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**DIRECTORATE OF RURAL WATER SUPPLY  
COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY**

**WRAP-UP WORKSHOP REPORT AND MINUTES  
FOR THE OMUSATI/OSHANA REGION**

DATE : 19<sup>th</sup> - 22<sup>nd</sup> November 1996  
VENUE : MRLGH  
OSHAKATI

THE DEPUTY PERMANENT SECRETARY  
DEPARTMENT OF WATER AFFAIRS  
Private Bag 13193  
Windhoek

Workshop Submission by:  
Directorate: Rural Water Supply  
Division: Rural Water Development  
and Planning

February 1997

824-NAOM97-14180



# REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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# REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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## DAY 1 -

### 1 WELCOME ADDRESS

Honourable Governor, S Vatuva

Honourable regional councillors for Oshana and Omusati regions, elected and traditional leaders, distinguished government officials, ladies and gentlemen, I feel exceptionally honoured this morning to express a word of welcome to all of you in Oshana region and to this very important gathering particularly.

I hope and trust that you travelled safely from your constituencies and those who arrived yesterday, I hope you had a nice rest at your place of temporary residence and are in good shape and mood to comment with our seemingly interesting and important wrap-up workshop on community management of rural water supply.

Therefore, without any further huddly duddly, let me welcome you all to Oshana region. Welcome comrades and colleagues. You are most welcome and have a nice stay.

We are gathering here in Oshakati for a duration of 4 days from today on, to delf deep into the process, structure, system and relationship with regard to the provision of water in our rural communities.

The regional wrap-up workshop is the last of a series of workshops and community based consultation which both have been designed to enable the community to play a significant role in the future management of rural water supply and the management and maintenance of existing water facilities and infrastructures.

As we parted from this great hall in July this year, we were tasked to return to the communities we represented and explain the recommendations and suggestions made at the preparatory workshop.

Mr Ceremony, ladies and gentlemen, as you may recall, there was a host of suggestions and recommendations made by various discussion groups and summarised during plenary discussion of the July workshop. I hope and trust individual regional councillors did consult their electorates on this government policy, the water supply and sanitation policy and all issues related to it.

In the same vein Mr Chairman, I hope and trust that some technical officers and planners, water extension officers, did consult selected communities on the matter. I am convinced that we all did our homework. If that is so, what we expect today here until Friday, is to hear about diverse findings from those who consulted the reaction of the community to the principles of the policy.

Cost recovery for rural water supply. The idea of course of cost recovery and the notion of

the community management of rural water supply infrastructures and facilities. In the first place there is a suggestion and recommendation to the subject matter and feedback in the second place. In the third, the fourth and the fifth we are to project how appropriate to empower the communities so as to control effectively while managing their water supply and provide water efficiently.

Be enlightened, for the need for community management nationwide and project the process and program of implementation.

Mr Chairman, ladies and gentlemen, let me reiterate the fact that water is and will remain a scarce commodity in our country, particularly in the northern part of our country.

Therefore it was essential, paramount, that the government of Namibia adopted in 1993 the water supply and sanitation policy.

It was then recognised, as indeed approved by the central government, that the management of this scarce resources or commodity, water need the input of both the community, local governments, as well as the central government if meaningful social development and social welfare are to be achieved.

As you may recall, since 1993, the Ministry of Agriculture, Water and Rural Development and the Ministry of Regional and Local Government and Housing have been working together to map out appropriate and best way to implement the said policy.

Most of you have been part and parcel of the series of workshops on the subject matter, the Swakopmund I and II and the one of last July here in Oshakati. By now you are fully aware of the objectives of the government policy. This being the case, I will be wasting valuable time if I allow myself in reiterating the rationale for the cost recovery which you already know about and that I trust you conveyed to the community already.

As you may recall, the date 1st of April 1997, has already been set by the government as the deadline of that day to implement the said policy.

Mr Chairman, ladies and gentlemen, let us listen in this workshop attentively and for today to progress reports from resource persons who consulted some communities on the notion of cost recovery and community management of rural water supply and projected and structural, functional aspect at national, regional and community levels.

With these few words, I wish all of you fruitful deliberations and in the same vein I declare the regional wrap-up workshop officially open. I thank you.

**Chairman:**

Governor of Oshana region, thank you for a dynamic opening speech which covered all the workshops taking place in the past which will lead to the implementation, to come early next year.

I would like also to thank you as regional executive officer for your fair translation. I will propose that the translation should be made very fair so that each and every member who cannot understand English, can benefit from the deliberation. Thank you very much.

I have something to mention, that the honourable governor has asked me that he is going to attend another commitment somewhere in his region and with your permission I am going to

release him now. Are you happy. Shall we release him. Okay, honourable governor, you are released. Enjoy the day.

Before I call the following, I would like to make an announcement. I received a message from our councillor Nehemia that he has experienced a problem in his constituency, Okapi constituency. I think this is a serious problem because he said that he is going to Okapa village and he said that he is going to solve it now together with the police. He did not explain the nature of the problem.

Now I will call upon comrade Iyambo to present his presentation.

Another excuse from councillor Kapia. He also has to leave because he is going to attend a workshop at the State hospital.

**Chairman:**

But it seems to me it is very difficult, why did you not read just your program. I am asking the house now. What is your opinion please.

The next one is Mr Iyambo, regional head of Rural Water Supply, to come up with his presentation.



## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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### 2. INTRODUCTION - RECAP OF PROGRESS TO DATE

#### Regional Head - Mr Iyambo

Governor, the regional councillors, traditional leaders, officials from Windhoek, ladies and gentlemen, I welcome you all today. It is good to see you again at the wrap-up workshop.

Since our last visit to the region for the preparatory workshop we have been studying the information we received from you. We have been talking to other ministries about the concerns raised and we have been compiling an implementation strategy which is included in the workshop documents. The implementation strategy is based on what was discussed at the preparatory workshop and the information obtained from the community based consultation. This strategy has not been finalised - it is only to form the basis for the discussion here.

At the preparatory workshop we discussed the current problems and the reasons behind the government's decision to approve the water supply and sanitation sector policy. The problems are still with us, such as the scarcity of water in Namibia. This is becoming more apparent as the effects of the drought get worse. We also discussed how the current position of community participation during the implementation process, came about. With the two workshops in Swakopmund and the approval by the Permanent Secretaries involved in the water sector and sanitation committee. The main principle of the policy are that a water supply should be available to all Namibians, but it must be at a cost which the country as a whole can afford and any improvement to the water supply service must be the result of the combined effort of the users and the government.

At the workshop in Swakopmund, the principles were translated into a number of proposed policy statements. These statements include the following:

1. That water is an economic good and the users must contribute to the provision of water supply services.
2. Contributions will remain in the region and will be managed at the lowest appropriate community level.
3. A lifeline supply will be assured to all people.
4. A policy of full transparency will be followed at all levels.
5. Women will be treated as equal partners in the process.

These policy statements have again been modified with the approval of Water Supply and Sanitation Sector Policy committee, to reflect the comments and concerns raised at the preparatory workshops and in the community based consultation. This modifications are included in your workshop documentation as the implementation programme. This document is not the final proposal, but only the foundation on which we will build at this workshop.

During the preparatory workshops a number of principles were agreed on and these will be

elaborated on by my colleague later. They include the acceptance of the principles of community participation, ownership and responsibility, the national organisational structure and the organisation for the local management of the water point.

At the preparatory workshop a number of concerns were raised, particularly that the participants were being asked to make decisions without the opportunity to consult with their communities on the issues raised. We said at the time that we were not after a decision then, but now you have had time to consult with your communities and from this workshop we must have answers. We need to know how you want us to implement this policy as this is the last stage in the community consultation process. We need to know what should be included in the Cabinet submission.

Other concerns raised include the issue of land resettlement and compensation for damage caused by wildlife. Both these issues falls outside the responsibilities of the Directorate of Rural Water Supply, but we have not ignored your concerns - we have discussed them with the ministries that are responsible and their answers are also included in the documentation. Representatives of these ministries have been invited to attend this workshop.

Also, since the preparatory workshop a community based consultation has taken place in this region, carried out by the consultants SIAPAC on our behalf. Not all of you would have been involved in this process, as only sample, random communities have been visited. The responses from them should reflect the position of the region as a whole. The findings from SIAPAC are included in your documentation and SIAPAC will do a presentation later today to explain the principles behind the consultation process and the findings that are included in their summary.

Tomorrow morning, we will divide into smaller discussion groups to cover the most important areas in more detail. The proposals of these discussion groups will then be presented at the plenary session tomorrow afternoon and Thursday morning.

On Thursday afternoon we will discuss the implementation programme and on Friday we will evaluate the workshop and produce its recommendations for the implementation of the water and sanitation policy. There will be ample time within the programme for you to ask questions about the areas which concern you.

The input from Water Affairs in this workshop will be minimal. We'll answer your questions and compile your recommendations, but we will not tell you how the policy should be implemented in your region - that is up to you. I thank you.

**Chairman**

Thank you very much comrade Iyambo for your presentation. I know that many questions will follow.

I now call on Mr Nehemia to bring us his presentation.



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### 3. PRINCIPLES

Mr Nehemia - Control RWEQ

Good morning dear participants and colleagues.

Community management of rural water supply is based on several principles.

The original principles, laid down in the Water Supply and Sanitation Sector Policy, have been translated into the 11 WASCO statements at the 1st national cost recovery workshop in Swakopmund, with the specific aim of providing guidelines during the process of consultations with all parties concerned.

Lots of inputs have since been received and experiences gained from the regional and community level consultation process, and this has resulted in a better understanding of the original principles and its practical implications on the level of the actual users of rural water, the rural communities.

It has become clear that the 11 WASCO statements put too much emphasis on the financial aspects of cost recovery but not on the underlying principles of the Water Supply and Sanitation Sector Policy, empowerment of the communities and the improvement of the rural water supply.

It is now possible to reconsider the original statements and present them in such a way that they represent the considerations of the people consulted and that they provide practical guidance towards the implementation of community based management, which include the cost recovery policy, which is really the most important thing that we are after.

The original WASCO statements will be rephrased to better represent the view of the consulted parties.

However, in order to make them easier to understand and to make it more practical to implement them, they have been regrouped in the following 4 Main Principles.

Before I mention these 4 principles, I just want to make it clear that community based management of rural water supply will only be sustainable, if the 4 principles have been understood, implemented and accepted by all parties concerned:

The 4 principles are:

**Principle 1: Community responsibility**

The communities accept the principle that they will take full responsibility for and, eventually, full ownership of their own rural water supply service.



## **Principle 2: National Organisation Structure**

The communities and the Government accept the organisational structure as proposed and accepted at the Regional Preparatory Workshops, to implement and guide the community based management process.

## **Principle 3: Community Organisation**

Communities will manage and control their own individual water point and accept the related responsibilities.

## **Principle 4: Implementation**

Implementation of community based management will be phased in accordance with the capacity of both the community and the government.

I now will go into a bit more detail for each of the principles.

### **Principle 1:**

This principle basically does not even need any further explanation. This principle has been accepted during the previous workshops. Also during the community consultations people themselves have accepted the logic of sharing responsibilities. This does not mean however, that this principle can be implemented directly or that government will sit back and do nothing anymore.

People have clearly indicated that they accept this principle, but only under certain conditions.

The most important conditions are:

- Training must be provided for the communities and committee members, to teach the necessary skills before they can assume their responsibilities.
- The water point infrastructure must be of an adequate standard before it can be handed over to the community.
- The Water Point Committees must have a suitable legal status so that they can deal with abuse of the water point by community members and outsiders.
- That the implementation process is gradual to enable communities to adjust themselves to increasing levels of responsibilities.
- Government to continue to support the communities until such time as the communities are capable of running their own affairs.

This is not a one-way traffic, but a joint effort between government and the communities in order to realise the goals stated in this policy.

### **Principle 2:**

The organisation structure is a management structure. In this case it will facilitate managing the introduction and implementation of community based management of rural water supply. The communities and the government accept the organisational structure as proposed and accepted at the regional preparatory workshops to implement and to guide the community based process. The aim of the organisational structure is to create a channel of communication and to show for every actor his or her place in the overall structure.

The organisation structure which you have proposed at the previous workshop is on the wall here. The supreme body, the Cabinet there is represented, line ministries, development committees at three different levels and also donors and NGO's as we can see it. The idea is

to make changes, so when we go to the groups, we are going to have a chance of looking at it again and make the necessary changes if we feel like it.

**Principle 3:**

The Water Point Committees will manage and control their own individual water points and accept the related responsibilities on behalf of the community.

The Water Point Committee normally consist of the Chairperson, the Treasurer, the Secretary, the Caretaker and three or more additional members..

Communities have clearly indicated that they will only accept the authority of the Water Point Committee if certain conditions have been met:

- the Committee must be fairly elected; and
- the Committee must represent fairly all users of the water point, which should include woman and minority groups, the poor and the rich and whoever is in that particular community.

And as in the previous workshop I also have explained how the community, together with the committee should work around a water point. The communities, who are the users, will elect a Water Point Committee. The Water Point Committee must manage the water point on behalf of the community. Therefore it is expected that the users have to give some contribution which the Water Point Committee must manage through recording. The community and the committee have full control over the contributions, that is why transparency and access to these financial records should be there for the community to see what is going on with their funds.

