,
- ii. A need of commitment to all leaders at each level to make sure the water sources are protected and help responsible stakeholders/organs performing their duties on environment conservation effectively,
- iii. LGA and Village leaders to help existing COWSOs at their villages to generate sufficient funds for COWSOs operations on environment protection issues through improving tariffs collection approach,
- iv. Enforcement on the by-laws provided at village level to protect the water sources and environment in general,
- v. LGA to continue providing the technical support to all COWSOs leaders in organizing on how to protect environment,
- vi. Improve community awareness on the negative social/cultural behavior that affects environment.

**5. SUMMARY ON WATER POINT MAPPING AND ITS IMPACT ON THE LGA
PBR ACHIEVEMENTS**

• ***Details on implementation process***

During the first and the second milestone, SHIPO together with DWE’s office in Njombe DC conducted the WP mapping within 33 villages covered with assessed 28 COWSOs. The exercise managed to reach up-to 917WPs mapped within the mentioned area. Out of these water points public were 883 WPs and Private were 34 WPs. The status was shown on the *summery of the exercise result* sub-topic.

• ***Challenges during implementation***

- i. The geographical location of Njombe DC is mountainous so it was so difficult to reach up all the water points in time. The location of the water points were very scattered and took a while to reach one point to another.
- ii. A lot of non-functioning water points were due to water pumps problems. Many of the water projects are of pumping systems.

• ***Summary of exercise results-***



After the exercise, the level of WP functionality were as follow; F=242, FNR = 229, NF = 261 and A = 122 which sum up to 854 WPs.

• **Description of how exercise supported**

This exercise helped on supporting the COWSOs strength in planning, the COWSOs from each village managed to understand the number of owned water points for each project. Also the have got aware on their functionality status and causes for non-functionality. Through understanding this, all COWSOs’ leaders managed to come up with their water facility management plans for to help them improving their water infrastructure in the future.

On the PbR payouts, qualifications the LGA managed to get aware of a number of non-registered water points and so included on the PbR data base.

• **Comments on assessment results’ and recommendations**

- i. There is a need to have a close follow-up from LGA (DWE’s office) to COWSOs in order to improve the information that will be used during updating the information on PbR base.
- ii. Monthly report tool need to be valued to increase the COWSOs follow-ups on improving the WPs functionality and tariffs collection in order to increase funds for system repair.
- iii. The water infrastructure for Ikondo and Mfriga need more efforts on the pump investment to help their WPs turn into function status.
- iv. Improve the mutual understanding between COWSOs’ leaders, Artisans and LGA.

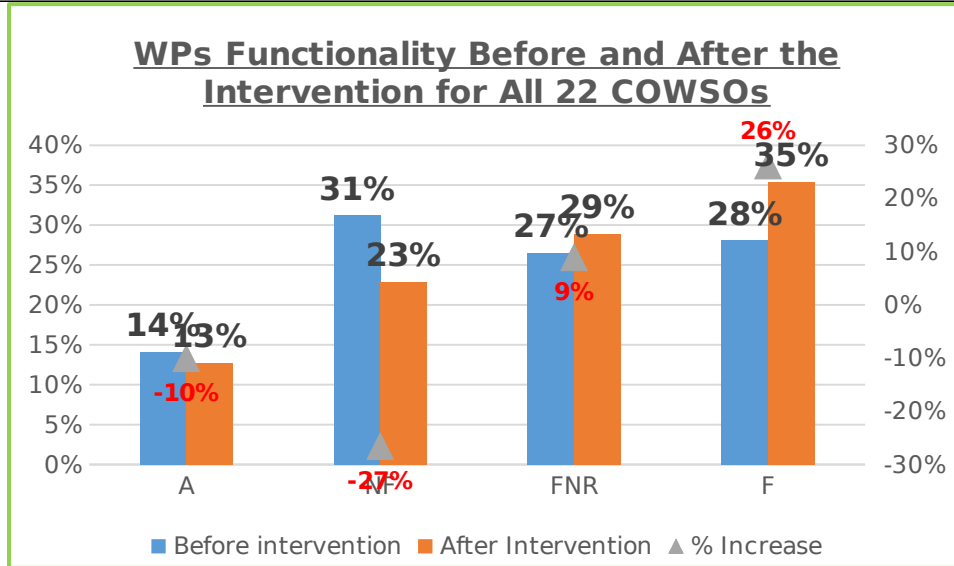
• **Water point mapping summary using tabular form below;**

LGA NAME	Total Number of Water Points	Functional	Non-Functional	Functional but needs repair	Abandoned
Baseline (MONTH)	863	242	270	229	122
End-line (MONTH)	864	306	198	250	110

6. CIT AND WATER INFRASTRUCTURE ASSESSMENTS:

The water infrastructure assessment looked at status of the water system functionality for each COWSO and provided the results on: number of functional WPs, functional need repair, non-function and abandoned water points. The CIT assessment looked at the COWSOs’ governance, finance management, technical and operational status.

