

Applying Multi-approaches to Promote Public Participation in Water and Sanitation Services

(Experiences from the Water Sector Reform in Kenya)

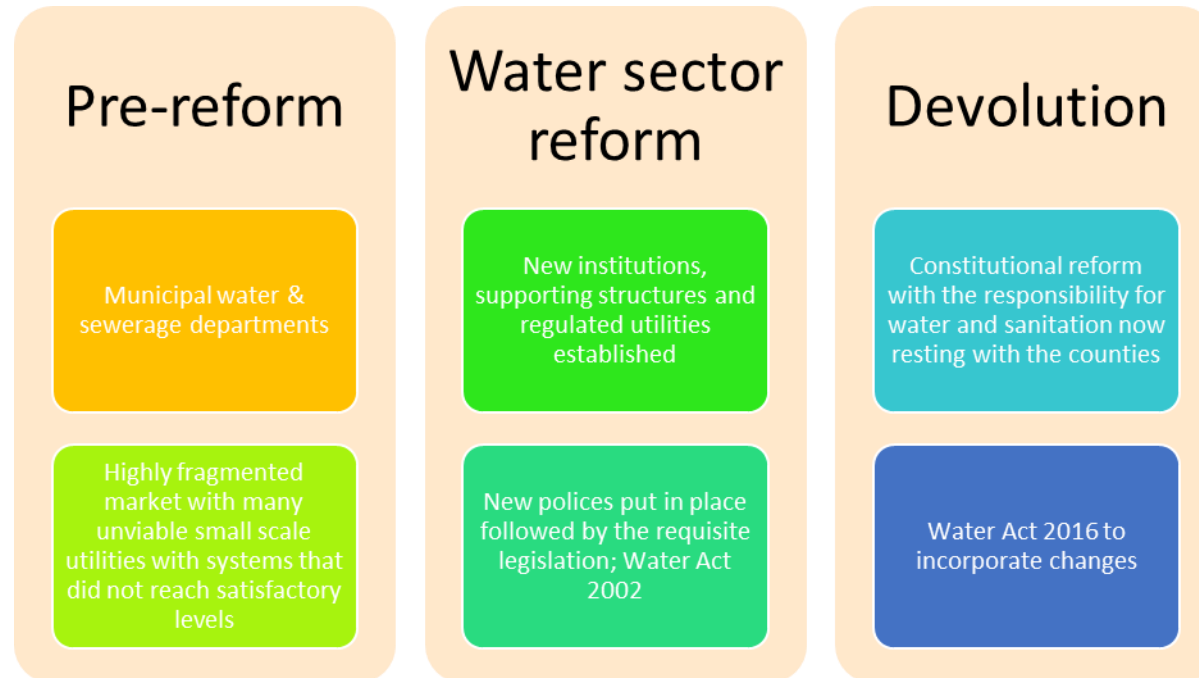
(2003 - 2018)