The functions of the Water Point Committee will include the provision of the water to the users, maintaining the facilities, keeping the environment of the water point clean, set the levels of contribution within the community and for all users of the water point, distribution of available water to all users, decide on subsidies among the users who cannot afford to contribute, manage the funds of the water point with due opportunity for the community to check the books

**Principle 4:**

The implementation of community based management of rural water supply will be phased in, in accordance with the capacity of both the community and the government. So this principle will make sure that no community will be forced to accept responsibility of a water point when they are not capable of doing so. Acceptance of this principle of community based management by the community alone, does not give the government the right to withdraw and leave that community without any assistance. It's only when the water point committee has been established and fully trained and that the water point is fully functioning and handed over that the committee will feel capable enough to manage its own water point - only then will the communities have to shoulder the full responsibilities of community based management of rural water supply. If there is an emergency, the government will still have the responsibility to help and assist.

There are still quite a number of practical problems considering the implementation of the above mentioned principles, to be discussed and solved and recommendations made and that is also part of what we are going to do in the next three days.

I have said earlier much is expected from you this time and not from us. We are expecting

you to express your feelings and opinions on all these issues so that we can come up with recommendations for the two regions.



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### 4. COMMUNITY CONSULTATION

#### Miriam Truebody - SIAPAC

Good morning to everybody, my colleagues, ladies and gentlemen whom I have not met before. My name is Miriam Truebody and I work for SIAPAC on this project. SIAPAC has been introduced to you at the last workshop. It is a private company based in Namibia who is doing a number of projects at the moment and this is one of the water projects that they are doing.

This time we used the RWEQ's of the region, the Oshana and Omusati that we are going to talk about this morning and I would like for the extension workers who were involved in this project to stand up. Please, Katrina, Mary, and I want to say that they did an excellent job. We were very happy with the work that they did. I don't see any of the other extension officers here this morning. So ladies and gentlemen, these are two of the extension workers working for the government on the project when we collected this information.

We also selected a number young Namibians to work together with the RWEQ's, but unfortunately some of them are busy on other projects and they cannot be here today. So it was a good mix of a government and a private team.

To start off with the Oshana region and give you some of the information that we were given by the communities and as you know the whole idea was to go out and consult with the communities. I think one of our problems is that we in government or we as bigger organisations, we always think that we know what the people are thinking out there and the people out there, our communities, always think that we in government know what they are thinking and very often we are not communicating and one of the aims of this study was to find out exactly what people are thinking about the new water policy.

We, SIAPAC, interviewed 3000 households right through the country in all 13 regions.

To be able to do it here in Oshana region, we selected randomly 30 communities in this area and we also selected two small groups for group discussions in the communities. Within those 30 communities that were selected, 200 households were interviewed and two small group discussions were conducted. We interviewed some local leaders and opinion leaders like school principals, to check ourselves if our information was correct in some instances.

As you know we cannot interview every person in the region. It is not impossible, but it will take a long time and that is why we randomly selected the 200 households to talk to them. Fortunately with this way of selecting randomly, this is using the census data of a few communities and talking to them, we can use that information and then make a general statement that, because so many leaders and so many households said this in one region, this is giving a good idea of what the majority of the people are thinking in a region. The following is now what we heard from the people living in this region.

One of the first questions we asked, was on the current level of service. We asked people what they think about the water system and here I would like to show you some information that we received on how much water people are using per day at the moment.

According to our government policy people should use between 15 and 25 litres per day for every person to be healthy and to be, yes, healthy. People should use between 15 and 25 and as you can see here, in the Oshana region, on average, people are only using 8,3 litres per day.

Also found from the information about the Oshana region is that there are very few breakdowns in the water system, so it looks to us that the problem why people are not using more water is not because there is not water, I think people are too scared to use much water at the moment for themselves. It looks as if that could be a reason.

The main principles in the government policy is to make sure that the Namibian people are healthy and one of the ways of achieving this health is the right amount of water.

The next question we ask is how much water the cattle, the animals, are using per day. And I think if we look at our traditions in Namibia, we like animals and we know that our animals is our wealth. It is therefore not surprising to see that in this region that, of the 200 households, the livestock used 6 times as much water as the people.

We asked the question how many people had problems with their water in the past three months in the Oshana region and we found out that only 4,5% of the people had problems in the past three months and that was 39,4% usually have problems but only 4,5% in the past three months.

When we ask about problems during the dry season, when there is no rain the answer was that people are complaining about the long queues they have to stand in because there is not enough water or that the water is not very reliable, but again the problems were not so many in this region, over three months and in the dry season.

The we asked a general question, we said how do you feel in general about the water and it was very interesting that 82% of the people in the Oshana region said that they were satisfied with the water supply.

So that was this a little bit of introduction on what people are thinking.

The next set of questions that were asked, was all about community management or what we call community empowerment. My colleague, Mr Nehemia, has explained just before the tea time, this is a very important principle of the four principles we are working with.

We want to know if there are already committees, local management structures in the community that is really working and we were told that there are a number of drought committees in this region. Two thirds of the people whom we interviewed said that they knew about the drought committee and that these drought committees were working relatively well.

And then we went from the general question about committees, we said what about water point committees and we were told that in the 30 communities that we surveyed, there are 10 water points working at the moment.

The next questions was all on whether people are prepared to manage their own systems. Again one of the very important principles and what we received, the information we received from the communities was two thirds said yes, they want to manage their own water supply. And with that yes, also we want to be involved right from the start. We do not only want to at one stage be told here is the system, you have to manage it.

The people who were interviewed were also worried about the training that they need. They said we cannot do this unless somebody, and of course this is directed to the directorate, provide us with the necessary training.

The community was also very concerned about the handling of the money, which they said they've had some bad experiences in the past with committees where everything was well, but then somebody or people ate the money and they therefore need training in management and especially money management.

Another thing that they really wanted, they wanted to elect their own committees.

We also asked questions on what people have contributed in the past to local development projects and we found that there is a very clear history of people contributing to development projects and people told us that in the past, not talking here about water, but for instance talking about educational and agricultural projects, they have in the past contributed money, or they contributed in kind and here we talk about for example if people contribute food when they don't have money or they have contributed their labour.

Government was very happy to hear that because they know that the communities are willing and they are prepared and they have a history of contributing to projects and it came out clearly then in the next question that almost two thirds of the people living in the Oshana region, that they are very positive about contributing for water. It is interesting to note that only 6% of the people said that they will not contribute for water.

I think we see the idea of partnership very strongly here. People are willing to contribute, they want to manage, they need the government and it is something which only can work if government and the people work as a team.

The people were also happy to tell us that they don't mind if livestock owners pay more for their livestock than they pay for water that people are using. In this region it came out very clearly that they will not pay different rates for the cattle. They are willing to pay more but they will also not pay for each head of cattle separately.

Since people have indicated that they are very interested and willing to contribute, we then ask when will you contribute. What would you like to see before you are willing to contribute. I don't think it will surprise you when you see that people say the water must be near, it must taste well and there must always be water. Those are the three things people are looking for before they are willing to contribute.

Lastly I would like to give you a little bit of information. When we asked the question what will happen to people who will not be able to contribute and here it is different from some of the other regions, because the people of Oshana said that if there are households which cannot contribute, maybe they have a little bit of problems or the drought is here and they are just not capable of paying, more than half of them felt that government should then pay for the water.

Now when we asked the same question but talking then about the long term or maybe even never, what will happen when there are people in the community who can never pay, contribute absolutely nothing and then that went up in this region and three quarters of the respondents said that is then government's responsibility. If there are communities who are so poor that they cannot contribute anything, government must come in and assist.

That was a little bit of the information from the Oshana region. There is much more detailed information in your orange manual that I think you would find very interesting when you look at that.

I would like to just go on then to the Omusati region and give you the same pattern of how we are going to go through it, but the little bit of different information that we got from Omusati.

Like here in Oshana we have used the same method of collecting the information and we also interviewed 200 households and we selected 30 communities.

Again the first question we asked was on the per capita water use, or use per water per person per day. If you remember what we said about Oshana, well here we found that water, the amount of water used per person is lower than here in Oshana. I must say it is some of the lowest in the country. There are only two places where they use less water than in Omusati and that is in the Kavango and I know what some of the councillors are going to say to me now, because I think that there are some other regions also, but here there is definitely a need for government to look very serious about this region because of the low use of water.

The next question we asked, is the water used by livestock and how much they are using compared to people and here we found that the livestock use 4,3 times as much water as all the people. This is just a table to show you what people are using and what livestock are using.

The next question we asked was about what people experience with their water and we found that in this region again, if you think back about Oshana, 39% of the people said that they had problems in the past three months and 76% of the people said that they usually have problems with water. This is also explained because in the region of Omusati, half of the people are using hand dug wells or they are using the osonas and of course there the problems are when it gets dry the water dries up, the distance is far, it doesn't taste so well and there are many people who are using the few water resources.

We asked the question in general how many of the people are really happy with the water, only 45% of the people in Omusati said yes, we are very happy with the water situation and 35% of the people said the water situation is very poor.

After this we again looked at what we call the management of the water and asked a few questions on that and in our first question we asked about other committees that are working and are very active in the Omusati region and we found that there are a number of other committees, again drought committees, that are very active there and only a few of them have problems.

Like in Oshana we found that this is of course in the process of being set up by the extension workers and 11 out of the 30 communities said yes, they have water point committees.

The next question we asked, are people willing to take over the local management. Now the region may not use so much water but they were the top people in the country. 92% Of the communities interviewed said yes.

The statement that we always get, referring again to what was said a bit earlier, was what people want before they are willing to take over the management and the answer that we received was, they want to be involved in the decisions, they want to elect their own committees and they want to be trained.

In this region we found that people are very worried that they have to work with money. They want the training especially so that they can work with money, the finances of the water system.

Another question that we asked was on local management, where we asked whether people have a history of contributing to projects in Omusati region and we found that there is a history in this region where people contribute money, or in kind or they contribute labour and the projects were usually education. So many of the communities are involved in building school rooms or working with the church and also in agriculture.

When we asked the questions about whether water should be contributed for, as you can see, over half had positive attitudes about paying for water. They had no problems with that. 2% Of the people said that they will never contribute and 98% said they will contribute to the water and when we asked the question whether livestock owners should pay more, 66% of the people said yes, if you have livestock you should pay more.

So what we could in the end put together here on a graph for you is that the interest in Omusati in contributing towards water is 89% and again this is very interesting, it is the highest in the whole country. People in this region really came out on top. They are saying we are willing to contribute, we also want to manage our water supply locally, but we have problems with the water as it is at the moment.

We found out that people are willing to contribute and to manage but then the water must be near, there must be a good yield and the water must be there all the time.

We also looked again at what will happen if there are people in the community who cannot afford to pay or contribute anything for the water that they use and it looks to us, when we look at this, that this Omusati is really an independent area because they said, nearly everybody we interviewed said, if there are problems with people who cannot pay because they have temporary problems, then the local community will look after them.

Then we asked the question what will happen if people will never be able to contribute, again only 16% said government should come in and help. The rest said we are here, we are the local people, we will look after our own. And again I think there is a very strong message from Omusati when it comes to local management.

If you look in your orange books, a lot of the information is there in the tables with descriptions. Some of the things that I have said you will find there. I will try to answer some questions but if you go home tonight and you read through this and you find you want to ask more questions, please feel free. I am here, the director, Dr Cowrie will be here tomorrow and we are all very happy to answer some of your questions.

It was a very interesting study and I think even Mary and Katrina would like if they want to, if you would like to ask them some questions on what they did and how they found the



peoples response and receiving of them, I think they will be very happy to answer.

**Chairman:**

Thank you very much Ms Truebody, for a wonderful interview you have conducted in Oshana and Omusati region. It is very interesting to hear that you have been travelling in our region but I have never known that you have been there. But what you have done is really wonderful and I can say that it is not 100% but 1000%.



## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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### 5.0 QUESTION AND ANSWER SESSION

**Question:**

Referring to Willy's input on the recap of progress to date. He mentioned that the implementation has not yet been finalised. I do agree with that. Then I just want to compare it to page 2-3, introduction. They are saying that on the 1st of April 1997 is when the implementation steps will be started. So I do understand the two, for me it is clear but my concern is maybe we should also dwell on this issue in more detail. What activities are going to be involved for example as from the 1st of April 1997. Because these things can be misquoted or misunderstood and when we go to the communities we will just confuse them and say you are going to start paying through your committees for water and so on.

What concrete things are going to happen in terms of the implementation stage. Is that clear. I don't know.

**Answer:**

On the 1st of April 1997, what is to be started with is not necessarily the whole process of recovering the cost as it is stated in this document or payment from the communities as a whole, but what I would like to say is that the basic skills or the introduction of the whole system of introducing the communities to these skills of operation, maintenance and financial management would then have to start by that date. And then the process goes on gradually, until the communities would have the capacity to manage their own affairs, on a gradual basis.

**Explanation**

The question from councillor Hamutenya is directed to Willy, that is the question is also related to the other previous question, is that in his presentation he talked about the water point committees and that it was also mentioned in the questions posed by Ms Ekandjo, on the commencement of this system on the 1st of April 1997. His question is, does this mean that by this time all the water points would be manned by the Water Point Committees, that's the question.

**Question:**

Councillor Kampia just wants to know from Mr Iyambo, there has been a mention of these Water Point Committees, concern of financial management capacity, people are asking about the bank account books. When are these books going to be prepared and the other question that he wanted to know is when is the training supposed to start, how early is the training going to start.

**Question:**

Councillor Handowa just wanted to link her question to the first question posed by Ms Ekandjo, that is the term widely used in these documents of rural water cost recovery. Does the recovery imply that it is when people have to operate this machine or when this community have to maintain this machine or what does the recovery exactly mean.

There was a saying that the community has to pay for the livestock, does this also relate to the cost recovery.

And then she also linked the cost recovery to the, or maybe it is also a separate question, as to what is the plan from the Directorate of Rural Water Supply in as far as the expansion extension of water network to other areas or to other needy areas is concerned.

