

# Policy Brief



## Water Supply Provision in Kingolwira Ward



### Addressing Bottlenecks for Improved Service Delivery

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#### Introduction

Shahidi wa Maji (SwM) is implementing Social Accountability Monitoring (SAM) for Water Security at Kingolwira ward in Morogoro Municipality with funding from the Foundation for Civil Society (FCS). This policy brief is intended to analyze the key blockages to the provision of sustainable and equitable water supply services by urban water supply and sanitation authorities (UWASAs), through the case study of Kingolwira. The project helped residents of Kingolwira to better understand their rights and responsibilities in terms of water supply and demand better services through monitoring of UWASA performance and public expenditure tracking. Through this approach, the project has identified key issues and bottlenecks to the effective and efficient provision of water supply services to residents of Morogoro municipality. It is expected that this work will lay a foundation for efforts to solve water challenges in Kingolwira ward and other areas of Morogoro with similar challenges such as water scarcity, catchment degradation and pollution, and weak water governance

#### Background

With Tanzania experiencing rapid urbanization, urban areas are facing an estimated population growth of more than 6% per annum, which poses an enormous strain on the delivery of services, including water supply and sanitation. Morogoro is one of the fast growing industrial and commercial municipalities in Tanzania. It has significant challenges in meeting the water supply demands of its residents. The population of the Municipality rose from 227,921 in 2002 to an estimated 315,866 people in 2012, which has put considerable pressure on the existing water supply infrastructure. The population growth has not been accompanied by an adequate extension of water supply and sanitation infrastructure, or proper maintenance, which has led to increasing levels of under provision.

<sup>1</sup> Water sector development programme

# Policy environment

The Government of Tanzania recognizes the imperative for pro-poor water supply and sanitation services in several policy documents. The National Development Vision 2025 and the previous National Strategy for Growth and the Reduction of Poverty (MKUKUTA) provide the policy framework at the national level. The target for Vision 2025 is universal access to clean and safe water in urban areas by 2015. This was translated in the water sector through the adoption of the National Water Policy (NAWAPO) in 2002, which provides the foundation for extensive reform of the water sector. The policy aims to have in place sustainable, effective and efficient urban water supply and sanitation services catering for both cost-recovery and pro-poor service delivery.

The Morogoro Urban Water Supply and Sanitation Authority (MORUWASA) is an example of an urban utility created under the Water Supply and Sanitation Act 12 of 2009, established to provide efficient and cost-effective water supply and sanitation services across all administrative boundaries of the municipal council, as defined in the Local Government Act.

According to Energy and Water Utilities Regulatory Authority's 2017/18 Performance Report of water utilities, MORUWASA directly serves 81% of the population within their network with improved water supply. MORUWASA has a Non-Revenue Water rate of 39.4%, compared a target compared to a target of 20%, and 12-hour service level compared to a target of 24 hours. However, the utility provides services limited to existing pipeline network, leaving those outside the network periphery of the municipality with no services. Although there is a provision under the Local Government Act of 1982 and its amendments for the Municipal Director of Morogoro to provide for off the grid point source water supply services, the provision of these services is often constrained by limited finances and high operation costs. Quite often the two authorities do not coordinate with each other when planning for development of water supply and sanitation projects.

## Findings

The analysis conducted using social accountability monitoring (SAM) and Public Expenditure Tracking Survey (PETS) approaches indicate several challenges in the governance of urban water supply services at Kingolwira ward. These includes weak information dissemination, overlapping roles between Morogoro Municipal Council and MORUWASA, the absence of financial information at administrative offices, and poor maintenance of water supply infrastructure. The findings are classified into issues of transparency, accountability and coordination, which are explained in detail below.

## 1. Transparency

All information on development, especially financial reports, should be shared with residents at the point of implementation by posting on a public notice board. This is according to a local government bylaw on access to information and is similarly emphasized in the new Access to Information Act. No budget or expenditure information for water projects has been made available at the Kingolwira ward level office, and communities were previously unaware they had rights to such information. Analysis suggest disclosure of budget and expenditure information, and improved communication could avert potential misunderstandings and conflicts between citizens and duty bearers.

## 2. Accountability

There are certain actions by both duty bearers and rights holders that constitute weak accountability. MORUWASA is responsible for providing adequate, safe and clean water to all citizens residing in its area of jurisdiction, and the utility is expected to follow existing legislation on customer service charter and conditions under its license from EWURA. However, there are complaints from Kingolwira ward of unfair water tariffs, as their point source of water is from gravity as compared to the treated and pumped water system in the rest of the town, as well as complaints of poor maintenance and unreliability of water supply. While MORUWASA has a department for handling customer complaints, a lack of awareness of rights and complaint mechanisms amongst residents amongst residents of Kingolwira has resulted in a failure to effectively lodge complaints about the aforementioned issues.

EWURA Customer Consultative Council (EWURA CCC) is also responsible for providing information and building the capacity of citizens to understand their rights in terms of water supply services and to lodge complaints effectively. The Municipal Council has an overall responsibility to ensure all of this is done and that citizens have access to sustainable services. However, the analysis suggests there are gaps in the roles of duty bearers and a lack of effective coordination among them.

## 3. Coordination

Decentralized governance was expected to solve issues of efficiency and effectiveness of service delivery at the local level. However, institutions still work in silos and multiple reporting lines undermine effective coordination. Planning for water supply development is supposed to be localized from ward level to regional level and the UWASA, along with Local Government Authority officers, are expected to coordinate in a responsible and accountable manner. Likewise, the Local Council assembly, ward level WDC and Street level governance are expected to coordinate on behalf of citizens. Overall, overarching leadership is needed to ensure effective coordination.

# Recommendations

## • Access to information

Improvement of services requires transparency between government institutions, service providers and citizens. Key information including the amount of water available, water quality, interruptions and breakdowns, income and expenditure reporting should be made available to the local audience, as required by national legislation and regulations. We recommend EWURA monitor the transparency and disclosure of information by service providers and include it as an indicator in annual performance reports.

## • Accountability

One of the key indicators of success for improved service delivery is for service providers to comply with Customer Charters and the EWURA performance indicators. The Morogoro Municipal Council as an overall supervisor also provides for accountability performance indicator, it is recommended these indicators be published periodically. We also recommend MORUWASA take responsibility to provide regular civic education to its customers on how to lodge complaints.

## • Coordination

To improve effective coordination between government institutions and service providers, they all should operate from one plan, with clear responsibilities. It is recommended The Regional administration coordinate with the Ministry of Water to support development of a Morogoro Water Master Plan which sets out clear roles and responsibilities.

## Conclusion:

Though they are novel approaches in the water sector, SAM and PETS have enabled residents of Kingolwira to be aware of their rights and hold duty bearers accountable. The approaches support communities to engage in solving sector challenges within a good timeframe by tracking finances and generating evidence of issues to inform improvements to service delivery.

Adrian Mkoba Memorial building,  
Old Dar es Salaam road,  
Plot. No 1819, Morogoro, Tanzania  
P.O. Box 2527  
[www.shahidiwamaji.org/](http://www.shahidiwamaji.org/)  
Shahidi wa Maji is a CSO, Registration No. 66393

