

**WATERAID PROJECT  
FUNDED BY THE COCA-  
COLA FOUNDATION AND  
THE PEOPLE'S POSTCODE  
LOTTERY HAILS MAJOR  
IMPROVEMENTS TO 2,500  
PEOPLE IN BABATI**



# Project overview

**Project Name:** Sustainable Rural Community Water Access in Babati, Tanzania

**Project Period:** October 2020 - August 2021

**Location:** Sangara Juu sub-village, Sangara village, Babati District, Tanzania

**Donors:** The Coca-Cola Foundation (TCCF) and the People's Postcode Lottery (PPL)

**Key Themes:** Inclusive water and sanitation; sustainable and clean water supply; government capacity building; systems strengthening; water supply governance; climate change resilience; and sustainable financial management of water service delivery

**Total People Impacted:** 1,850 (696 female, 694 males, 460 children)

# Successes at a glance

## During the grant period, WaterAid:

- Reached **1,850 individuals with continuous access to clean water** through a water network expansion, including 358 households and one public government school.
- **Reduced the longest distance community members must walk to collect water** from four hours (roundtrip) to less than 30 minutes.
- **Modelled the viability and scalability of solar-powered e-taps** in rural settings in Tanzania.
- **Trained 10 CBWSO staff** on water governance, constitution development, financial management, and administration of water entities.
- Engaged **22 key government partners** (9 female; 13 male) on sustainable water management.

# From manual handpump to e-tap

- With support from TCCF and PPL, WaterAid reached the community members of Sangara Juu sub-village by extending an additional pipe network and installing electronic taps (e-taps). Water is now conveyed uphill to three prepaid e-taps. In consultation with the community, WaterAid also rehabilitated an existing shallow well that relied on a manual handpump and fit it with an e-tap. The community prioritized this rehabilitation as the location of the well is convenient for the majority of community members.
- The use of solar-powered e-taps enabled WaterAid to model the viability of this new technology in rural settings in Tanzania. With e-taps, a household is provided with a card that can be linked to mobile phones that can be re-charged like vouchers and used to collect water from the taps. The e-taps bring many added benefits, including the ability to access water 24/7; eliminating the need to hire a water point operator; access to revenue records; and less potential for corruption as there is no handling of cash. Further, eliminating reliance on diesel greatly reduces environmental pollution and operating costs, thereby contributing to cost-effectiveness.
- The new water points enable the community to collect water quickly and economically at their convenience, giving them time to devote to other aspects of their day. This is especially transformative for women and girls who bear the responsibility for water collection. With less time spent collecting water, women and girls have more time to participate in other economic pursuits and attend school. In total, the scheme is dispensing water through prepaid e-taps to more than 358 households and one public government school.



# Improving water governance

- WaterAid supported the community in Sangara village to re-establish the **Community Based Water Supply Organization (CBWSO)**, through trainings and mentorship on water governance. Initially, a community water committee of locally elected community members existed but lacked capacity and experience to govern the project. Therefore, during the implementation of Phase 2, WaterAid established the CBWSO, in line with the Ministry of Water guidelines. The Sangara CBWSO is now comprised of ten members from different levels, which include village-based extension officers from Babati District Council, community level representatives, and the **Rural Water Supply and Sanitation Agency (RUWASA)** extension staff. The CBWSO is a fully responsible organ for operation and maintenance (O&M) of water supply in Sangara village, according to Tanzanian law.
- Once established, WaterAid trained the ten CBWSO members (4 female: 6 male) on water system management through a series of learning sessions and practical teachings on water scheme life cycle cost recovery for operation and maintenance (O&M). In addition to O&M, the CBWSO members received training on office management and administration in water governance in line with Tanzania's National Water Policy (NAWAPO 2002) and National Water Act 2019. These trainings positively empowered the CBWSO as an entity with appropriate skills for governing the water supply services. This committee will ensure continuous water governance and equitable service provision to the Sangara community. The CBWSO is now legally registered, recognized by the Ministry of Water, and certified to work on water governance in Sangara village.
- In particular, RUWASA worked with WaterAid on technical aspects of the project design; conducted technical supervision of the contractor during construction; and supported the CBWSO. In turn, the CBWSO managed project services provision, including supporting the project construction, especially on follow ups, and offered close day-to-day site supervision and assistance to the contractor. The CBWSO played a large role in project supervision especially when WaterAid could not visit the site due to COVID restrictions.



# Capacity building for improved sustainability

- In Babati District, WaterAid recognized key gaps in RUWASA's capacity on the designing and managing a water supply project throughout the project lifecycle during the design of Phase 1 and developed a training for all key related RUWASA staff in the district on relevant skills of project designing, management, and operation. With support from TCCF, ten RUWASA staff and ten CBWSO members on the main steps of designing and managing a water supply project throughout the project lifecycle. Moreover, WaterAid involved RUWASA and CBWSO in all stages of contractual management and project management.
- As a result of mentorship, the CBWSO has revived the bank account for revenue collections. This exercise established the inventory users lists and developed a three-year projected budget for the scheme operations. This budget then served as the basis for developing users' tariffs at the e-taps.
- Overall, the investment in engagement and capacity building enabled the RUWASA and CBWSO to learn by doing, the project ownership; prepared them for future projects; and ensure sustainability of the water points after the project ends.