**Question:**

The gradual implementation of the system as it is outlined in the presentation of Mr Iyambo, as to what should the first phase cover, the second phase, the third and so on and so forth. So he wanted to be clear on that one. What does the first step include, to cover what.

**Answer:**

On the question that was posed on whether by the 1st of April 1997 there will be Water Point Committees all over the country, yes, I am aware there are already the committees that are in existence, they are functioning and we will do everything possible to further create those committees without the assistance of the rural water extension officers.

**Answer:**

Regarding the account books and training, yes this is something that will have to discuss about. Obviously the community themselves would have to buy those books, training would have to get started right from that same period when the system would be introduced. The community themselves have to discuss and decide when to have those books in order to keep the accounts.

I prefer that Nehemia takes over the rest of the questions, I think I was only able to manage answering the two earlier questions.

**Answer:**

On the implementation of the policy on the 1st of April, I think this I will also take it back to Ms Kauna's question as well. When we talk of 1st April 1997 as implementation date, what we are looking at is the process that we are in now. After this workshop what is going to happen is, we are going to have a national workshop just like the two workshops we had in Swakopmund and in that workshop we will bring together all the ideas from all the water regions in Namibia and then that national workshop will then give their submission to WASCOM, who will in turn give their submission to Cabinet.

What we are expecting is that Cabinet will by next year discuss this issue and then pass it as a bill, as a law; and then this law will be passed by 1st April. But not that people will have to start paying by 1st of April or that people will have to start buying diesel everybody on the 1st of April.

But this thing must become a law in Namibia, that communities are expected to manage their own water supply systems, as a law in Namibia. That is what should take place by 1st April next year.

On the second part of councillor Handowas question on if then we have to implement this policy by 1st April, what about the water distribution network in the area because there are some areas which are not yet covered. And the concern they have is that when they get back to the communities the first thing they get is why do you tell us about policies and guidelines on water if we don't have any water supply.

What we are looking at here is in the long run we are looking at recovering the costs of whatever is being put up and I assure you if we have to wait that the whole country is covered with water supply, by the time you have covered three quarters of what is covered now, the one you had, if it is not managed, it will all be destroyed, it will be all gone and we will have to start over again.

So we are not going to wait until the whole country is covered by water supplies. We want that what is there now should be properly managed and taken care of, properly maintained and operated and then in the process we can still carry on with our annual plans of water distribution and supplies. We cannot wait until everybody is having water at hand, but we are not going to stop even doing that, so we carry on until such time. But what is important is that people must understand what government is planning, because what we are talking about here now is the national policy, what is the policy of the country going to be as far as water supply is concerned.

Those who don't have water now, we sympathise with them and plans should go on as usual through the Central Water Committee that we try to make sure that every Namibian have got a supply of water at hand.

That is being brought to us or we are expected to take care of the repair and maintenance of the facilities and what about the statement that says people with more livestock have to pay extra.

On that one, what should be clear now is that what we are talking of as an initial responsibility that the communities are going to take, as I mentioned it earlier when I was explaining what the responsibilities of the committees are, is to operate and maintain the facilities. The contribution that is going to be done first is to take care of the operation and maintenance of the facilities.

Therefore it is not expected at this stage that people are really going to start paying for the water that is brought to them, but to pay for the services, to pay for the operation and maintenance of the services. And I think I will explain that more when I come to the steps on the question of Mr Kahone.

### **Question**

I am indeed very happy with the gradual implementation, but then what are the steps, one by one and what are the borders of the responsibilities between the government and the communities.

### **Answer**

Well, there are three main, important steps. But there are a lot of sub-steps, but I am going to concentrate on the three main steps. The first step is the passing of the law, as I have mentioned already, roundabout the 1st of April 1997. That is important that the government comes up with a law on community management of water supplies.

The second step is the taking over of operation and maintenance of the facilities by the communities. That is the second step. And then the third and final step is the full cost recovery. Now this, especially the second and the third, I don't have anything to say, you are going to have it in the groups tomorrow. You are going to discuss it, we are going to expect from you to tell us when you expect to take over the operation and maintenance of the facilities. You have to go and then come up with proposals when do you think you are going to be able to reach the full cost recovery. So that will be from you, not from us. But

those are the main, major steps.

**Chairman:**

Thank you very much Mr Nehemia for your fine answering. Are you all happy with the answers by Nehemia or Willy.

**Ms Truebody:**

Mr Chairman, the councillor, we thought we will just explain quickly how we did this. We had a week long training in Windhoek, where we brought all the extension workers who were on the program as well as the SIAPAC people and in the training we developed the questionnaire. There is a long questionnaire, many pages, and that we used and we called that the quantitative ones because we put all the information into the computer so it added up all the answers. The other questionnaire is what we call the qualitative one, where we then read through all the information and then pulled out the general statements that people made about all the questions.

Now I've asked Mary and Petrina to help me because Petrina is the one who was very involved in the qualitative questionnaire with the household heads. When we talk to a household we always ask who is the household head, so Petrina is going to tell us how she conducted that interview and then Mary was one of the extension workers who did the quantitative ones where she talked to groups of people and she is going to explain how she did hers, so that we all can get a good idea.

**Petrina:**

On the question from councillor how the survey was done, whether it was a verbal survey or was it questionnaires that were set forth, she is say that they had a document prepared from the office, which contained the number of questionnaires, difference from the one question to the other and that they were directly posing these questions from the documents and the answer, although they were from the people to be interviewed or interviewees, were obviously verbal, but on their side they kept on drawing those questions from the documents.

I was dealing with the survey of the questions directed to the households. We went from one house to the other and obviously our instruction was very clear, just to get the answers from the head of the household, who is obviously in this case just the father, we were not allowed to ask any other person apart from the head of the house. Of course very often you found that people got exhausted because the questions were obviously very long ones, but fortunately they were not impatient, they had time for us

**Mirian Truebody:**

On the question I want to say was of course with an interview like this, we've got this high emphasis on confidentiality that when people speak, they speak in confidence. I will discuss this with Dr Cownie this afternoon on the phone and like I said hopefully he will be here tomorrow and then we will have an answer for you. Thank you.

**Question:**

I've got two questions. Also directed to Ms Truebody. One is that how do somebody explain this scenario where in Oshana more than two thirds of those interviewed, that is now 65% had positive attitudes about contributing for water, could have an overall low percentage as compared to the higher overall percentage of the Omusati region where only 54,4% had positive attitudes.

The second one is what factors necessitated the fact that livestock in Omusati use only 4,3 times as much water as the people while those in Oshana use 6 times more than the people in Oshana.

**Question:**

I just wanted to supplement to his question about livestock and the differences in consumption, the percentage, because that also applies to human beings, the litres consumed by one person in Oshana and one person over to Omusati also differs from, although you might have an explanation that people might have long ways to go and fetch water and unavailability of water points, but maybe you should just elaborate a little further.

**Question:**

I am very much concerned about people who conducted the interview in Omusati region, more specifically in .....constituency. There is a certain village where the problem has arose due to the explanation meant by them. The explanation is different from the government side because they have explained that the pipeline, the main pipeline from Ogongo to Oshakati, those water points are going to be destroyed in the near future and they want only the new branch line that is now existing, at least to have one community. There is two points there, but they joined them together, in stead of separating them as one point with a committee and another point with a committee.

And now the people have come together and they are confused, they don't know whether the government is doing this right or SIAPAC is doing this and therefore I myself was very much confused, I don't know whether they follow the right procedure of explanation. I have explained to the community that there is a workshop, perhaps after the workshop I will give them information because we are going to meet the SIAPAC group

Now I kindly request meme Truebody at least to consider that and to have a meeting with the community. I myself will have to be there because I don't want the explanation to be different from the governments side.

**Question:**

You have mentioned that people are going to pay according to the category. Have you mentioned it.

They also explained that people should pay according to the level or according to the income. Teachers have to pay more, business have to pay less than the poor people, so that information is just spread over there, the teachers will get annoyed, receiving that information.

**Question:**

This question is related to the previous question. She is asking about the litres determinations as to how did you come about the litres consumed by either livestock or human beings in both regions. What are the determinant factors, is it by measurement of how much piped water, or the size of the piped water in those regions or was your measurement based on the water availability in whatever way it appears, like maybe hand dug wells, the dams or just is your measurement based on what criteria. And she also wants to know which villages have you paid a visit to.

**Ms Truebody:**

Thank you Mr Chairman. That's a lot of questions, I will try my best and like I said, if I don't answer you as well as I should, please I will go and find out some more information

and bring more answers back to you.

As I said this morning, if we look in this orange book there is information on some of the tables that come out of here and if we look on that page of the overheads that talks about contributions and if you for example look on page 4.7, I hope I am now at the right place, I am sorry, I think I made a mistake, 4.11 in the summary, 4.11, the third paragraph that starts with almost two thirds of all respondents had overall positive attitudes about contributing for water and drew a link between such contributions and the development of sense of ownership, I think if we look at that table that the regional officer is referring to where it says that almost two thirds had positive attitudes and then he looked and he said but then we go on and we said 6% said they would never contribute and 94% said they would, where does that come from. According to, in this document is that the 6% and the 94% is once the services have been improved. There were still 6% of the people who said they will never pay, no matter what. The two thirds with positive attitudes about contributing for water had, as far as I can understand the attitude, the positive attitude as the water situation is now. But when they ask what will, if it will be improved, then 6% argued that they will never contribute to water, no matter what. So I would like if people would have a look more at the detailed points here in the manual. It may explain a little more.

Then on the livestock water use, we use the measurements of over 24 hours and I would like to ask Petrina to explain to you again how they calculated the water use because that was one of the tasks of the enumerators, the RWE0's, how to find out how much water was used by the livestock. And the people. Please Petrina, is it okay, can you do it.

**Answer:**

The litres have been determined, the litres that have been consumed by either human beings or by livestock. The first lady answered to say of course they did not have specific instruments of measurement, but they simply used the simple methods, the traditional way of measuring. They went to the homesteads, they had to take the containers that are normally used to draw water from the dams and they had to ascertain themselves what was the water consumed as per the water that had remained in the container. Say one family draw a 25 litre of container and then they would determine that per day, at the end of the day, they would only use 5 or 6 litres and that remains in the container is 20 litres.

On the livestock the second lady said well they also did not have the specific instrument to measure the litres consumed by livestock, but they learnt however that the livestock, some people will go and draw water from the piped water or taps and whereas their animals may be getting water from the, either given water from the wells, hand dug wells, or dams. They definitely did not have such a special instrument to measure the litres, but anyway I could not throw a further explanation to the lady, because I would also like to have made a follow up as to how they come up with the litres on livestock. It seems a little bit clear from the first lady where she explained about the measurements they have made, but as for the livestock I think there is still further clarification.

She gave two examples of tap water, isn't it. Because some people are consuming water directly from the tap and they also feed their cattle with the same water from the tap, whereas others, their cattle only consume water from osona.

Okay, so what came out is just a rough estimate.

**Chairman:**

The government policy is clear, 15 to 25 litres whenever the water is available. This is

much clearer here yes. But at the present time some has got water, some has not. And I think the estimation of roughly in the diagram I think is more or less okay. I think ...

**Ms Truebody:**

I just want to make one thing clear. The enumerators asked for the number of livestock, excuse me, when we asked the people, we ask how much water did you use over a 24 hour period, as Petrina explained. With the animals we did not ask how much water they drank, we said how many animals came to drink in the 24 hour period and because we have a good idea how much water animals usually drink, I think it is 45 litres for an ox or a cattle, and for goats I think we are talking about 15 about, please I need the Water Affairs people to help me, is it 15 or 25 or 12 for goats, and then when we had the figure for the animals we multiplied that with the litres of water that we expect that they would drink so we had an idea of the amount of water the animals consumed in 24 hours and because we used the measurements in the household for the people, we had a good idea how much water they used and that is where we got the two figures.

Does that make sense. It is very difficult because we cannot walk after the cattle and goats and measure how much they drink, but we can use the number and multiply. That of course is assuming that there is enough water for the animals and sometimes animals don't drink every so often, maybe they go a little bit longer without water, but that is what we expect that will happen.

**Question:**

Is it possible for one to have an example of the questionnaires that were used in the survey.

**Ms Truebody:**

I have already made a note that I will ask Dr Cownie to bring some examples of the questionnaires that we used for the quantitative as well as the qualitative tomorrow morning and then you are very welcome to look at the questions and see where all this information came from. The actual answers of course is confidential but the examples, so tomorrow, hopefully by this time we will have it here.

Mr Chairman I would like to answer Mr Endjapi's question. The councillor brought it up, I think first of all we have to make a clear distinction, we are talking about the SIAPAC team that did this survey and we have a SIAPAC team that is working on the Oshakati-Ogongo branchline project. And the team that did the survey had no discussion with communities, they went in, the preparations were made beforehand that they will come in, they came and they did the interviews.

Mr Endjambi mentioned to me at teatime already this morning. It is an issue that is with the rural water supply project, Ogongo-Oshakati branchline project and we already came to basically an agreement that over the weekend the SIAPAC team with myself included and Mr Endjambi will have a meeting with the community to solve this problem.

Mr Endjambi that we will make sure that any misunderstanding, with his help, will be removed because we are working with the government on this project. Although it is a pilot project we are working within the broad policy framework of the government. I trust that this will answer the councillors question.

**Question:**

Thanks very much to the chairman, ladies and gentlemen. I originally come from Ongwediva and I just wanted to state I appreciate this meeting, I appreciate the contribution



made by the speakers and I just wanted to express one problem with the areas where I come from.

We are privileged there that we have got a water pipe for human consumption, but the pressing needs for having water to be extended further by digging the earth dams. The water pans is very much a necessity because quite a large number of livestock are using only one water pan and there is great need for the extension of these earth dams and there is also a great need to further excavate the earth dams in that area.