The following charts show the contrast of the 1st and 2nd assessment changes results on the water infrastructure (WPs) assessment:

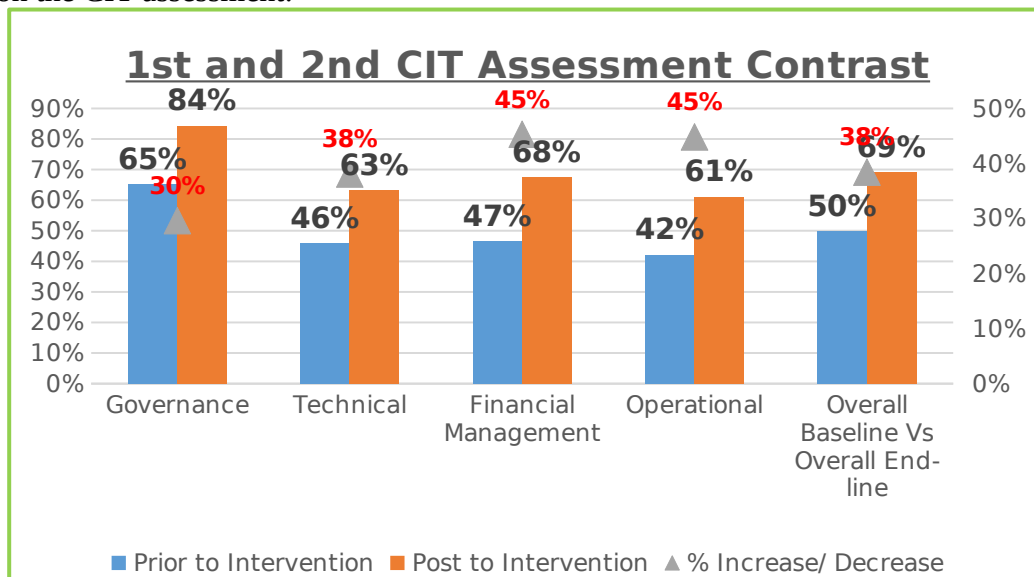


Before the Intervention, the level of WP functionality were as follow; F=242, FNR = 229, NF = 270 and A = 122 which sum up to 863 WPs.

After the Intervention, the level of WPs functionality are as follow; F=306, FNR = 250, NF = 198 and A = 110.

Comparing the Prior and Post Intervention, Functional WPs increased by 26%, FNR WPs increased by 9%, NF decreased by 27% and A decreased by 10%

The CIT assessment looked at the Governance, technical, financial and operational status for each COWSO and the following charts show the contrast of the 1st and 2nd assessment changes results on the CIT assessment:





During the 2nd CIT assessment, it was found that, the overall Governance score increased by 30%, Overall Technical scores increased by 38%, Overall Financial Management score increased by 45%, Overall Operational score increased by 45% compared to these values during the Baseline assessment.

This makes an overall percentage increase of 38% when the overall End-line score (69%) is compared to the overall Baseline score (50%)

A continual support on system functionality improvement (technically and practically) contributes to improvement of the WPs functionality.

Also, the continual training (annually) on good governance, financial management, technical and operational and support provision will impact the continual improvement of the skills of COWSOs leaders on the performance of the given areas of their operations.

End-line CIT Assessment Results

No	COWSOName	DOMAINS				
		Governance	Technical	Financial Management	Operational	Total Score
1	Igongolo/Kivitu	25	15	21	19	80
2	Itipingi	25	17	23	19	86
3	Ibiki	23	17	19	15	74
4	JM Makweta secondary school/upami/ilengititu	15	13	9	7	44
5	Ibumila/Ikando	15	13	9	7	44
6	Ikuna	23	15	17	19	74
7	Ninga	17	11	11	11	50
8	Kidegembye	19	19	9	13	60
9	Image	23	17	21	21	82
10	Matembwe	17	9	7	9	42
11	Wanginyi	23	17	23	19	82
12	Lupembe	23	17	15	19	74
13	Igombola	23	13	19	15	70
14	Ikondo	21	13	19	17	70
15	Nyave	25	23	23	23	94
16	Ukalawa	17	17	19	15	68
17	Madeke	17	13	11	9	50
18	Mfriga	21	13	15	11	60
19	Itambo	23	15	15	9	62
20	Iwafi	23	23	21	19	86
21	Lwanzali	21	15	21	15	72
22	Tove-Mtwango	25	23	25	23	96

Minimally Operational

Partially Operational

Fully Operational



20-49 points	50-74 points	75-100 points	Total score
5-11 points	12-18 points	19-25 points	Domain

Baseline and End-line CIT Scores

S/N	COWSO Name	Baseline Score	End-line Score	Percent Change
1	Igongolo/Kivitu	64	80	25%
2	Itipingi	54	86	59%
3	Ibiki	46	74	61%
4	JM Makweta secondary school/upami/ilengititu	34	44	29%
5	Ibumila/Ikando	32	44	38%
6	Ikuna	54	74	37%
7	Ninga	28	50	79%
8	Kidegembye	30	60	100%
9	Image	64	82	28%
10	Matembwe	34	42	24%
11	Wanginyi	64	82	28%
12	Lupembe	32	74	131%
13	Igombola	54	70	30%
14	Ikondo	46	70	52%
15	Nyave	68	94	38%
16	Ukalawa	58	68	17%
17	Madeke	30	50	67%
18	Mfriga	38	60	58%
19	Itambo	54	62	15%
20	Iwafi	68	86	26%
21	Lwanzali	52	72	38%
22	Tove-Mtwango	94	96	2%