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1. Starting point

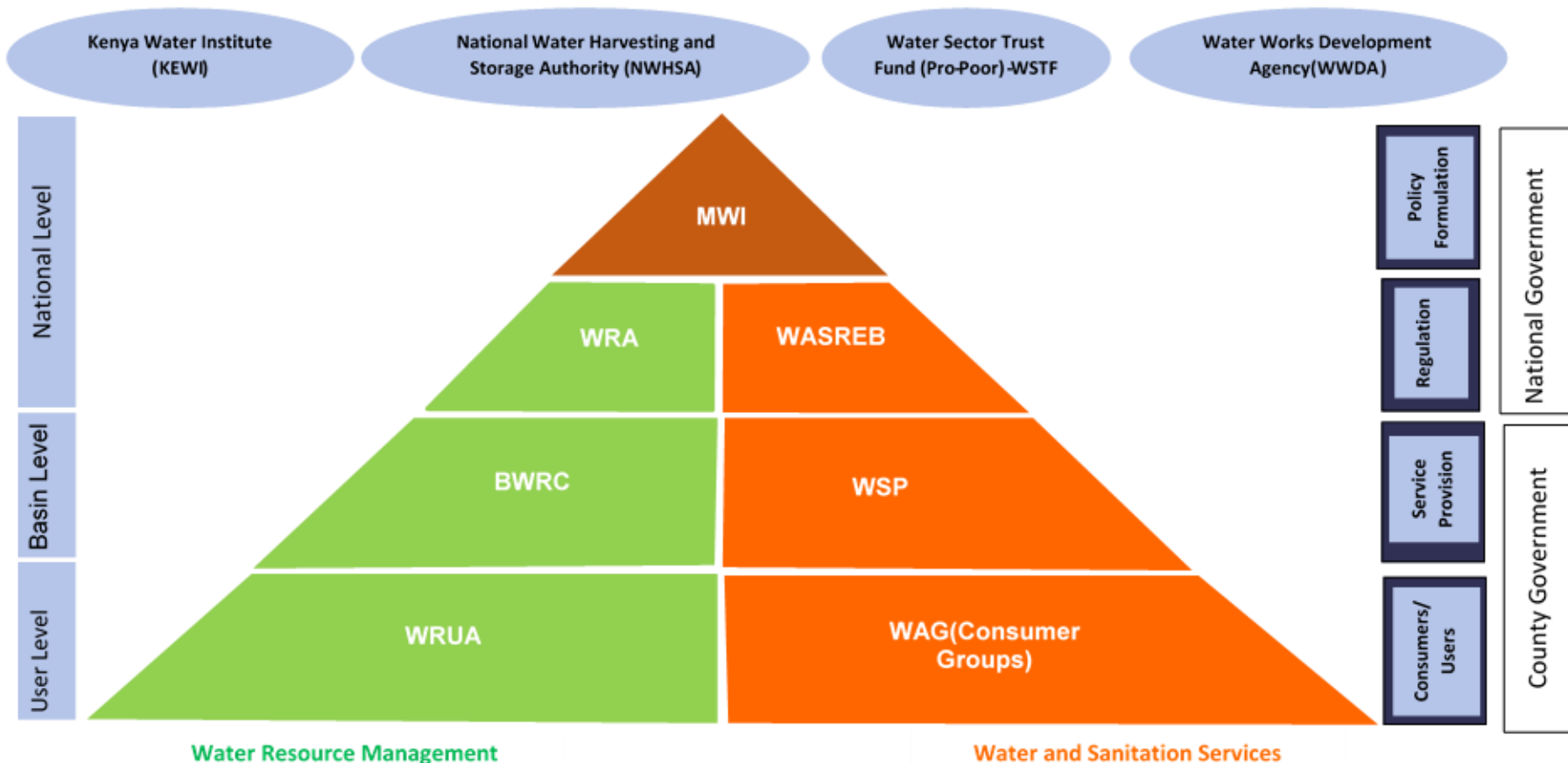


- Slow progress in increasing water and sewerage sanitation coverage.
- Limitations on the budget allocation for service provision.
- Governance; lack of transparency.
- Decentralization and devolution.
- Lack of coordination in the sector.

2. Institutional setting

- Constitution of Kenya, 2010; Article 10(2) a, b, & c - the national values and principles of governance include democracy and participation of the people, inclusiveness, good governance, integrity, transparency and accountability.
- Water Act 2016; clearly stating participation of stakeholders.
- The County Government Act, 2012; makes public participation in county planning processes compulsory and further enjoins the county government to facilitate the establishment of modalities and platforms for citizen participation.
- Other County policies; Public Finance Management Act, County Public Participation Act, and Access to Information Act.

The Kenya Water Sector Institutional Set-Up (Water Act 2016)