**Answer:**

I just wanted to revive the question posted earlier by councillor Handowa, that her concern was that these little litres indicated as the consumption for livestock and human beings in the Omusati region might bring the position, the understanding that having it known now that that is the consumption rate of the livestock and human beings of Omusati, that means that they will also get less water supply. Maybe that would mean that Omusati does not need water.

**Ms Truebody:**

Mr Chairman, I don't think I am the one to answer this. I think this is a problem that has been brought up in the survey. Because government knows what is the minimum number of litres that people should have to be healthy and to live a good life. And I think this is one of the good things about the survey, that government has now been presented by the facts and I can't say anything more. I think this is where the directorate will have to decide what they are going to do with this information.

**Question:**

I still have a concern with my first question which is not really answered to. Because if we look at these tables, here we have Oshana, where you have almost two thirds who had positive attitudes about contributing to water. That is now 65%. These people are pro the policy. Then you have 6% that said they can never contribute. These are against that policy. So if you put the percentage of those people who have made their position known, it will come to 71%, those people who had made their position towards the policy known. These are 71 if you take it from 100% and you will remain with 29 people whom you will call undecided. We cannot only take for granted that if 6 people, I mean 6% out of 100, then you have automatically 90% who will vote for the policy, because this will just be something like you only take things for granted.

And the same in Omusati as well. I mean the percentage of those who are pro the policy are 52,4 and those who said they will never pay, is only 2%. If you add the two plus 54, then you have 56% of the people who made their position towards the policy known, so then you have 43,8% who are undecided, but if you take only 2%, those who said that they will never contribute, it will be taken for granted that 98, but that is not true, because the undecided is also included in this one. So you will give a higher expectation that the policy is well taken, while you did leave 43,8% caterus perubus.

So it will become difficult to implement, because they will take it that the policy is well embraced and people are willing to do that in that big number.

**Ms Truebody:**

Thank you Sir, I am sorry that I did not answer the question correctly in the beginning. I think that what we have here is that we've got three statements here that we can't add up the percentages one by one and come to some conclusion. I would like to refer this question to

tomorrow and I would like to give a very clear answer tomorrow about the percentages, if you would allow me. I need a little bit of time to go through this and if the house would allow me I would come back tomorrow. If I am not here, Dr Cownie will come and explain exactly how this was calculated.

**Chairman:**

Facilitators, can we break for tea, according to the program.

**Question:**

I am saying just that those pages in the report of the survey, that the percentage which is responded that people who have more livestock must pay more, the percentage of people who decline or who said no, they must not pay more, I think tomorrow Madame can have another clarity on percentage, who said they must pay less and who said no they may not pay. We want to know whether they did not ask that question or whether they asked that question. There was only people who respond that people must pay more, but the rest, what did they say. In Omusati, 34%, what they said and in Oshana 38% of the total of 100%, what they said. What did they said about the livestock owners.

**Ms Truebody:**

I hope councillor Kapia will correct me if, what I understand is he would also like to find out what the difference, the 38% here for example, said about livestock contribution, because what we have here is just a statement to say all respondents, 62 of them felt that, you would like to know whether the others said something else or whether they did not have any opinion. I will try and get that information also for you.

**Question:**

Councillor Handokwa, she wanted to have further explanation on the document on Omusati, the survey findings on Omusati. I think it is the third page where percentage on how many household often have problems with water as indicated. She still have a problem to understand that one, the 39,2% of people who had problems in the past three months. In the past three months, does this mean that the water in the hand dug wells has gone dry, is it the water pans that has gone dry, is it the break downs in piped water, or what does this exactly mean.

The other areas where the survey has taken place, we would also like to maybe know whether they have similar problems of people who has got water either usually, or have water three months ago, can you throw some light on that one, because I am here representing the community and I have to make appropriate explanations when I go back. I have to have a clear mind as to what these percentages are all about.

And then the honourable chair here has just reminded me, councillor Handowa, that if you could read the second line which talk about 76,9% of people who usually have problems with water. If you can maybe come in and throw some explanation.

She is asking also what kind of water the percentage is based on. Is it the piped water or is it the rain water in the open pan or is it the hand dug well water.

**Ms Truebody:**

Thank you, Mr Chairman. Councillor, the first one on the three months, we asked two questions, the one was asking people to think about three months specifically. To say in the past three months have you had any problems with your water, and then people would say whether they had, when they think back about the past three months what kind of problems

and this is the percentage that was given on the questionnaires and most of these problems was related to people had to travel very far to the water, so it was thinking about the dry season, because we did this survey about two months ago. So we were talking about the winter time, about the dry season.

So most of the people said they had problems over the past few months, three months specifically, and it was mainly related to distance that they had to travel to get water. The people are talking about water that they get from hand dug wells, from oshanas, all the sources that are available to them. So it is not only clean, improved water sources.

Then after that, we went and we asked a general question. We said when you have now said that over the three months you had problems, but if you think back in general, over a long time, how many people have problems. And then it came out that so many more, 76,9% of the people said we have problems, usually we have problems. And the question that followed this one, was to ask what have you done about the problems. Did you report it to Water Rural Supply, did you do nothing and then people could give some answers what they did.

So we were first talking specifically about three months, and then over a long period, because some people may not have had in the past three months and if we only put the first one to 79,2% of the people had problems, it would have given a very wrong impression, because many more people may have problems, but they may have had it just before the three months started.

I cannot give you information about other areas where people were not interviewed in Omusati, what people there would have said or, we don't have that information. But if I have anything I will also bring it tomorrow.

I hope it answered the councillors question.

**Question:**

Mr Chairman I am beginning to get worried about the questions or the attitude now of the facilitator of this workshop, by way of referring the questions that have been posed here, to tomorrow's sessions. I am beginning to wonder and getting concerned as to where these questions are going to be accommodated to.

The second concern was via me from one old man here, he wanted to know, there was a mention here in one of the presenters statements that there are areas where the break downs in the water pipes are very rare, and he wanted to know which areas are those, where there are minimal break downs in the water pipes.

**Answer:**

Councillor Kapia is joining the other counterpart in the battle to get the questions across. There were previous questions that seek the clarity as to where the survey had taken place, in which constituencies, and these questions never get answers. I therefore feel that I have to definitely have to join my counterpart here. We are getting suspicious that the questions that we are putting across are not getting answers. We should not start getting the feeling that this was just paper produced here for us to nod our head in the understanding that there were not going to be any questions to these documents.

**Question:**

A follow up question to the previous councillors, is only that we are maintaining the position that we would like to know the constituency that were visited, the communities that

were visited, because the areas differ from one to the other, you will find that the one community is using clean water, the other community they don't know about clean water and I would rather like to also see in these findings that there are indications of those communities, although it was taken by sample, that used clean water and that community that did not have the enjoyment of clean water.

**Ms Truebody:**

I am sorry if the councillors through Mr Kapia, get the impression that I don't want to say where the survey was conducted. All I want to say is that I just do not have the information here, I can get it for you, Dr Cownie can bring it for you tomorrow and there is nothing to hide, please. The only thing that I want to stress is that when we go into a household and we ask the questions, it is a confidential document and I cannot here say to you that we can provide you with the questionnaire the someone as a household head answered, but whatever is possible to provide to you, we will do that and please don't think that we are asking you to nod your head for paper which you feel you are not ready. And even if it takes more than what I can give, it is possible to give you what is needed. Thank you.

**Question:**

I am sorry to come to this question which has been earlier alleged by previous speakers. My concern as well is that it gives me a wide picture that the officials who were assigned to go and carry out the survey in those communities, it tells me loudly that it has not established contact with the councillors who best know the problems in those constituencies.

I doubt very much if any councillor here is aware of this group and if the group did not come through the councillors who are the political representatives of those constituencies, then I have some doubt there.

**Chairman:**

Can we please break for tea now and we continue again with our struggle.

**Answer:**

I am not actually going to ask a question, but I just want to make the situation clear on one question which was asked which was neither clear as well, on where are the break downs minimised. If I listen well to all the presenters this morning, I don't think there is anybody who have actually mentioned that the break downs are minimised. We'd rather be looking at that as an objective, that we want that the breakdowns should be minimised and I think that's even why we want the communities and the government to put hands together, to see as to how to minimise the break downs.

**Answer:**

My name is Tjijenda and I just want to have a little bit, to make something clear on perhaps what the people have raised, and this is in regard to differences in statistics between the two regions and I hope that perhaps we are going to leave it also as it was said to Dr Cownie to come and explain the things. But this to me, I think this might also give some clarity to the participants.

I want, since I am not perhaps staying in this region, I want the participants to analyse the practical situation, the living situation of the people in the two regions. We must take that into account when we are also comparing the statistics. Some other factors that one is looking into is what kind of educational situation do we find in the region, what kind of social situation is the people living in, what is the economic situation of the people as well in these two regions. Are they the same, if it is not the same, you are not going to expect the same statistics for the two regions.

Of most importance here, to what extent did the people of the two regions heard the message of the policy. To what extent is the willingness of these people, to what extent do the people want partnership with the government and the last and most important, what is the level of the service when it comes to water provision. What is the level of service in the two regions. Are the regions having improved services than the others. These are the factors that are also contributing to differences in statistics.

When it comes to the attitude, which is perhaps one of the concerns here, between the two regions for example the Oshana being 65% and Omusati being 54%, I am just perhaps a little bit want to go into detail as to what, most probably, lead to those differences. Perhaps I am not too familiar with the situation in the region when it comes to water supply, but the participants should just analyse as to how the situation is.

We can make use of the two speakers that are in the findings in SIAPAC as well and that is in regard to the problems that has been experienced in the region as well as the level of satisfaction about the water supply in the region as well. I would just want to make use of the regions and perhaps justify as to why the people of Oshana is having a more positive attitude than the ones in Omusati.

The statistics show that overall 39,4% of the people in Oshana had problems, only 39,4%, compared to 76,9% of Omusati who usually have problems. So this is a great difference between the two which means obviously, if the people are having problems, they are the ones that are going to have a negative attitude. In Oshana, when the people were asked what is the level of satisfaction of the rural water supply, 82,3% said that the level of water supply is good, while 45,5% of Omusati said it is good.

Okay, let me clarify that. Can you perhaps translate that in Oshiwambo.

For example, I am comparing these statistics. Most of the participants that I listen to from this morning asking question on the SIAPAC report were comparing statistics from Oshana and Omusati and I can truly tell you that you cannot compare these statistics because of the factors and it is these factors that one has to explain, so that at least the participants can understand the differences in these statistics, but if it is clear, I hope that I will just go down.

**Question:**

I get confused by Mr Tjijenda's presentation now, because he is merely repeating what we were saying in the morning. I would also like to maybe at the same time outline here or make it very clear that the comparisons of figures that we made earlier did not mean for the regions to compete with each other as to which region is above the other or which one is below the other. But I would rather like to have Mr Tjijenda to stand up and to say Oshana got 39,4% because of the following reasons and Omusati got 40, whatever the percentage is, because of the following factors. And I would rather get my mind settled and wait for the answers tomorrow from the expert that have carried out the survey.

**Chairman:**

Mr Tjijenda, are you going to respond to the request by councillor Kapia.

**Mr Tjijenda:**

Then perhaps I thought that the people themselves would look into the situation, because there might be a situation where certain people might be getting water through pipes and that is not comparable to a person that is getting water from a dug well. The one getting

water from the dug well will experience more problems, the one getting water from oshana that is drying up will have a very negative attitude towards these things. So that is just what I thought the people must look into, but I will just sit down.

**Question:**

Perhaps I have just one question to Mr Tjijenda. Mr Tjijenda are you part of the surveying group.

**Answer:**

No.

**Question:**

Then why don't you just leave this one to the experts. Please. The dear man here, the dear woman here is just saying that his concern is that maybe the thing as that we arrived at, specifically for Oshana, the consumption per one cattle per day, he is suspecting that it might be correct, the figure indicated here, livestock might be using more litres than the Omusati because there are a lot of movement of livestock coming all the way from, also from the area of Omusati to come and get water from Oshana. So that is his understanding that this figure might have resulted, I mean come about as a result of this movement of a lot of livestock.

**Chairman:**

I should contact Mr Iyambo to discuss further over the water problem at the village or at the schools, more especially in the constituency. I know the problem of those constituencies, I know very well. In comparison with mine.

**Question:**

I just stood up to indicate that the questions that were put across to all presenters this morning, should get the answers and that is not only the positions of the councillors as they have made their position very clear, even myself who come from the traditional authority, maintain also the position that we would just like to have the answers to these questions, specifically the villages and communities that were visited by the teams, that carried out these surveys, we would like to be informed about the date when these surveys have taken place. That is for the reason that being the representative of the communities out there, in the traditional context, we would like to be clear also, when we get down to our communities, we should be able to provide adequate answers or when we put the question we should be able to get the answer from those communities. If we ask if the units that carried out the survey were here, the community should be able to say yes, we have seen them, we have spoken to them and these are the answers or this is the questions that they have put across to us. So in brief I just wanted to make it very clear that I also maintain the position that we would like to have those answers and they should not be kept as confidential.

In short I notice that many councillors have indicated that they did not meet the group belonging to SIAPAC, but in our communities I come across the SIAPAC group headed by their supervisors. We had a meeting with them on the question of allocating the water point. We had some difficulty in understanding each other as to where exactly the water point should be erected. Although we made our input, or we made our priority where the water point should be erected, the group has gone ahead to actually shift the direction where we have preferred the water point to be put, to their own preferred site. And that brings some misunderstanding as to why we have to be consulted and give our inputs and opinions and

views and later on people had their own priorities.