7. TRAINING RESULTS:

S/N	COWSO Name	Support provided	Results
1	Igongolo/ Kivitu	All 22 COWSOs were supported on the following areas: <u>Tariff calculation</u> Each COWSO was supported on tariff calculation basing on the scheme costs and operation expenses. <u>Water users registry</u> Updating the water registry has been done to 18 COWSO understand the actual number of water users within their project area/coverage <u>Business plan development</u> This support is done to 20 COWSOs <u>Facility plan development</u> This support completed to all COWSOs <u>Metering plan</u> All COWSOs were explained about the importance of metering all WPs	Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
2	Itipingi		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed. 4 WPs were metered.
3	Ibiki		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
4	JM Makweta secondary school/upami /ilengititu		Tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
5	Ibumila/ Ikando		Tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
6	Ikuna		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
7	Ninga		Tariff calculation scheme costs expense, business plan, and facility management plan documents developed. Waiting for the new project construction
8	Kidegembye		Tariff calculation scheme costs expense, business plan, and facility management plan documents developed. The construction for the new project is on progress
9	Image		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed. 2 WPs were metered
10	Matembwe		Tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
11	Wanginyi		Tariff calculation scheme costs expense,



S/N	COWSO Name	Support provided	Results
			water user registry, business plan, and facility management plan documents developed. 19 WPs were metered
12	Lupembe	<p>All 22 COWSOs were supported on the following areas:</p> <p><u>Tariff calculation</u> Each COWSO was supported on tariff calculation basing on the scheme costs and operation expenses.</p> <p><u>Water users registry</u> Updating the water registry has been done to 18 COWSO understand the actual number of water users within their project area/coverage</p> <p><u>Business plan development</u> This support is done to 20 COWSOs</p> <p><u>Facility plan development</u> This support completed to all COWSOs</p>	Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
13	Igombola		Tariff calculation scheme costs expense, business plan, and facility management plan documents developed.
14	Ikondo		Tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
15	Nyave		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed. Open the office for its operations
16	Ukalawa		Tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
17	Madeke		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
18	Mfriga		Tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
19	Itambo		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.
20	Iwafi		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, metering plan, and facility management plan documents developed.
21	Lwanzali		Improved revenue collection, tariff calculation scheme costs expense, water user registry, business plan, and facility management plan documents developed.



S/N	COWSO Name	Support provided	Results
22	Tove-Mtwango	<u>Metering plan</u> All COWSOs were explained about the importance of metering all WPs	Improved revenue collection, tariff calculation scheme costs expense, business plan, and facility management plan documents developed.

The impacts of the training were measured using *direct observation* through field visit and observing the current status of the COWSOs during implementation of their activities, *direct interviews and documentary* review through reviewing the projects existing operations documents such as financial, meetings, facility management, reports/documents, etc..

o Recommendations/suggestions to improve future training

- i. There is a need to improve the number of trainings to be conducted annually. COWSOs’ leaders trainings to be carried out for each year to contribute on having a sustainable operations of the COWSOs,
- ii. Conduct trainings in a nearby location. The trainings to be done in a closest location to help more participant be able to participate more/fully due to transportation complications (remote villages and roads challenging with no transport services),
- iii. Involving more practical learning than theories to increase the capacity of learning.

8. OPERATIONS SUPPORT TO IMPROVE SYSTEM FUNCTIONALITY

a. Description of support provided to COWSOs to repair and extend water system

The support provided to COWSOs to repair and extending water system helped to improve 162 WPs through installation of water meters, fixing pipes, repair water tapes, apron, cleaning the water sources, pumps repair and reallocation of WPs. A total number of 8503 direct beneficiaries were reached through improved water sources and other beneficiaries (not included on counting) from primary schools of Madeke, Lupembe, Iwafi, Lwanzali, Nyave, Image, Wanginyi and Itipingi; and secondary schools of Lupembe and Itipingi.

b. Table of support provided and beneficiaries

SN	Name of the COWSO	Support provided	# of WPs improved	Beneficiaries		
				Male	Female	Total
1	Igongolo/Kivitu	Replaced a new gate valve which was previously leaking water and caused very little water to be supplied into the WP	1	24	36	60
2	Ibiki	Re-installation of a WP and checking the whole distribution line	1	20	22	42
3	JM Makweta	Water source cleaned, Tap	6	71	72	143



SN	Name of the COWSO	Support provided	# of WPs improved	Beneficiaries		
				Male	Female	Total
	secondary school/upam i/ilengititu	repaired and The point has been shifted down due to elevation				
4	Ibumila/ Ikando	The pump filled-up with diesel and switched on!! It was not running during the first visit. Currently the pump is working.	9	113	291	404
5	Ikuna	Checked the whole main line, detected main line pipe cuts fixed, detected leak air valve replaced, therefore increased the volume of water to the tank	12	477	499	976
6	Image	Fixed the main pipe (main line)	22	1196	1275	2471
7	Wanginyi	Installed 19 water meters, reallocation of 1 WPs, repair the pipes along the system and cocks replacement.	19	263	288	551
8	Lupembe	Changed the water pump, Repaired the get valve, 1 WP shifted and water pipes repaired within the system	29	438	450	888
9	Nyave	Replaced a meter which leaks water. The situation has caused the WP to stop for a period of time. Also installed the new WP at Nyave Primary School	1	18	15	33
10	Ukalawa	The pump was not working due to the fluctuation in electricity power, now the new pump is installed and the main pipe was fixed	16	486	562	1048
11	Madeke	Rehabilitation of the main line pipe - Replaced a broken pipe with the new one - Cleaning an inlet chamber Maintenance and servicing the pump - Fixed rubbers and changed	9	232	211	443