**“We appreciate various efforts done by WaterAid and other development partners to provide safe and clean water to citizens especially in rural Tanzania. We are welcoming emerging technologies including the solar-powered pump mechanisms introduced by WaterAid”**

*- Engineer Wolta S. Kirita, RUWASA  
Regional Manager - Manyara*

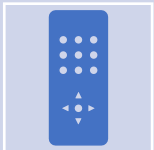
# Challenges and lessons learned



**E-taps:** Global supply chain constraints caused by COVID-19 and time spent finding a viable local vendor delayed installation of the taps.



**Community disputes:** WaterAid engaged the community to discuss and agree on the plans prior to construction. However, the time between this meeting and construction coincided with the planting season, which resulted in negotiating with community members to relocate their crops that were now in the path of the planned infrastructure. With support from RUWASA and local leadership, WaterAid successfully navigated these concerns. In the future, WaterAid will demarcate where infrastructure works will happen prior to construction so this challenge is not encountered again.



**Remote management and monitoring:** Due to COVID-19, WaterAid could not travel to the project site as often as normal; instead, opting for remote trainings and meetings where possible. Although working remotely abated major delays, it did necessitate more time and effort in coordination. Recognizing remote working will likely be a reality for the foreseeable future, this experience enabled WaterAid to gain a better understanding of which activities can be conducted virtually and which should be prioritized to hold in person, where possible.



# Stakeholders' engagement

- This project successfully engaged all related stakeholders as planned. From the project introduction to construction, Local Government Authorities, District Executive Director, District Administrative Secretary, Community Development Officers, RUWASA Engineers, Village Leaders, community members (especially ones who gave their land to allow the construction of infrastructure) were closely involved. WaterAid also prioritized the meaningful involvement of marginalized groups, including persons with disabilities and women, in this engagement. One stakeholder reflected: "*this project was categorical on inclusion of people with disabilities and gender mainstreaming. Women were selected and empowered to actively participate.*"
- WaterAid engaged stakeholders through different forums, including training of the CBWSOs, reporting project progress, resolving conflicts, monitoring, and communication across the project cycle. Further, through these engagements, stakeholders came to understand and take ownership of their specific roles and responsibilities towards achieving the goals of this project and the wider goals beyond the project lifecycle.





**“We feel a deep sense of responsibility to ensure projects like these thrive and continue to benefit our people for many years to come.”**

*- Dickson Matei, Principal Community Development Officer for Babati District Council*

# Monitoring and Evaluation

WaterAid conducted monitoring and evaluation exercises throughout the lifecycle of the project. This included support by WaterAid, physically and remotely, from everything to effective design to implementation/construction to commissioning of the project. RUWASA provided close monitoring and supervision of ground construction works, ensuring quality delivery as well as actively supported mediating land issues that arose during implementation. Village leaders and CBWSO members have been part and parcel of the whole project and ensured the quality of the works aligned with the plans laid out during the project inception.





# Looking ahead

- With Phase 2 of 3 completed, WaterAid is actively looking to leverage successes and lessons learned to implement the third and final phase of the Sangara Sustainable Water Supply project. This phase will include expanding the network of e-taps for community members to improve accessibility and provide continued capacity building for the RUWASA and CBSWO.
- Furthermore, WaterAid plan to replicate the similar projects in the other hard to reach communities in the country, such as rural areas of Dodoma and Singida in the central part of Tanzania as well as in Mtwara and Lindi in the south. This is particularly recommended as these districts are similar to Babati in terms of exposure to climate change variabilities, which have affected water supply and thus, water, sanitation, and hygiene (WASH) services provision. In addition to the urgency of climate preparedness, the COVID-19 pandemic demonstrated that access to clean water and observing good hygiene practices are more critical than ever.

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# About WaterAid

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Since 1983, WaterAid has been working closely with global and local partners to put WASH at the center of national development to transform lives of the poorest and most marginalized people by improving their access to safe water, sanitation and hygiene (WASH) in communities across Tanzania. Our work focuses on programmatic work that is innovative and sustainable, with an emphasis on using lessons and experiences on the ground to advocate for key policy issues and influence national level change. To date, WaterAid has reached more than 8million Tanzanians across 11 regions of both the mainland and Zanzibar with access to WASH. WaterAid intends to build on our leadership role in Tanzania as we work collaboratively and in partnership with others to drive transformational change.



“We are proud of the accomplishments under the Sustainable Rural Community Water Access Project in Babati, funded by The Coca Cola Foundation and the People’s Postcode Lottery (PPL).

Our close collaboration with the Government of Tanzania through the Ministry of Water’s Rural Water and Sanitation Agency (RUWASA) and local communities in Sangara village in Babati district, has resulted in increased access to clean water, strengthened capacity in water resource management and climate change mitigation.

We call on for other partners and donors to continue joining hands in using innovative technology and approaches to provide water to current and future generations amidst climatic changes.”

- Anna Mzingo, WaterAid Tanzania Country Director



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