I think maybe this is not the viewers opinions, but what I think is that he is speaking about the other group that has been said earlier on, because there are two groups. One is the one that has carried out the survey and the other one is the one that is working on the water line for Ogongo. Maybe that is what he is talking about. I suspect.

We were actually charged to erect the water point. They should have listened to the community in that particular village in stead of bringing the water point close to the school yard as it happened in the area where the old man comes from. It is actually a pity that that had happened, but we pray that the executor of this kind of project should always take into account the feelings of the community out there.

**Ms Truebody:**

Mr Chairman, I would like to have just a meeting after this when we finish just to hear the exact details about what had happened, so that I can follow this up.

**Question:**

I just wanted to add to the concern that was brought by the previous speaker here. The call for working together seems to become almost a slogan, that has got no strong foundation on the ground. You realise that a team has been assigned or a contractor has been assigned to execute a project in a certain given community, consult with the community out there, the community gives its preference or priority where the project should be sited and the contractors you will realise that he will put his project wherever he likes. And that tells me loudly that some amount of disrespect is going on there and it is going unabated. I just don't know exactly what should be done about that, but that is our bitter experience at the moment.

**Question:**

Mine is not really a question but my feelings are reflective of what the second last speaker has said. He mentioned that he has experienced the survey being carried out in the area of Onimandi, which I strongly suspect this area is almost urban centred and if that is the case that this survey has been carried out in the urban area, then obviously it is not a reflection of the truth of the problem in those communities. I would have liked that the survey should have been carried out in those hard hit areas where you have really acute shortage of water supply.

Maybe there is a negative understanding of the participants here, to make the difference between the SIAPAC group that has carried out a survey and the SIAPAC group that is assigned to the water pipelines, to Ogongo. Please let us make differences, or let us differentiate between these two groups. We should not carry along this idea of this SIAPAC that is sitting with us here, or the officials that has worked under SIAPAC, as being the ones that are assigned to the water pipeline to Ogongo.

We should get the clear mind tomorrow, so that we do not carry this over.

**Chairman:**

Thank you very much for today's contribution. Now we came to the end of the meeting. It is closed.

**Miriam Truebody:**

Thank you Mr Chairman. Yesterday, as we all know I promised that I will get in some extra

information for you. I spoke to Dr Cownie who is the director of SIAPAC and he is arriving today in Oshakati and we would like to ask the house if it will be possible if he can come and answer your questions this afternoon just after lunch.

Know I hear that it is Dr Cownie who is going to come and present this and not yourself and the two ladies. Why Dr Cownie could not do that by himself, alone, to give the answers on Thursday.

**Miriam Truebody:**

Mr Chairman, unfortunately Dr Cownie is with a delegation as well that is arriving and he is leaving on Thursday with a German delegation to Caprivi.

Someone make the comment on yesterday when Mr Thomas Shiweda from Onywandi asked a question about the SIAPAC activity and we had a meeting after the meeting closed. He said that there is no problem there and he asked if he could this afternoon make a statement to the house about this.





## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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### 6. THE NEED FOR COMMUNITY MANAGEMENT NATIONWIDE

Mr K Tjijenda - Development Planner

Good morning chairperson, honourable regional councillors, traditional leaders, distinguished water point committees, invited guests, ladies and gentleman.

I want to inform you about why the government of the Republic of Namibia has decided to adopt the community based management of rural water supply. If we talk about community based management we are referring to community doing their own affairs, community running their own services, with of course the help of the Government.

We know of course that the goal towards community based management can be dated back to 1993, when the Cabinet accepted the policy as a draft to be given to the community to have their input and we of course know that extensive series of consultation has taken place and we know of Swakopmund, two workshops in Swakopmund, we know of the workshop that took place here, the preparatory workshop in the regions and now we are busy with the wrap-up workshop and we are still going to the national wrap-up before the whole business can go back to the Cabinet.

The fundamental aim of these consultations is to prepare and empower the rural community for the community based management process that is anticipated. Therefore viable alternatives and solutions must be found by all stakeholders which means the community and the government, which in actual fact the ability and capacity of all the parties concerned. I believe that we are going to establish a gradual implementation strategy for this policy.

Before it was necessary for us to inform the participants in these workshops which reasons have led to the adoption of the process of Community Based Management and there are generally three factors that we are going to discuss and inform the participants about and they are one, scarcity of water, two, budgetary constraints on government's side and three, limited community participation in water provision. Finally I will also look into a few case studies of countries where community based management has been implemented. This I will just put up as role models.

Back to point number one, about the scarcity of water in Namibia, as an obstacle to the rural water supply sector, is infringed by the arid nature of our climate.

Obviously if we don't have enough rainfall we are getting things like drought and this is affecting our living conditions. How we are using our rainfall water, let us say for example we are getting 100% of rain, how minimal, how maximal it is, the rain that we are getting. Out of the 100%, 2% is caught in dams, 83% just evaporates, 14% is used by vegetation and lost through transpiration and things like that, while only 1% is recharging the ground water, which means that 97% of our water is just wasted.

In spite of limited recharging of ground water, statistics show that 56% of rural communities are served by water out of the ground (through boreholes and they get dry during the course of the year.

It is worth noting that getting water from ephemeral and perennial rivers respectively is so costly and at least you should also come into an agreement with a country where you are also sharing borders. We are also aware that our government is negotiating to get water from the Kavango river, provided that agreement is reached with a neighbouring country, just to get water to the people. Therefore I believe that the government will also continue to look into that possibility where people can get water, either by excavating earth dams, in fact just to avoid the 87% of wastage of water.

Another thing that I have mentioned and that we are going to look at is the budgetary constraint.

Water sector, like other essential services are competing for allocation of funds from the national budget, however, government financial resources cannot meet the demand as required. Due to this constraint, government is prioritising what deserved to be done first, second or third.

Therefore we should be pleased that water supply is amongst the priorities government is allocating a larger portion to.

Water and Sanitation is one of the government services which got the higher portion during the 95/96 budget which explains that government is very interested in developing these areas of our peoples. It is a clear indication that water is an economic good for the living of many people.

To figure out the financial burden that the directorate is having on the operation and maintenance, let's briefly also look into the number of equipment, water points that the government has installed, for example per regions.

If we can check here, let's say for example that our statistics show that we are having 212 diesel engines in the 4 northern regions, the Cuvelai, there are 65 hand pumps, there are 18 solar pumps, 3 windmills, and water points on the pipeline ranging between 500 and 750. The point that I want to emphasise here, when for example you calculate the cost for operation and maintenance that is expected from the government to pay, compared to the budget of the Directorate of Rural Water Supply, these two figures are just close to each other and imagine that the directorate is also having other responsibilities.

The two figures that I am referring to, when for example you calculate the cost per operation and maintenance that the government is expected to pay, is N\$32 728 500 and the budget for the directorate is N\$33 699 000.

Actually it is against this background that the government is coming to the community to consult the community so that at least they should take a part in the management of water supply.

We have been saying it will be a gradual process. If the community start today it doesn't mean that they are going to get all the responsibility tomorrow. It will be a gradual thing, perhaps 8 to 10 years.

The third factor which lead to the adoption of Community Based Management is the limited community participation.

Community involvement in Rural Water Supply is minimal because most of the governments, the previous government as well as in fact our own, has been rendering a free service to the rural communities. Due to high cost and increasing demand of water supply to rural communities, Rural Water Supply sector has become unsustainable for government to maintain the sector and at the same time to develop new rural water supply schemes.

On the other hand it has negatively led the communities playing a passive role and subsequently affecting the Rural Water Supply system to be unsustainable which is opposite the aim of Community Based Management.

For example, it can be proven beyond doubt that numerous acts of vandalism and theft emanating from the lack of supervision and carelessness to equipment by community members have been recorded through the years to our offices and as a result many installations are awaiting for repairs at our workshops.

But that is not the position which you have to take if we are saying that we are striving towards community based management. We must strive to a partnership with the government. The community must strive to a partnership with the government.

The community must be the user/ownership of the rural water supply facility as a part of community based management. When the community start owning the water point as a user, at least they are expected to start contributing towards the operation and maintenance and that is actually the goal of the policy of community based management.

Let me just look into one or two examples of countries that has implemented this approach of community based management. That also does not mean that if it is happening there, it will also happen here. But at least we must learn from experiences of other people. The problems experienced in all the countries are common, although not similar.

Let us take Uganda as an example. The water action plan was finalised in 1994. The statute, legislation of 1995 is to be promulgated. Closer to what we are doing now is for example the policy that we are busy now when it comes to coverage. The national water policy in Uganda about the coverage has targeted 75% of the rural community and 100% of the urban communities by the year 2000. So these people must be covered by those two years. They targeted the facility by the year 2000 to be 90% in the faction of operation.

If we come back to our policy and I hope that this is also appearing in the book that we gave you in the preparatory workshop, that 90% of the rural population should be covered, so they must have enough water within the range 2,5km, they must not wait for more than 30 minutes for example, by the year 2010. It is just the differences between the countries, but, and these are things that are being planned beforehand and we are waiting whether we are going to achieve those statistics by the year 2010.

Let us take for example Cameroon. There is a village in Cameroon which is consisting of 12 000 communities, almost 20 distinct ethnic groups. These people have taken 10 years as from 1967 to 1977, to have adequate rural water supply schemes in the form of organisations. Organisations are also referring to things such as establishing Water Point Committees.

In conclusion, let us perhaps think of the three factors that I have identified, the scarcity of

water, budgetary constraints and limited community participation, as obstacles for the directorate.

**Chairman:**

Thank you Mr Tjijenda, for your well organised presentation. I think many questions will follow.

**Question:**

The concern from councillor Kyoni is in connection with rain water. There has been a mention in your presentation that 97% of the rain water, it disappears as a result of evaporation, either from the earth dams, the water pans and through trees. Does this mean that, is it the question that there is not enough rainfall, or is it that there is enough rainfall but water just disappeared through evaporation and what is the solution to make sure that this water remains in the pans or earth dams.

The second point for me is the contact that has to be established with the neighbouring countries to get water from those rivers. Having already mentioned the evaporation, what would be the best way to get water to the communities. Is it still through the canals which would also lead to the severe evaporation or should this water be piped.

**Question:**

My question to Mr Tjijenda here is, what is the department doing or what are the department's objective to make sure that the water that we get from rain, either in the water pan, the earth dams, are not just wasted. What are the plans from the directorate. I want to be informed of the strategic plans of the department or the directorate.

My second question is I would not like to hear the phrase as it was mentioned earlier that the previous government had supplied free water to the community, but we rather put it in the right perspective and say the community that benefited from this supply of water were those communities that were close to the army basis.

**Question:**

My question and concern is that there has been a mention in Mr Tjijenda's presentation, he said 1% of the rain water goes underground, 2% remain in the water pan and then the rest of the percentage, 97%, evaporates. There has also been a mention of the Republic of Namibia negotiating with neighbouring countries to tap water from Kavango river. The project that I believe to be very expensive, I would rather prefer that the local solution be found, because we have plenty of water here, the rain is here, but it is only that the water that we get runs through without being harvested. I would rather prefer that the water should be harvested in the earth dams and the community should be educated as to how to desterilize water to consume healthy water.

The second question is related to Cameroon, the example you have cited. I am just interested to know why Cameroon have taken 10 years to implement the scheme.

**Question:**

My question is directed to Mr Tjijenda. This is now in connection with the earth dam. What is the plans from the directorate of rural water supply in as far as the excavation of earth dams is concerned, what are the distance between these earth dams up to, what I am asking is are there plans that the directorate has in establishing the earth dams in order to harvest rain water in those earth dams by the year 2010.

**Question:**

There was a mention from the directorate of rural water supply that the directorate will take the responsibility of putting up the main water line and the communities will be responsible for tapping of the branches. Now this is not taking place, what is taking place is that the community is now responsible to put up the big pipe line. Is this practice only taking place here or is it the practice all over the country. Is it only the practice with the Cuvelai regions or is it also the practice that applies to the whole country.

**Question:**

....to give an enlightenment on the question of earth dams. From my knowledge the earth dams were allocated a budget of N\$1,5 million per financial year and what I would like to see is that more allocation to the digging of earth dams should be made on that budget.

**Answer:**

Thank you very much for these good questions and I will try to brief you to my capacity as I think that it will satisfy you.

Perhaps I will leave the question of earth dams to Mr Willy and I hope he mention about that since he is the person dealing with that.

The question by councillor Kyone about the wastage of rain water of 97%, is that enough or not or do we get enough rain or not and I hope that it is not to say that if we are saying 100% of the rain, that rain might be very much little to satisfy everybody, but that is a 100% of the rain that we got that year, irrespective whether that rain is little or more. It depends on whether it satisfies the people that needs the rain and I don't hope, that also depend on the people themselves of whether that rain is good for them or not. But the fact is, if 90% of that either minimum or either maximum is lost, that should be our concern, because this is water that is coming through us and that is wasted. Therefore we must look into the possibilities of utilising this water and I hope the way of utilising will come later to another question.

He also mentioned of getting water from the neighbouring rivers, like the Kavango and Kunene and is it better to get this water through pipes or through canals if considering the high evaporation, because if he understands correctly, through canals the water will still evaporate.

The issue here is the directorate is here to bring water to the people and that is also depending on the financial resources that the directorate is having. Of course it is true that if you bring water through canals, a certain percentage will evaporate, comparing to bringing water in pipes. Therefore, in spite of the fact that we are having high evaporation, that only depend on the financial resources that the government is having and most important, we are getting assistance from donor countries and to a certain extent we must go cheaper. If for example a pipe is expensive for a project to start, then we have to go for an alternative, which is the canal. As long as and provided that we are having the water.