SN	Name of the COWSO	Support provided	# of WPs improved	Beneficiaries		
				Male	Female	Total
		pump oil Cleaning water Intake - Cleaning an inlet chamber - Removed mud from the water catchment area				
12	Itambo	The water taps were fixed.	3	22	24	46
13	Iwafi	The intake was cleaned	13	96	110	206
14	Lwanzali	The intake was cleaned and the pump is working	21	536	594	1130
General Total			162	4013	4490	8503

c. LGA Support provided during process

The LGA (DWE’s office) provided their technical expertise support during improvement of water system functionality improvement on:

- Fixing water pipes
- Changing the water pumps,
- Installation of water meters,
- Reallocation of the WPs,
- Cleaning water sources,
- Community mobilization, and
- Water point mapping.

d. Lessons Learned, Successes, Challenges.

- i.** Proper approaches during the implementation process results into sustainability of the water projects, example participatory approach during start, and implementation of the project.
- ii.** Technical aspects of water resources management, artisans, infrastructures and financial management needs close and strong supervision from LGA
- iii.** In order to soften the workings of COWSOs’ leaders, there is a need for the close follow-up by the DWE’s office to help COWSOs’ leader during implementation of water project activities.
- iv.** The project has not managed to capture the number of beneficiaries from other villages who are enrolled in primary/secondary schools within the project area and served by improved water source/points.

9. TARIFF SETTING AND METERING PLANS

All 22 supported COWSOs were helped to undertake the tariff setting action and all managed to come up with the tariff setting according to the water project managed by each COWSO. The metering plan was expressed to all and COWSOs of Wanginyi, Nyave, Lupembe, Lwanzali,



Iwafi, Image, and Itipingi started to implement the process of metering the WPs. Iwafi managed to come up with the metering plan document prepared, the rest are on process.

o Table on tariffs prior to intervention and after and how many new tariff rates have been fully approved and put in place or are in process.

SN	Name of COWSO	Tariffs Prior Intervention	Tariffs after Intervention	Status on implementation
1	Igongolo/Kivitu	Tsh 1000/per Household per a month	Tsh 20/20lt bucket	In process for approval
2	Itipingi	Tsh 1000/per Household per a month	Tsh 40/20lt bucket	In process for approval
3	Ibiki	Tsh 1000/per Household per a month	Tsh 20/20lt bucket	In process for approval
4	JM Makweta secondary school/upami/ilengititu	Tsh 1000/per Household per a month	Tsh 50/20lt bucket	In process for approval
5	Ibumila/Ikando	Tsh 100/20lt bucket	Tsh 100/20lt bucket	Approved
6	Ikuna	Tsh 1000/per Household per a month	Tsh 30/20lt bucket	In process for approval
7	Ninga	Tsh 1000/per Household per a month	Tsh 100/20lt bucket	In process for approval
8	Kidegembye	Tsh 1000/per Household per a month	Tsh 100/20lt bucket	In process for approval
9	Image	Tsh 1000/per a month per household	Tsh 100/20lt bucket	In process for approval
10	Matembwe	Tsh 1000/per Household per a month	Tsh 50/20lt bucket	In process for approval
11	Wanginyi	Tsh 100/20lt bucket	Tsh 100/20lt bucket	Approved
12	Lupembe	Tsh 2000/per unit	Tsh 50/20lt bucket	In process for approval
13	Igombola	Tsh 1000/per Household per a month	Tsh 30/20lt bucket	In process for approval
14	Ikondo	Tsh 7000/household per a year.	Tsh 100/20lt bucket	In process for approval



SN	Name of COWSO	Tariffs Prior Intervention	Tariffs after Intervention	Status on implementation
15	Nyave	Tsh 100/20lt bucket	Tsh 100/20lt bucket	Approved
16	Ukalawa	Tsh 100/20lt bucket	Tsh 100/20lt bucket	Approved
17	Madeke	Tsh 1000/per Household per a month	Tsh 100/20lt bucket	In process for approval
18	Mfriga	Tsh 3000/per a month per household	Tsh 100/20lt bucket	In process for approval
19	Itambo	Tsh 2000/per a month per household	Tsh 100/20lt bucket	In process for approval
20	Iwafi	Tsh 100/20lt bucket	Tsh 100/20lt bucket	Approved
21	Lwanzali	Tsh 100/20lt bucket	Tsh 100/20lt bucket	Approved
22	Tove-Mtwango	Tsh 1,000/household/ a month	Tsh 4,000/household/ a month	In process for approval

o Information on tariff calculations vs. actual set tariffs

The tariffs calculation based on consideration of the scheme total investment. Scheme type, designed period (life span), wear and tear, amount of water available on the source, a number of water users reached with the project, operational costs, O&M expenditures, Office operations, scheme extension, power, fees, trainings, security tools and other related expenditure.

o Community perception/willingness

Many water users from 21 COWSOs don't pay for the water bills (they think water is for free). They are not aware about the important of contributing for water service.

o Metering and perception and its usefulness for sustainability

There is a negative perception about the use of water meters. The water users think that if the meter is installed there will be high charges for water to be used. They are not aware about why the water meter is used within the water systems

o Lessons learned (successes and challenges)

During the project implementation, the COWSOs leaders were well informed about the important of contribution for water service and metering plan. Few started to apply this idea and they have started to install water meters in the WPs example Wanginyi, Iwafi, Image, Nyave, Itipingi and Lupembe.

o Discussion and recommendation

Poor community understanding on the important to contribute for water service provision and less participation on water projects development was due to negative perception about the water service scenario (water is for free). The communities don't treat water as a commodity.