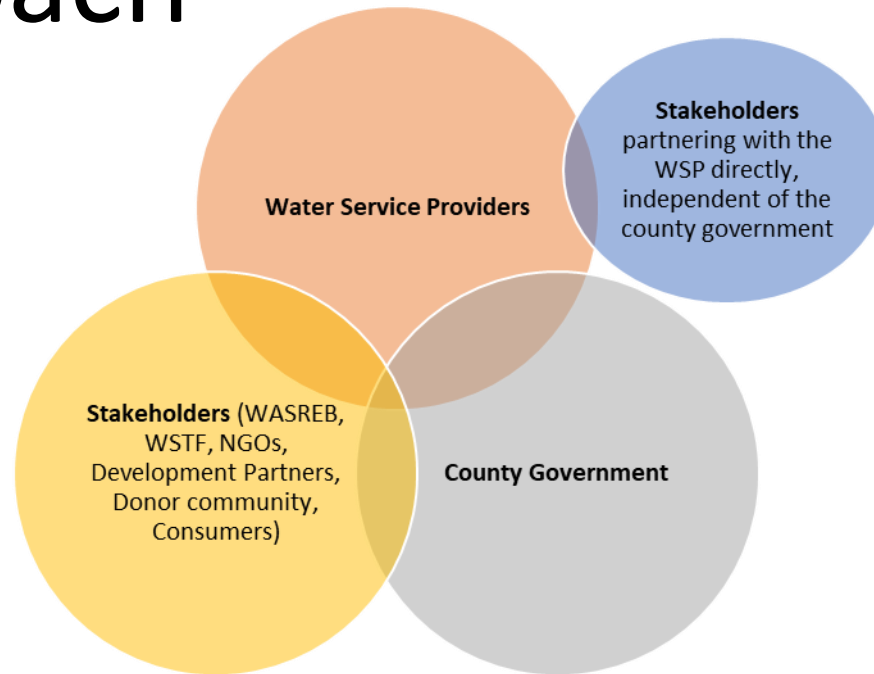


ABBREVIATIONS

MWI:Ministry of Water and Irrigation
BWRC:Basin Water Resources Committee
NWWSA:National Water Harvesting and Storage Authority
WAG:Water Action Group
WASREB:Water Services Regulatory Board

WRA:Water Resources Authority
WRUA:.....Water Resources User Association
WSP:Water Service Provider
WWDA:Water Works Development Agency

3. Approach



- Regulatory reform; having a regulator has helped standardize operations and reporting by the WSPs including setting of tariffs and monitoring progress.
- The annual impact report provides information on the performance of service providers for decision makers and the general public.

- The new legal framework gave clear directions for reforms in urban water and sewerage, introducing modern principles of water management such as user participation, and providing scope for pro-poor interpretation of legal mandates.
- Institutional reform; separation of roles from policy formulation, regulation, services and resource management helped improve in service delivery. Introduction of institutions like the Water Action Groups (WAGs) helped reach out to the marginalized groups. They provide feedback to the regulator, undertake community sensitization and act as an effective communication channel and grassroots enforcement arm.
- Information management systems developed in key institutions as sources of annual reporting to the public; Majidata, and Majivoice that allows the public to access information about water and sanitation services and forward complaints to the institutions.
- Pro-poor policy and programmes institutionalized in the water sector.
- Partnerships; different stakeholders partnering with the county governments or directly with the water utilities e.g for policy influencing or WASH programmes.

4. Outputs

- Increasing sector funding from donors, development partners and NGOs.
- Progress (albeit slow) in coverage of water and sanitation services.
- Increased capacity of water institutions. Institutions supported by GIZ-WSRP: MoWS, WASREB, WSPs (Nakuru, Kisumu, Eldoret, Machakos, Ololaiser in the urban areas, among others) & WSTF.
- Counties supported through partnerships to formulate county water and sanitation policies e.g Kiambu (supported by GIZ-IWaSP and KEWASNET).
- Improved flow of information between the service provider and the consumers.
- The annual impact reports have helped improve transparency in service provision and performance of the service providers.

5. Lessons learnt

- Whilst a strong policy framework is an enabler for public participation, it needs to be implemented by creating an environment and platforms where this can happen.
- One approach does not fit all needs for engaging stakeholders. The mandate holders need to identify the different interests and leverage on strengths.
- It is important to create awareness about areas where the input of the public is required. Feedback received should be transformed into opportunities.

6. Transfer

- A clear legal framework that stipulates the role played by different actors.
- Engage the actors from the word go; at the conceptualization of ideas.
- A clear understanding of issues will help formulate a road map and enriching this with experiences from other countries who might have done the same.
- Being intentional about gender mainstreaming at all levels of engagement.