Another question by Mr Kapia about the department objectives and perhaps the strategic plans on earth dams if I am not mistaken and to ensure at least that the rain water is not wasted. Of course that one is very much difficult for me. If Willy is having any idea about the earth dam in his region, then he can actually deliberate on that, but an overall one of the whole country we will have to check if we can tackle that one as well.

But what we have to understand about the question is that the concern, it is our concern that

more water are wasted and if we come into partnership with the community, then we can find out the alternatives as to how we should save this water.

The next question of Mr Kapia also, he was saying we should not say that a community got water free of charge, but rather those closer to the army base. He said he would not like the term used that the previous government supplied water free of charge, but he would rather like the things to be put into the right perspective and said those communities in the previous government got water because they were fortunate to be close to the army base.

I hope that my understanding was just like that, I don't know if it is the way that I put it, but me saying that the community got water free of charge by the previous government and even our own government, I referred to the government who goes there, drill a borehole for example, install an engine for example, bring engine oil for example and perhaps previously, pay for a caretaker and this is what I refer to free of charge. Because the community input and involvement in this respect was very much minimal. This is what I referred to as free of charge.

We also respect some community members that are contributing, that have started contributing to the water supply, for example going out and buying their own engine oil, which means to that extent the involvement of the community has got its root in the provision of water. Is no more free of charge.

What we are saying here that community involvement, community based management of rural water supply to that extent when the people are starting contributing to their own water supply. That is what we call management of the water supply by the people themselves.

Another question also came from councillor Utuoa, the fact that to get water from the Kavango river for example or from any other river is too expensive and therefore we must involve ourselves in ways of harvesting the wasted water. And I truly agree with her and this is what for example is even expressed in the findings of SIAPAC that the people must be involved in making decisions. This should also lead to the involvement of the community in making decisions that is affecting them.

I hope that we are having a platform to use when we have to address this concern of us if we are standing together as a community. We are having for example community leaders, we are having national council where things are discussed. Let us make use of these platforms so that at least we can either reject the government of its position of getting water from the Kavango river if it is really expensive.

She also mentioned the example of Cameroon, why it took so long for the scheme to be developed. It is also a very good question and to a certain extent one can apply that to our own situation as well. Let's say for example, as we are saying that we are developing countries, one of the factors that are contributing to that is the poverty within our people. Our people don't have the resources to speed up the process that they are involved into.

The other issue is of course training. People need to be trained and you cannot expect to train people within two or three years. This will take long, you will train and you will evaluate and you will monitor that training to find out whether these people are coping with the system.

Perhaps the last thing is what kind of capacity do these people have. I mean there are also many other factors that are delaying the implementation of schemes like that one. I hope the

one that for example we also highlighted here is the upgrading of the system itself. It will take long before the system gets so reliable to the people themselves so that they can at least start managing it themselves.

There are numerous factors but these are factors that we can also foresee in our own situation.

The other question from Mr Katoma about the budgetary allocation when it comes to operation and maintenance and the one of the directorate. This is true that these two figures are close together and one will doubt their validity, doubt as to why is it like that. For example we got the cost for operation and maintenance, we just got those figures from the statistics that we gave you during the preparatory workshops, but surprisingly enough, what we all should question is how does this directorate manage to operate this installation if this overall budget is so close to the cost involved in operation and maintenance.

It is a true fact that there might be a situation that you are having responsibly to be committed to, but you are not sacrificing, you are not reaching the goal as you expected to, because your budget is too minimal. It is against this background that even though we are having very high cost for operation and maintenance, this is expected expenditure of the directorate. If this operation and maintenance is really a service, it is really done, that is the cost involved in operation and maintenance. But sometimes to its effort the directorate is trying its best to maintain the installation to its capacity under its own budget that it is having, even though the expected cost is so high.

**Question:**

Maybe a very short question on that one because what are the other activities meant for the directorate, the balance out of this 32,6. I mean you did not mention that. You only mentioned operation and maintenance but the rest of the amount apart from the operation and maintenance, what is it meant for. From the main budget. That is what the councillor would also be interested in as well.

**Answer:**

Apparently just for salary cost and for transport cost of the vehicle of the directorate.

**Question:**

Salary for one person.

**Answer:**

No, for the whole directorate.

Then can my colleagues assist me with the question on earth dams. What kind of plans perhaps do you have here in the region. And the one of the main pipe line.

We have been given the earth dams list as to where we should go or which direction we should move to. They identified to us the dams are not yet excavated. The list of these earth dams, they are identified to us, but the problems now stand with the contractors who have been given those tenders.

From 1994/95 there were some earth dams excavated in the areas of Otaka canal. These earth dams were excavated under the supervision of the divisions that fell under the directorate of rural water supply, which is known as the construction divisions. Water Affairs have been dismantled and a number of employees were retrenched. Tractors and other equipment that were utilised were then transferred back to Okahandja. From that time

onwards there were no excavation of earth dams taking place.

The plan is to excavate one dam at the Oshiwambo community, but this has not been implemented. They have problems around the tenders, contractors have not been found.

The earth dams are falling now under the directorate known as rural development planning. They are the ones who are taking charge of those preparations. The present budget allocation to the excavation of earth dams is only in the vicinity of 1,5 million per financial year. There is a proposal that the money should be increased, so that at least in each region or area, three earth dams could be excavated.

**Question:**

My emphasis is still on earth dams. I maintain the position that more earth dams should be excavated. If you compare the livestock that goes to the water pipelines or the water points, they are quite a few in number, as compared to the livestock that goes to these earth dams and the only solution on this water crisis is the more excavation of earth dams. I am getting doubts as to why people are just interested in putting up these water pipes instead of digging more earth dams. More interest is on water pipe than earth dams.

**Question:**

Mr Chairperson, my concern is about the time. It seems to me we are way out of line with time. We were supposed to be out 9:30 for tea and you know I think we should stick to the time table here. There is no room for questions here. It is only introduction of discussion groups and my concern is now it is 10:35. No it is not an issue whether I came late or not, there are also reasons why I came late.

In fact we were waiting for you!

**Question:**

He also support that the earth dams should be excavated, despite the fact that there is evaporation going on. I would also strongly advise that the team here or the representative of the directorate should take the message that the only solution to water crisis at the moment is more excavation of earth dams, as the ultimate solution in the Cuvelai areas.

The underground water is not really the solution as such, although it has been indicated that rain water that stands in the water pans and earth dams normally evaporates and underground water remains, but underground water again is salty. You cannot really say it is the solution. I would further advise that these earth dams whenever they are excavated, consultations and contact should be established with the local leaders to give preferences to the site where the earth dams should be excavated, rather than people coming there own way and plans to excavate wherever they want it.

The tender that you have talked about, for contractors, they are not all the way right. The communities made the trenches themselves for some months ago, years ago, and these trenches are beginning to fill up again. Although they had an assignment from the directorate that they should dig the trenches, but it turned out that these trenches are again beginning to fill up.

The speaker has mentioned about the more interest is vested in putting up piped water. It seems there are a number of people who have got vested interest in these schemes, which is of course quite obviously expensive. We would rather prefer or like to see more earth dams being excavated in order to find the ultimate solution on this water crisis.



I will try to repeat myself in English. I don't want to hear an answer from any government official here today which is said there is no money, because we are here, we are not to answer there is no money. We want our concern to be taken up to the government leaders so that they can hear our problems, not for us here to say that there is no money.

I also want to know who is representing the rural development department in this workshop and I want to know also who is really instructing the removal of all tractors from here to Okahandja. And I just want also to find out that the budget of N\$1,5million is meant for the whole country or for this Cuvelai region. Because we are really having a problem in this region, we are facing problems and the community are complaining every day and then there is no answer and every day the answer is there is no money and I don't want anybody in this room now to say there is no money, because we are here to discuss problems which is affecting the community and to take it to the central government. Because there is nobody who can make a decision here and get money.

SIAPAC, as far as I know, is an organisation or company made by people who was working or employed by this government, and they resign or I don't know, to form up this organisation, in order to be given a contract by the government, because they know that if you are out of the government, you are having your own contractor, you are going to earn lots of money from the government coffers. And I want also to know who is this person, representing what in this government.

Councillor Handowa is only on the earth dams again. She says she doesn't want to get her hands into the administration of the regional office here, of rural water supply. But Mr Willy mentioned that there were plans of dams to be constructed and there is also one that should be excavated on the Oshigambo river but it was not done. But she is aware of one official from Windhoek who came over to the region and told them if money is allocated to a certain work to be carried out and it is not done, then the money is pulled back into the government coffers. Now she wants to know if this money is still available or this money will be taken back or get lost.

And then my own concern, and it goes as well as an advice. I have realised that we are now tackling the technical problems of the region, the technical issues that we are facing in this region. But my concern is only the community based management and I fear only that we are not going to be able to manage, because if you look at what was on the program today, was supposed to be group works, and we have already allocated one hour or something after lunch for SIAPAC, now we are already approaching lunch. Unless we are going to sit here until Saturday or Sunday, I don't think we are going to manage. Or unless we come up with something that this is a need, this is a necessity, we get all the necessary people like people are asking who is representing what, we get all the people together, from the various directorates, departments, whatever, divisions and get together and bringing the people of the region together and discuss these issues on a very well prepared platform for it. But this is the wrong platform to discuss these things and I don't think we are going to get anywhere. It is only an advice.

I got Mr Nehemia's point that we went slightly out of the topic, but this has been triggered by the way the presenters had put the presentations, because had they not mentioned about the earth dams, we would not have gone out of the topic. You know people here are very eager to know more about the earth dam situation or what is being done about the earth dams. But nevertheless we will still be picking up the speed, we have just been taking the rough road, but obviously when we get to the tarred road we will be speeding up.

**Chairman:**

Before giving the floor to Mr van der Colf I have a special announcement. People are supposed to drink their juice on the outside and to throw the empty tin into the dustbin. If one bring his or her juice in the hall, he or she must make sure to take the empty item to the dustbin.

Mr van der Colf, the floor is yours please.



## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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### 7.0 INTRODUCTION TO DISCUSSION GROUPS

Mr van der Colf - Development Planner

Thank you Mr Chairman. Participants, as at previous workshops we will divide today into three smaller groups to discuss specific topics in more detail. After the discussion groups, a report will be given to the plenary session so that all delegates will get an opportunity to discuss all the topics. The three topics that will be discussed per group, are as follows:

- Group 1 will discuss community empowerment and the group will be facilitated by Mr Abraham Nehemia.
- Group 2 will discuss the topic local management of the water point and I, Mr van der Colf, I will facilitate this group.
- Group 3 will discuss the topic how to improve the service and Mr Tjijenda will be the facilitator of this group.

To divide the groups now and walk around and number from 1 to 3, so I will allocate a number to every participant and the number 1's will go into group 1, the number 2's will go into group 2 and the number 3's will go into group 3.

**Chairman:**

I will ask Ms Truebody to make a short introduction, because you know that yesterday she said somebody will come from Windhoek to come and explain and answer the questions which were not answered yesterday. So now I would like to call upon her just to make a short introduction whether our guest from Windhoek has already arrived or not.



## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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### 8.0 QUESTION AND ANSWER SESSION

**Miriam Truebody:**

Thank you Mr Chairman. I would like to introduce the director of SIAPAC, Dr David Cownie and he is also not only the director of the whole company, but he is also the director of this study. I talked to him yesterday on the telephone, last night, and I said to him that there are a few questions that we would like him to come and answer for us, and quite fortunately, like I mentioned this morning, he was on his way to the Cuvelai because we are here with a German delegation and it worked out very well because we had the time today. And we want to thank you once again for giving us this extra time this afternoon. I would like to introduce then and hand over to Dr Cownie. Thank you.

**David Cownie:**

Good afternoon. Thank you for the invitation, I understand that you have quite a tight schedule in front of you, so I am going to go ahead and answer the questions that have been asked of me and then I assume that there will be more questions or concerns that you have.

There was a question indicated to me about how the sampling was done. Okay, what we did was we took the 1991 census which is the only data base that indicate populations by regions, we have this on our computer. So what we did was we took the total population of each region and divided it by the number of places where we need to conduct interviews and in the case of Omusati that were 30 locations. Again this was on the computer, so we basically let the computer randomly select 30 locations. We did not pick locations on purpose, we pick locations by letting the computer randomly select them.

The second step is that when we would get to each of these locations we would randomly select a starting direction and a starting household. The theory or the reason behind sampling of this type is that you can interview a certain number of households and you can get a pretty good idea of how well that represents the views and attitudes of most of the households in an area and this gets us into the second issue of confidentiality.

The survey research of these 200 people are meant to represent the views of households living in that region. The names of those particular households are meaningless. It has nothing to do with anything. It could have been any 200, but it just happened to be the ones that we went to and interviewed. So I think the third question was where the research was done and when and the answer regarding where, we were in 30 randomly selected locations all over the region.

We did not go to places because we thought that they would give us the answers that we supposedly wanted to hear. We went to places based on where the computer told us randomly to go.

The next question was about what procedures have or the next issue that was raised is with regard to Swakopmund I and what has happened since then. Okay, just to stress that

SIAPAC as a private company was not brought into this consultation process until after the Swakopmund workshops were finished. We were actually brought into this process in May of this year and what had occurred at Swakopmund I and II was that the authorities who were present at these workshops, were asked to do their own consultations with their communities and also to make people aware that a survey of households were to be done.

Okay, just as an additional point on that, we found that many of the places that we had gone, people that we have spoken to were informed and aware of the survey and the issues that would be discussed by somebody. Either by radio, traditional authorities or their political leaders.

And I think there is just one other question about how the study was done and that is how the data themselves were compiled. Without going into too much detail we have data entry people at the company and they enter these into the computer and then the analysis is done by myself, directly. And based on a request I received last night, I brought extra copies of the various questionnaires that were used during the survey, and so there are copies up front here if anybody would like to collect one, maybe at tea time or something.