For to help on minimizing the negative impact of this situation, there is a need to have a continual training to COWSOs' leaders (update their minds about the water projects management), a continual community sensitization on water resource management and close follow-up and support from DWE's office to help COWSOs leaders on the process of improving their system and updating information

o Support provided by LGA

During the project implementation (on this stage) the LGA mobilized the COWSOs' leaders to participate this activity, also provided their technical support for participating on each meeting for tariffs calculation for each village and gave technical advices throughout proposing the tariffs (tariffs set).

10. BUSINESS PLAN DEVELOPMENT

o COWSOs supported on Business Plan Development

All 22 COWSOs from Njombe DC were supported on Business plan development in order to help them on improving their water projects sustainability.

o Process undertaken

SHIPO, LGA representative from DWE's office in Njombe DC, joined together with COWSOs and village leaders (VEO + Chair), during meeting with COWSOs' leaders to prepare the COWSOs' business plans. They managed to give their opinions/ideas concerning the development of Business plans for their COWSOs operations. This activity took place in two days for each COWSO and all participants participated effectively during the process.

COWSOs leaders together with supporting team (SHIPO and LGA) managed to incorporate required information for business plan development containing the mission and vision of each COWSOs including their plan for business that will help improve the access of water at their working location.

o Successes, lessons learned and challenges

- i.** The COWSOs managed to understand about the importance of their existence in order to help on improving water projects within their areas
- ii.** Identification of stakeholders helped them to know potential stakeholders who will support on operational matters that will contribute on development of the water projects
- iii.** Setting of strategies for future development
- iv.** Strength, weakness, opportunities, and threat analysis helped COWSOs leaders to understand the position they have and give the way forward to develop their operational strategies for improvement of water projects
- v.** There is a need for improvement of documentation and reporting system to simplify the access of accurate information concerning the water project development and any interventions made for it.
- vi.** The access of having the business plan contributes for understanding about the COWSOs operation condition, project improvement plans, budgeting analysis and projections, operational team and important stakeholders.

o Plans sustainability and Continue uses

For the business plan sustainability and continue uses, the COWSOs leaders together with one LGA's representative (from DWE's office) had to sign that document and have developed the



MoU agreement between LGAs and COWSOs’ leaders to bring their mutual understanding on making sure they will work together during implementation of all planned activities for to contribute on improving access of water for the community.

o Uses of business plans for O&M and system improvement

The hold of business plan document will support COWSOs’ leaders for O&M and system improvement through the following steps:

- i.** Understanding the current situation their existence (have information about themselves)
- ii.** Understanding the water demand status at their villages (water supply)
- iii.** Access of analysis report on stakeholders
- iv.** SWOT analysis at COWSOs level
- v.** Understand about existing opportunities for improving their operations and projects in general
- vi.** Setting up strategies and activities to be implemented for improving system
- vii.** Improvement of action plans for the COWSOs
- viii.** Setting up current budget and future budget projection for O&M and system improvement.

o Support provided by LGA

During the development of the business plan for each COWSO in every village, the LGA supported on the following:

- i.** Organizing the meetings with COWSOs leaders,
- ii.** Dissemination of information – inviting COWSOs leaders for the meeting,
- iii.** Arrangement for the meeting schedule for each COWSO
- iv.** Provision of technical support during preparation of the document for each COWSO,
- v.** Signing for the approval of the business plan for each COWSO for to be used during implementation of the water projects development and system improvement.

11. FACILITY MANAGEMENT PLAN DEVELOPMENT

o COWSOs supported to develop facility management plans

The project managed to support 22 COWSOs from Njombe District Council to develop their facility management plans.

o Process undertaken

The practice undertaken during support for the COWSOs on facility plan management development was to make sure that all COWSO’s knows that there is a need of putting in order the facility management plans (document) covering especially in the following areas:

- i.** Information about the project – costs, type, number of WPs, coverage and water source
- ii.** Water user’s registry for both public and private WPs
- iii.** Names and identity for all WPs owned by the COWSO
- iv.** Scheme management team and their responsibilities
- v.** O&M plan for the project improvement
- vi.** Finance and financial management plan
- vii.** Metering plan and meter reading
- viii.** Income and expenditure projections



ix. Profit and loss analysis

- x. Agreement for implementation of the water project for its sustainability.**

The activity managed to help all COWSOs' leader to develop their documents (facility management plans) according to their capacities and positions and signed by the COWSOs leaders and got approved with village leaders (Village chair, VEO and WEO).

o Successes, lessons learned, and challenges

- i.** More than 75% of COWSO's became aware on the importance of having facility management plans
- ii.** Technical support and close follow-up provides COWSOs leaders more understanding on how to own, manage and operate their projects and led them into obligation for improving their water facilities to advance access of water to community
- iii.** There is a need of a grand intervention to address the problems for the projects of Ikondo, Igombola, Mfirga, Ninga, Kidegembye to help them accomplish their system functionality. COWSOs leaders get seize backside during participating in water project issues because the system is not working yet due to incomplete structure for the project at Kidegembye, water pump problem in Mfirga, Igombola and Ikondo.

o Means to support COWSOs to implement them and practically use them

A continual awareness creation on understanding about the importance of having and using the facility management plan has to be under the LGA and to make a close follow-up to make sure that each COWSO implement its plan and operate accordingly. This can be achieved through following up on monthly basis reports feedback.

o COWSOs that are using their facility management plans for O&M

All COWSOs have just started to adopt the facility management document that will help them on water project management at their respected areas of operation. The facility management plans for each COWSO will be used for:

- i.** Documenting the project information
- ii.** Understanding the water user's on public and private WPs in its coverage
- iii.** Knowing the names and identity for all WPs owned by the COWSO
- iv.** Understand the management team roles and responsibilities on the project
- v.** Help on improving the plan for O&M on the water project facility
- vi.** Provides the better means for budgeting and projecting the future budgets
- vii.** Shows the way to plan for metering and how to read the water meters
- viii.** Provides understanding on how to make analysis for the profit and loss
- ix.** Gives a chance for involving government leaders (village level) to get into agreement with COWSOs leaders for supporting the implementation of the water project for its sustainability.

o Support provided by LGA

The LGA provided technical and practical support for the COWSOs to understand the importance of having the facility management plan at their respected locations. Technically they participated fully during the development of the facility management plan for each COWSO, and



practically the participated on the practical support for each COWSO during putting plans and repairing for the water points/schemes during the implementation of the project.

Also, the LGA supported on:

- i.** Organizing the meetings held by each COWSO during the development of facility management plans documents
- ii.** Mobilization of COWSOs leaders to participate during this task for to develop their facility management plans

12. LEARNING VISIT

During 21st and 22nd of March 2019, SHIPO managed to conduct the learning visit at Tove-Mtwango (as a best performing COWSO) for the COWSOs leaders’ representatives from other COWSOs in Njombe District Council to learn. This was one of the Milestone 4 activities as planned on WARIDI Project at Njombe District Council.

40 participants (about one to two participants from each COWSO) from 22 existing COWSOs of Ukalawa, Ikondo, Nyave, Mfriga, Madeke, Itambo, Iwafi, Lwanzali, Igombola, Lupembe, Image, Kidegembye, Matembwe, Wanginyi, Ibumila&Ikando, Ikuna, Ninga, J.M Makweta secondary school/Upami&Ilengititu,Ibiki, Ingongolo&Kivitu, Itipingi, and Tove-Mtwango participated during this visit.

The intention of this visit was to provide the opportunity to leaders from 22 COWSOs in Njombe to learn from Tove-Mtwango which considered being a higher performing COWSO in Njombe. This was a learning and experience exchange opportunity and expected to enhance operational and management skills for improved rural water supply services.

This visit involved the following learning aspects;

- i.** Tariff setting and financial records improvement, tariff collection methods, metering plan, business planning, facility management planning, preparation and updating water user’s registry and financial documents
- ii.** System Operation, management and maintenance planning
- iii.** COWSO investment aspect for sustainability

Output

The participants of this activity (COWSO’s leaders’ representatives from 22 COWSOs of Njombe District Council) came to learn about the following:

- i.** The mode of achievements used by Tove-Mtwango to reach at the present level of their success
- ii.** The way Tove-Mtwango conduct their daily, monthly and annually activities on technical, financial, operational and governance areas of performance,
- iii.** How tariff is collected and used for the successfulness of the COWSO through water project management,
- iv.** The problems solving approach used by Tove_Mtwango for to contribute on improving customers (water users) relationship,
- v.** Learned about Tove-Mtwango business idea and the way the followed-up to reach the present level, for their financial sustainability,
- vi.** How Tove-Mtwango undertake issues related to environmental management (climatic change and gender inclusion considerations); that, they offer water service for free to those communities around the water sources in order to make them protect and maintain



the safety of the source and avoid distraction, also they do have 200 acres planted trees, and

- vii.** Learned about the challenges experienced by Tove-Mtwango during implementation of the water projects within its location and the way to be used onto minimize the challenges for improving the COWSO’s functionality and service provision.
- viii.** On the second day of the visit, SHIPO together with DWE’s office managed to set up a technical support meeting with Tove-Mtwango Manager together with Tove-Mtwango leaders to set-up the annual budget for Tove-Mtwango water project.

Challenges came up:

- i.** The main challenge came up from participants is the problem of insufficient funds for COWSOs operations which resulted from poor tariffs collection;
- ii.** Almost 95% of all COWSOs had no operational offices for the water projects;
- iii.** Limited or unfortunate managerial skills hindered most of the COWSOs leaders on performing better;
- iv.** Underprivileged awareness of the community members on understanding about the importance of contribution for the water service;
- v.** Less commitment of COWSOs leaders during participation in water projects development issues due to pitiable support from communities and local leaders;
- vi.** A need for COWSOs leaders, LGA, and village leaders to come up together and work together to make sure that the gap between COWSO and LGA is bridged up.

The COWSOs leaders of Nyave managed to apply the learning from this visit and met with village leaders to ask for the office. Currently this COWSO has an office for its operations, similarly for the COWSOs of Lupembe and Image. Also, the COWSO from Iwafi managed to think on investing to manage the metering plan and reading water meters for to help them on improving tariffs collection.

Itipingi though on adopting the way to invest on trees planting as it was done by Tove-Mtwango, likewise for the COWSOs from Itambo and Lwanzali.

The study tour observed that, leaving someone ground and visiting other someone ground is a major education element. It gave the COWSOs leaders a chance to build close bonds with their neighbors, experience new environment and learning from other practices.