Some of the overheads that were put up yesterday, I understand there were some concerns, so I would like to go ahead and explain, I think it's three of them., to see if it is clear.

Okay, there was a question asked about livestock versus people, why we have included a comparison of how much water people use versus how much water livestock use. Point of information on why maybe a particular question was indicated on here. The questionnaire itself that was done for the survey went through a lot of changes, a lot of work over time, it went through many different versions and in the different changes, the different versions there were many people that had an input. In this case the extension officers were heavily involved in helping to design which questions should be on here, as was the directorate of rural water supply. Any one question on here is part of this process and this is simply one example. The questionnaire ultimately came out in version 15. It went through 15 different changes before it was finalised. Ultimately there were quite a few people involved in this process.

With regard to this particular question, the reason that it is on there is because one of the questions that people wanted to know is, okay, if there is going to be local management of water and there is going to be contributions for that water, where is the water going, who is using it. The question is simply on there to say let's remember when we look at the issue of local management that local management of livestock use of water is also of equal importance to peoples use.

But I want to highlight something that should be considered as well and that is that people are not using enough water. I am sure there are a variety of reasons related to the fact that there are problems with the water supply and all the rest, but I think we have to keep the livestock water use and human water use in perspective here.

Okay, there was a set of figures that I understand that was very confusing and I apologise for that. I will try my best to try and clarify this bottom table. What we did on the questionnaire, we had about 180 total questions. We had a lot of questions. We had a number of the questions related to contributions towards water. Basically we asked about who is actually interested in contributing for water, so we put all the questions together about contributions for water and said okay, are people mostly positive or mostly negative, when we ask them all these questions. Basically most of the people were positive. What we

are reporting is what came out of interviews with some 200 households and basically people are quite keen to take on these responsibilities under the conditions that were described for them.

We asked some very difficult questions to say look, if this is really the only way that improved water supply can come, or if this is the way that things are going to go, how many of you are simply unwilling to ever consider contributing towards water. So in a sense this was a measure to try and get out people who simply would not even think about considering the idea and the total percentage of people who were just adamantly against it, was only 2%.

Now this issue of payment for livestock use of water, is actually a very difficult one and we have found in the various regions that we have been in that this is actually the most sensitive issue that has come up. Two thirds of the respondents said that livestock owners should pay more because households with livestock use more water than households without livestock.

And the question that was actually put to me was what about the remaining one third of the respondents. The answer basically is that they say no, all households should pay the same, they should pay a flat fee. It doesn't matter whether they own livestock and it doesn't matter how many they own. Every household, even if they only have a few chickens, should pay exactly the same amount of money as a household that maybe has two hundred head of livestock.

There was a last question that I am afraid at this point nobody has an answer for and that was what is the difference in the responses between people who use clean water now and people who are using water that is not. The second set of reports that are being prepared separately from this regional wrap-up workshop exercise, that looks at this very issue. What I can tell you is the times that we have looked at this, and this I think is something that needs to be considered at this workshop, even if it is only preliminary and that's that people who have the use of clean water often have less of a willingness to contribute than those who are using water from unimproved sources.

I think the implications for the workshop are, is it a case that when people actually do receive the improved water, that the actual organisation of contributions and the overall enthusiasm for making them goes down.

We have been asked to prepare a summary document. Unfortunately this was literally just prepared but it is a summary document of how all the regions compared to each other in terms of willingness to manage and willingness to contribute.

Because there are two regions here today, but for Omusati the willingness to manage and the willingness to contribute, was the highest of any region in the country. All the other regions, there were some that were close, like Caprivi was second, but people in Omusati were the most positive about things. Again, I don't think this is a competition, I am just simply presenting some survey results. But the situation for Oshana was very different than it was for Omusati. And in the case of Oshana the willingness to manage was 61,5% and for the willingness to contribute it is 65% so it is actually considerably lower than the Omusati situation and I think that makes your job a little bit more difficult here today.

I can see that people are now confused, but I'd be happy to answer any questions that might have come up.

**Chairman:**

Thank you Dr Cownie for your explanation. You have now thrown the ball in the hands of the house of having a question, but I am just giving you the time until 15h30.

**Question:**

What does SIAPAC stand for. Why does the information have to be kept confidential.

**Question:**

I have three questions from Ms .....from Omusati region. The first one is that when was the last phase of the survey conducted. This is very important because we would like to know how was the conclusion reached between the situation between the three months of the conduct of that survey.

The second one is how water consumption was measured in Omusati region as per consumption of human beings as well as that of livestock and from which water resources were these measurements made. Was it from the pipelines, or was it from the natural water resources like oshanas or earth dams.

And the third one is that she is not happy with the explanation because yesterday the question was that we need the name lists of the villages surveyed. These name lists are necessary because they would wish to analyse whether the situation surveyed and recorded would correspond with the real world situation in the area which they know that there is a lack of water in their region.

**Question:**

There are two questions from councillor Kapia. One is that from your explanation you did not indicate the percentage of those people who declined to make contributions, however you indicated only the percentage of those people who indicated that it is necessary to contribute.

The second one is that how did SIAPAC secure the work from the government without the knowledge of the local authorities, despite the fact that some of its employees are government employees.

The other one is that he would like to know how many private employees are in the employment of SIAPAC itself, that is how many people does SIAPAC pay, because if some of the people are government employees, it means that these people get their salaries from the government and then the rest are perhaps private employees of the enterprise itself.

**Question:**

This question is from councillor ..... It reads like this, SIAPAC has not consulted with local authorities, that is now the regional councils or perhaps traditional leaders but opted to randomly select from the computer the 30 communities in which the surveyed should have to be conducted. The question is how does this company SIAPAC came to know it is from these areas that a survey which should have to reflect the poverty of the nation, should have to be conducted. How does the company know that it is from this randomly selected communities that the poverty of the people could be determined through this survey.

**Dr Cownie:**

The good news is that it is more questions than we got in any other workshop so I have got a lot to respond to.

There was a question about when the survey was done. I am not actually sure what the question was asking but I can tell you that in the Cuvelai we finished our work in

September. Actually most of the work was carried out in September in this region. The data were analysed after that fact. The national survey began in July and the last area surveyed, Caprivi, finished in early October.

There is another question, and again, let me back up to the notion of how sampling is done to see if I can properly answer your question, because I am not quite sure what it is. The villages surveyed are randomly selected. What we do is we give each household the same opportunity of appearing in the sample and in so doing you make sure that the computer does not bias you towards small villages or large villages. You make sure that it doesn't, that each household has the same opportunity. When you do that, you have a huge list of the villages and their populations, you end up moving every corner of the region. You don't miss any areas. You move around so that you make sure that you cover all the different things that can happen to different people, because you know as well as I do that this is a very diverse region, that the west is quite different from the east, even in terms of rainfall patterns, grazing or whatever.

But if I understand what your question actually is, you are referring to the fact that in the real world situation people have a serious lack of water. Have I connected it, was it the translation or was it just me.

The names of the villages are meaningless. We went to 30 randomly selected locations as we did in any other region and through proper sampling procedures you can generalise the findings from those 30. But in the interest of just this point getting some names, I am still uncertain why we need these, the extension officers who worked in the field, Miriam are they here. Did you work in Omusati. No. Where are the extension officers that worked in Omusati. She is not here. Is she coming here. Okay, procedurally speaking I can give you the list of the names, but it does nothing whatsoever to change the fact that these were 30 properly sampled randomly selected locations and if you want to say well they should not have gone to this village, they should have gone here, then the answer is that that would not be a scientific survey, that is a very different kind of survey and that is not what we were told to do. And that is not scientific sampling.

I will be happy to give you the list. I don't understand why you would want it, but that would be fine.

**Question:**

They do not only need the list for the sake of having the name list but as I mentioned earlier, whether those randomly selected, they reflect the real world situation.

**Answer:**

Again, I can't understand what this question implies, but the real world situation can best be reflected through random sampling. If there is another way to do it in this kind of a survey, then I don't know what it is. This is the best procedure for getting an overall view of the region. What it doesn't do, if your constituency is in the west, for example, it cannot tell you what your constituency looks like compared to the rest of Omusati. It simply says this is what Omusati looks like as a region. So my comment would be that that is the real world situation. This is what it looks like.

**Question:**

I want some clarity. I just want to know, the purpose of the survey is to know the number of people who are willing to contribute or just a survey to get general information or to know which region, which place, which constituency which is really affected with water scarcity



or just a general purpose. Because what we want here, we know that if you are doing something with the purpose of improving, with the purpose of developing that particular area, but if you just get information without a purpose of solving or improve, I don't see that we are really doing things in order to help. Because the question that we are having is this that people just go there without the consent of the leaders of that particular area and leaders they are there to make sure that that particular area is developed. If you are just answering us that you don't see the need I don't know. It is really starting to confuse me.

**Dr Cownie:**

Should I answer the last question first because I think we moved to a different area. Can I first ask if we can get clarification on the first question, because maybe I haven't caught quite your meaning.

We moved on to a new issue and I wonder if I shouldn't just back up and answer your third question first and then I can move to your questions that you had, you had three questions and then you had a question as well and actually the answer to your question impacts on your question as well. So let me go ahead and give this a try.

You asked how we measured water consumption. We measured water consumption of the people who were present in that household for the previous 24 hours or the better part of those 24 hours. We actually physically tried to measure how much water was being used for peoples own use for those previous 24 hours, no matter where they got that water.

Okay, there was a second set of questions about non-positive attitudes and basically these figures add to 100%. So in the case of Omusati 89,5% had positive views about contributions, 10,5% did not. For Oshana it was 35% not positive and there were some other figures for management, but basically its a 100% percentage.

Now there seems to be a lot of discussion about the approval of local authorities and I can simply respond as a private company and what our instructions were and I think it is up to the directorate if there are any further issues on this. We were instructed that we, when we go to a community, we contact the traditional authority of that community and seek permission to carry out the research in that area. Almost inevitably that permission is given, but when it is refused, we try and negotiate and if we do not succeed, we simply substitute with another community.

With regard to the councillors and the other regional authorities, I think I can leave that in the hands of the directorate because the consultations that occurred in Swakopmund I and II were meant to include consultations with the various regional authorities and we were instructed as a private company that those consultations are handled through Swakopmund and through the initial workshop, which I assume most of you attended, and this workshop and that is a consultation that is separate. Our job is to give you the feedback that we were told to get from communities in the region.

The purpose of the survey, and obviously you look very frustrated about this but I can indicate to you what we understood the purpose to be and what the orientation is. If you remember Miriam's presentation yesterday, we talked about current water supply and we talked about how people were not using enough water and one of the things that this survey has pointed out is that in Omusati region almost 80% of the households have regular problems during the dry season. People are not using enough water. So that is just one example of how we were looking at the current water supply situation that people have. We also looked at how people currently manage their water supply, because we know that water

supply management has been going on as long as there has been water. So if there are systems in place, how can these systems be built on, how can the problems be responded to, how can the systems be build on. And then it moves into issues of contribution and a few others about peoples awareness about what things cost, but the bottom line is that the survey was intended primarily to inform this process and the Swakopmund process and the information that we were asked to collect, was given to us by the directorate of rural water supply. They gave us some ideas and we then had to go and figure out how we can get this information and that was that process that I described at the very beginning.

I will answer one more question, its the last one, and then turn this over to the directorate.

I am not clear why it is a question, but let me try and get at it. How many employees does SIAPAC have. We have 42 and obviously I am not a Namibian. There are 40 Namibians and two expatriates and these are, and I think this was part of the confusion yesterday. We do have a project in Omusati, the Oshakati-Ogongo water project, completely separate from this consultancy. Louise Mupetami is actually here in the room and she is actually the head of the project here. I think your question might have been why were there government employees on this and what I can say is that the extension officers were requested by SIAPAC because we felt that it would be best if they could actually get some training in some of these survey techniques and in fact we are going to be talking to them about some additional survey techniques after the next national workshop.

They were seconded to SIAPAC and worked for SIAPAC. When you administer this kind of a survey, Mary's views, as an extension officer, don't have anything to do with what comes across on the survey. It is simply a highly structured way of getting information where everybody has to follow exactly the same rule, whether Mary is an extension officer or SIAPAC employee, the fact is they all follow the same rules and did the interview in the same way. So if it is a question of bias in the results arising from the fact that there were extension officers, no, they fell under SIAPAC's supervision and they followed the rules that were given to them or they were not invited to the study.

**Question:**

I want to make it clear that the official consultation with the community leaders was done in Swakopmund. My understanding of what the people want to know, is the basic community approach strategies, that when the people came to do the survey, they expected the people to just pass by the office of the councillor and say we are working in your area and that is what they are asking but not the official consultation that SIAPAC should organise meetings with councillors, but what they are asking is the basic community approach, when you are coming into an area, approach the leaders and say, we are in your area and we are doing this and that.

**Dr Cownie:**

That is a question for the directorate. Our instructions were twofold, that we stop by the office of rural water supply and talk to the regional head when we arrive in a region and then we proceed and do the work in the field through the traditional authorities. Our understanding again was that these other structures were consulted in Swakopmund and also in the initial workshops that were done in the regions, and that basically that that was an exercise that was undertaken by the directorate. So either we can throw this in the lap of the directorate or we can say we as a company did what we were told. How should we proceed. Do you want Jurgen to come down.

**Question:**

You did not attempt to answer the three questions from the governor. He is repeating what does SIAPAC stand for, that is one. The second why was it necessary for SIAPAC and the research team to keep the findings confidential and the third one, why no proper consultation. Oh, this one is already covered.

**Dr Cownie:**

SIAPAC stands for Social Impact Assessment and Policy Analysis Corporation. We are often contracted by engineers or contracted by government bodies or NGO's to look at the impact or the needed impact of different government programs or different NGO programs. So we are a private company that does social research and also project implementation.