For the future improvement on the similar activity, the following recommendations may be considered:

- i.** Give a chance to participants to have more time to benefit more from the study tour by giving them more time to:
 - a.** talk with visited COWSOs leaders; connect different issues they have been learning in more concrete way;
 - b.** How environment, socioeconomic, COWSOs operations are interrelated.
- ii.** Also, there is a need to provide prior support to participants before the visit in order to prepare them before the visit.
 - a.** This will provide them learning activities at the site,
 - b.** This also will help them on having a good follow-up on activity and improve more or simplify their understanding.



13. MOUS AND SUSTAINABILITY PLANS FOR COWSOS

The main objective of this activity was to develop a copy of MoU and sustainability plan for the COWSOs in Njombe DC and this MoU was between the LGA and the COWSOs. The activity was performed by SHIPO together with the technical tem (4 representatives) from LGA in Njombe participated fully during this activity. The team managed to develop the MoU between LGA and each COWSO from Njombe DC.

All 22 supported COWSOs from Njombe DC will have the MoU between them and LGA containing the COWSOs leaders’ roles and responsibilities Vs LGA’s roles and responsibilities on improving the development of water projects within their villages.

The main reason for this intervention is to help both stakeholders to have this document that will help them and used to bring a mutual understanding on participation during improving access to clean and safe water for the community members of Njombe DC.

Successes, Challenges, Recommendations

- i. 22 MoU documents for all supported COWSOs were developed, outlined the LGA and COWSO leaders roles and responsibilities on improving access to clean and safe water within their locations
- ii. The documents were prepared as a last activity during implementation of the project (the last activity during milestone five), still waiting for the signatures from the DWE, COWSOs’ leaders (Chair, secretary) and VEOs.
- iii. There is a need for all COWSOs leaders together with VEOs to be informed to make a follow-up at LGA (DWE’s office) for them to collect for a signed document for their references. They will be able to do this during submission of their monthly reports on the end of July 2019,
- iv. A close follow-up and support from DWE’s office is highly needed to help during the use/application of this MoU.

List of participants

SN	NAME	ORGANIZATION/ INSTITUTION/ Department	OCCUPATIO N/ TITLE	PHONE NUMBER
1	Salmin Ally Mvira	DWE’s Office	/DWE	071592409 1
2	Kulwa Nassoro Khalfani	DWE’s Office	Technician	076336009 8
3	Nicko Mathias Mandele	Community Development Office	CDO	075354356 6
4	Fredy Dismas Mwanza	Planning Office	Economist	076984618 4
5	Olais L Mungaya	SHIPO	PC	075493168 1
6	Gabriel G Mashambo	SHIPO	M&E Officer	075821636 4
7	Sola C Daudi	SHIPO	CDO	076906197 1



14. CWST FOLLOW-UP AND MONITORING PLAN

The main objective of this activity was to develop a copy of CWST follow-up and Monitoring plan for the LGA in Njombe DC to have a supportive system during helping the CWSOs within Njombe DC to perform better on improving water access. The activity carried out by SHIPO together with the technical tem (4 representatives) from LGA in Njombe participated fully during this activity. The team managed to develop a copy of the CWST follow-up and monitoring plan.

The tool provided the importance of the follow-up and monitoring process, people to be involved, information to be collected, categories of evaluation and their requirements, time and expected results.

Successes, Challenges, Recommendations

- i.** The document for CWST Follow-up and monitoring plan successfully developed and involved with supportive attachment/document for CWST team to use,
- ii.** The responsible team members were outline inside the document
- iii.** There is a need for LGA/DWE’s office to incorporate these plans into their daily routine activities each year to make it applicable.

o List of participants

SN	NAME	ORGANIZATION/ INSTITUTION/ Department	OCCUPATIO N/ TITLE	PHONE NUMBER
1	Salmin Ally Mvira	DWE’s Office	/DWE	071592409 1
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7	Sola C Daudi	SHIPO	CDO	076906197 1

15. LESSONS LEARNT & CHALLENGES:

- o What have you learned by engaging with CWSOs? -4 paras**



Many COWSOs leaders were ready to work but the problem of insufficient funds caused them to fail on undertaking their duties accordingly. This was due to unfortunate knowledge on COWSOs operation/leadership.

Some of the COWSOs need great support to improve their system functionality. They lack of support on major repair (for example Mfriga, Igombola and Ikondo are in need of the water pumps replacement).

There were shortcomings or communication breakdowns between LGA and COWSOs. This was due to insufficient understanding on their roles and responsibilities.

There was no a sustainable plan for the water system sustainability, this caused all COWSOs to do not even produce their operational reports. There was no active reporting system by the COWSOs.

o Main challenges in implementation and improvement

The community perceptions on water projects development is unconstructive, most of communities still believe that water supply is for free resources. The project tried to create awareness to COWSOs' leader to understand about the importance of contribution for water service and to disseminate this to the community. All COWSOs leaders were trained and instructed about the importance of water tariffs collection and its uses on improving the water projects. The communities were informed about to change and start contributing for water service to improve the service provision.

Poor commitment of some village leaders, who discourages the sustainability of the projects, was another challenge. Those leaders were involved during the training and also participated during the development of MoU between LGA and COWSOs leaders. All have been instructed about their roles and responsibilities on the process of improving access of water within their locations. Problems of financial management for some COWSOs which lead to poor operation and maintenance of water infrastructures found as a big challenge also. Trained COWSOs leaders through application of knowledge acquired during the training and via LGA's support they will be in a position to mitigate the hindrances of this matter.

Poor water infrastructures management in most of visited water projects in 22 COWSOs has been a challenge especially during the practical technical support. The DWE's office adopted the monthly basis reporting tool to help on improving the follow-up on water projects management.

Poor commitment of most of local government official on monitoring and evaluating the progress of COWSOs caused the poor performance of existing COWSOs. The developed tool for CWST Follow-up and monitoring tool will help and a need for involving this plan into the LGA's action plan will be more applicable and useful for the future improvement of the project.

Unskilled COWSOs leaders, who fail to organize and manage water resources due to insufficient knowledge. During the facilitation, the participatory approach methodology of training was used to help them understand what is required and supposed to be done in order to improve their system functionality.

Social/cultural communities' behavior barrier, community social interactions affects management of water projects, most of households are of same tribe, and this affects supervision on the agreed laws/regulations. During the intervention, the LGA gave more support on informing village leaders to make sure that all by-laws and regulations agreed upon with for the environment and water sources protection should be enforced.

o Comment on the level of training provided



The training provided increased the participants’ understanding/awareness on:

- i.** Community Ownership and Management (COM) and Demand Responsive Approach (DRA) concept and processes,
- ii.** Proper operation and maintenance of water supply scheme to COWSOs and community members,
- iii.** Proper management of water fund for sustainability of Rural Water Schemes and awareness of PbR,
- iv.** Environmental issues in provision of safe and sufficient drinking water from catchment to consumer and enable communities to develop appropriate environmental or water safety plans,
- v.** Climatic Change Adaptation and Gender and Youth Inclusion,
- vi.** To clean surroundings and healthy environment of water facilities to prevent diseases,
- vii.** Environmental issues in provision of safe and sufficient drinking water from catchment to consumer,
- viii.** Improving customer service in relation to water services, and
- ix.** Reporting System of COWSO.

o Interventions contribution to more sustainable COWSOs

With reference to the second CIT assessment results, the intervention provided showed the positive contribution on the performance of all COWSOs on the areas of good governance, technical, financial management and operational.

Having a close follow-up on technical support (practically) contributes much positively on improvement of the COWSOs system functionality for to help on improving access to clean and safe water for the community members (water users).

o The process Replicating in the country

This process of capacitating COWSOs on technical, governance, financial and operational support worth replicating in the country because in other areas there is a poor performance for the COWSOs operation for example in Ruvuma and Songwe regions. Water points’ functionality continued to be a challenge because of the poor technical support provided to the system improvement/functionality.

o Lessons for engaging with LGA’s

For the reason of existing gap between LGA and COWSO, it became a great intervention to work with LGA together while addressing several observed issues.

Engaging with LGA will help on:

- Addressing possible challenges
- Mitigate the gap which may exist between LGAs and communities,
- The intervention on PbR challenges will be observed and taken into a note for updating the PbR profile.
- Through the technical support on O&M by technical people from DWE’s office, it provided the ways for both LGA and COWSOs leaders to set up a plan for major and minor repair,

o Lessons for engaging with WARIDI/USAID-



Through the support provided by WARIDI/USAID team during meetings and monitoring visits at the field, it helped the implementing team to gain knowledge on the following areas:

- The use of CIT tool during COWSOs’ assessment,
- Understand the characteristics of functional, functional need repair, non functional and abandoned water points (functionality)
- Development of training modules for the COWSOs, and
- Reporting style/format

16. CONCLUSIONS & RECOMMENDATIONS:

The grant showed the positive result on “To Contributing to Improvements in Water Supplies and Heath Management through Capacity Building and technical support to 22 existing COWSOs in Collaboration with Njombe District Council”. The improvement resulted from 22 COWSOs in Njombe DC who were supported on improving water supplies within 30 villages and reached through providing them the training on governance, technical, finance and operational management skills. The practical technical support on improving the water infrastructure functionality was provided and helped to reach 8503 (4013 male and 4490 female) community’s members with water supplies improved in COWSOs of Itambo, Madeke, Iwafi, Lwanzali, Lupembe, Wanginyi, Ukalawa, Nyave, Ikuna, JM Makweta secondary school/Upami/Ilengititu, Ibumila/Ikando, Igongolo/Kivitu, Itipingi and Ibiki.

Recommendation

- The performance of the COWSOs requires an intensive sensitization and great follow-ups to ensure its operations because most of them are working by volunteering,
- Some of the COWSOs to be supported on major repair to improve their functionality and increase access of water to the community;
- The LGA/DWE’s office to ensure the COWSOs operation sustainability by implementing the MoU requirements and cooperating with CWST team on follow-ups and monitoring and evaluation to the COWSOs according the CWST follow-up and monitoring plan;
- Improve collaboration between water supply attendants together with COWSO leaders to bring harmony on the system functionality;
- There is a need to conduct as special support/training for the O&M to improve the water system functionality, sustainability and reliability for District level technicians on proper project designing and construction supervision, and local artisans for simple repairs and operations;
- Consideration of Participatory working approach between LGA, COWSOs, village leaders, together with community members/water users’ value on the contribution for improvement of access to water in their locations; and
- There is a need for a continual community sensitization on water resource management and environment protection to ensure sustainability of access to water.

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