The second question was why is the survey confidential. The first response is that the results of the survey is not confidential, that is what you see in front of you. That is what we have been presenting. But the interview responses from a particular household, this is always the case that you say okay, we want you to be able to speak openly and freely, one to one, without anybody having to worry about what you've said. We don't even want to know what your name is. Obviously you may know their first name, because you are interviewing them. But you don't ask them for their full name, you don't take down their details, you simply get their opinions in this household. The need for that information, again it is like the need for the names of the villages, the particular person interviewed and what their particular views are, is not the point. It is that through random sampling, their views, their attitudes represent a larger population.

I'd actually like to ask Abraham this question, because it was my understanding that Swakopmund, with the start-up workshops, that participants were asked to go and do their own consultation. Now Abraham, you were at Swakopmund I and II, now is my understanding correct. So we understood, as an outside company looking in, we understood that the people at the national workshops were going to conduct their own consultations as well and that that would form part of the findings that would be discussed at the wrap-up workshop. We understood that the job of the political authorities and the traditional authorities who were involved in the initial workshop, was to carry out their own consultation and SIAPAC would carry out a parallel exercise at the same time and that the findings would be presented at these wrap-up workshops. So if I understand it correctly, that is how the procedure was suppose to be followed.



## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

### 9.0 PRESENTATION OF DISCUSSION GROUPS

#### **Chairman:**

Back again to the hall and in the first time I would like to greet you all and say ladies and gentlemen, good morning. You have rested enough and you have all show that after work hard when you were busy scrutinise, deliberate over how we are going to implement or explain it to the communities who are going to maintain water supply in the regions. Before I going to invite group 1 to present or report what they are founding, I would like to thank my colleague, the honourable governor of Omusati for having .....the workshop two days ago. We hope that he gave enough guideline so that we can go divide ourselves in groups and also I would like to thank you all for your participation and contribution during the discussing of two days and also in the group discussions and I made already an apologies for not being in the meeting for two days including my colleagues, comrade ....., the councillor for Ondangwa constituency who was also with me in the other workshop. Luckily enough, comrade .....is today present. I would like to introduce him to you. Thank you very much. And also the representative from the Ongwediva constituency, I though councillor .....was here. Okay, maybe he will come. And even the honourable councillo for Ongwediva constituency who is also at the same time chairman of the national council he is also around here. I think they will be present as soon as possible. Then I would like t wish you all a good and pleasant stay in order for all of us to complete this programme i front of us.

I therefore now invite group 1 to give us there reports. If possible after that we will discu or make questions. Here we have a time schedule. We are suppose to start with gro discussion, I mean listening to the report of group 1 from now up to 12:30, then lunch a from lunch group 2 reporting from 1:30 to 14:30 then group 3 from 13:40 to 15:30, then break. Then we are going to make questions and answers the rest of the time so that we close at 17:00.

### 9.1 GROUP 1: HOW TO EMPOWER THE COMMUNITIES

#### 1. USER/OWNERSHIP:

##### **\*It is understood and accepted with the following conditions:**

- Government remain responsible for major repairs
- Legal status is granted to Water Committees
- By-laws are instituted to protect the poor and minority groups

##### **\*Government/Community Partnership:**

- The group understand this as a great idea but it should be clear th community should be responsible for what they can afford ar government for what they cannot afford on their own
- The group also noted that the Central Government decentralisation j should be speeded up in order to bring power to the local people
- Communities must be involved in planning, execution and monitorin

water development activities in their respective areas

## 1.2 NATIONAL ORGANISATION STRUCTURE:

- The structure is accepted with the indicated amendments

### CCWC/CWC, LWC, WPC:

- WPC's should remain as they are and work under LWC/CWC
- LWC should work on pipelines across two more constituencies but where applicable, a CWC should be established

### Role of Traditional Leaders:

- Give full support to the WPC's in their area, e.g. traditional courts
- Assist in community mobilisation
- Advisory role

### Role of Regional Councillors:

- Work in close relation with the committees to identify the water needs in their constituencies
- Investigate and seek solutions if conflicts arise between community and committee (WPC) e.g. deliberate vandalism actions
- Attend CCWC and take their needs and proposals to that committee
- Incorporate the WPC, CWC plans in the regional development plan

## 3.1 COMMUNITY COMMITMENTS:

- Operation and Maintenance:
  - Piped scheme : 2000
  - Hand pump : 2000
  - Windmill : 2000
  - Solar : 2000
  - Diesel : 2000
- Full cost recovery:
  - Piped scheme : 2020
  - Hand pump :
  - Windmill :
  - Solar :
  - Diesel engines :

### 3.1.2 COMMITTEES:

- Assistance from government:
  - Training
    - \*Financial management
    - \*Caretaking: Repair and maintenance
    - \*Leadership
  - Legal status
  - Assistance in case of workshops and meetings organised by government
  - Materials for major maintenance and repair work
- Ensuring that committees are democratically elected and broadly representative:
  - Election are done in community meetings attended by the broad community at large

### **3.2 GOVERNMENT COMMITMENTS:**

#### **3.2.1 Development structures:**

As indicated in the organisation structure

#### **3.2.2 Extension services:**

Role:

- Each constituency should be assigned a rural water extension officer to work with constituency water committees, WPC's in all water aspects:
  - planning
  - surveys
  - water meter reading
  - financial management
  - mobilisation
  - training
- Government should build offices and houses for rural water extension officers

#### **3.2.3 Legal Status:**

- Right to work with money
- Right to have legal representatives
- Right to work together with the police, e.g. instruct them to carry out investigation or arrest culprits
- Legal responsibilities of committee members:
  - Take the culprits to justice for cases that cannot be solved internally
  - The regional councillors to assist committees in this regard

**Punishments:**

- The committee must have the right to punish people according to the set rules and regulations of the committee and according to the set punishments

**How the committee should be responsible to the community:**

- Committee should be accountable to the community
- All major aspects coming up should be discussed with the community before a final decision is taken

### **3.1.2 GOVERNMENT COMMITMENT:**

- What the relationships should be between water committees and development committees:
  - government must ensure that the committees are established with the water committees as sub-committees to development committees at different levels

**Question:**

Hello. Now could we please go back where it is written role of traditional leaders. The first sentence give full support to the water point committees, and there where it says 'his'. I wonder whether we don't have female traditional leaders, because we must mind our language, because we must be gender sensitive enough to make sure that we accommodate everyone. Can you put his/her.

About punishment actually, this punishment should be spelled out very clearly. What do we

mean by punishment, what type of punishment is going to be carried out. It shouldn't just be left like that for the committees to decide on the punishment. It could be that they are going to carry out some severe punishment which is also going to harm people in the process, beatings and all this kind of thing. That's why it should be well defined, the committees should actually define this method of punishment according to the set rules and regulations.

I'm just trying to say that the punishment should be spelled out clearly, which type of punishment and those type of things, because you might find a person punished, another one in the form of beating and those type of things and that is not good. It must be spelled out clearly so that we can avoid those types of corporal punishment and others, which is not good, even prohibited by our constitution.

**Answer:**

I just answer it that we said that the community, the punishment will be, you know, according to the rules and procedures which are set up by the community themselves, to that particular water point.

**Question:**

I was just having three observations from group 1. One observation, I don't know on what page of this flip chart, at 3.1, if you can just flip through that, which is on community commitment. Yes, my problem there, although for plenary session was actually deleted, is that the group has termed the piped scheme, the hand pump, the windmill, solar, diesel as community commitment and the explanation given by the presenter give me the impression that the content does not correspond with what is above. Because the explanation implies that he was actually talking of the capacity. Can there be some explanation from the group. Because what I am saying is that the explanation given by the presenter gives me the impression that that he was actually talking about the community capacity to manage, to operate and maintain this infrastructure by the year 2000, whereas the meaning of the commitments, I don't know whether it implies that by the year 2000 the community would know how to operate and maintain this facility. I am just seeing some contradiction there. Unless somebody can stand up and explain. Because what I am seeing here is suppose maybe rather to say the community capacity to be able to operate these machines by the year 2000. Because the explanation does not actually go along with the heading there.

**Answer:**

I was just saying my understanding of Mr .....questions was that he mixed up two items, because on the operation and maintenance of facilities, why the people put it at the year 2000 is that because they even feel that most of the people are already operation and maintenance themselves on the facilities. That is why they put it at the year 2000. But I think the problem of explanation by the presenter was on full cost recovery, taking the responsibility of full cost recovery by the community. That's why we even brought in the issues of NAMWATER and rural water supply, buying water from NAMWATER and that becomes a business company and all these types of things. I think that is where the problem lies and I think that is where Mr Shivolo wants to know more. I don't think it was actually on the operation and maintenance of the facilities.

**Question:**

On the committees, the legal status, the first legal status. Maybe before you get to the page, there are indications of two legal status in your presentation. The first one did not elaborate further, neither your explanation and then you have the legal status which is the last word are being given the rights, the legal rights to punish the culprits, is that the first one. Is that

the second one. Okay, the legal status which is 3.1.2 and you have got the legal status which is 3.2.3. Okay, the one that you are on now, I'm failing to understand the first tackling of the legal status, which says assistant in case of workshop and meetings organised by government, materials for major maintenance and repair work. What do these two have to do with the legal status of the water point committee. I am just failing to relate the content with the legal status of the committee, whereas the second one is quite understandable. Can you throw some more light there.

Because I mean you cannot grant legal status by holding workshops and meetings.

If we could look under c, the sentence that says the committee has the right to punish culprits, I think that the question was already raised, but I just want to know how do you reconcile this one with the other one. Just flip over again. I thought there was a mention about the traditional court. Did I quote you right. Was it in your presentation. Yes, in the role. So, okay, a mention about charging the culprits through the traditional courts and then you give your support, no, that wasn't that. Okay, if that is the case honourable chairman, I think I end up here.

**Chairman:**

Thank you very much. In the meantime has the honourable chairman of national council arrived? Who is also the regional councillor for Ongwediwa constituency who could not be with us during the part two days, because of another two day workshop he attended in Ondangwa. We very much appreciate that you are here with us. Thank you.

In this case I would request the house that we can listen to the report of group number 2 and number 3 and then after that we can pose questions and recommendations in order for us to be in time, because we lost most of our time, so we can recover it in that way. Is it agreeable. Then now I am inviting the presenter of group number 2.

## **9.2 GROUP 2: LOCAL MANAGEMENT OF WATER POINTS**

### **1.3 Divided into small sub-questions**

#### **1.3.1 Community Organisation:**

Agreed, provided legal status for WPC is defined before the contribution is made in order to:

- prevent irregularities
- protect water committees
- recognition of water committees

#### **1.3.2 Agreed, provided that they have proper guidance.**

### **2.1 WATER POINT COMMITTEE:**

#### **2.1.1 - Identify water points**

- Identify number of water users
- Hold consultation meetings for sensitisation purposes
- Hold democratic elections of the Water Point Committee members under the guidance of extension workers or constituency councillors



### **2.1.2 Functions of the WPC are:**

- Manage and control water installations and financial records
- Give feedback to water users
- Make regulations on the water management

### **2.1.3 Role of Traditional Authorities:**

- Maintain law and order
- Advisory role

### **2.1.4 How should contribution be set:**

- WPC would determine the contribution on the basis of different income levels of the communities
- Technology of the equipment in use may also determine the contribution

### **2.1.5 What should be the contribution:**

- Money, livestock, labour and in kind

### **2.1.6 Covering of livestock payment:**

- Community of a particular water point should decide on the contribution per livestock depending on the type of technology on the water point

### **2.1.7 Assessment for money making projects payment:**

- IGA projects should be charged according to the quantity of water consumed
- Caretaker should bear the responsibility of charging the IGA projects

### **2.1.8 How should the funds be collected:**

- Users should bring their contribution to the treasurer
- Treasurer should collect contributions from the users who fail to contribute on time

### **2.1.9 How to look after the contribution funds:**

- Need to be recorded in the contribution funds book
- Taken to the bank account for safety
- Record of consumers and record of funds

### **2.1.10 What banking service is required:**

- Mobile services

### **2.1.11 What level of training required:**

- Training should be conducted in their basic local language according to the level of understanding

## **3.1 COMMUNITY COMMITMENTS**

### **3.1.3 Contribution:**

- The contribution should be made gradually increasing rate, depending to the committee assessment of their service improvement

#### **3.1.4.1 Subsidies:**

- Lifeline supply (total coverage of all water-related activities in a particular community)

#### **3.1.4.2 Subsidy of poor members will be covered by the community to a certain extent, the**

government will have to fill the gap

### **3.2 GOVERNMENT COMMITMENTS**

#### **3.2.2 Extension services:**

- Expected to assist the community through advice
- Organising training for Water Point Committees
- Information dissemination
- Community sensitisation, mobilisation and organisation

#### **3.2.3 Legal Status of Water Point Committee:**

- Identify the culprits and take him/her to traditional court, for trial and be punished or else refer the case to the District Magistrate Court

#### **3.2.4 Operation and Maintenance:**

3.2.4.1 Yes

3.2.4.2 Yes

3.2.4.3 Yes

3.2.4.4 The level of operation and maintenance should/will be determined by the community capacity level

\*Time scale will differ from depending on the type of technology of the water scheme e.g. solar system, hand pump etc.

3.2.4.5 From 10 - 15 years time

3.2.4.6 To be done into 3 phases for operation and maintenance, e.g.

\*minor maintenance

\*major maintenance

\*full operation and maintenance

### **3.2.7 DEVELOPMENT FUND**

#### **3.2.1**

3.2.7.1 Yes - understand the principle of loans and grants

3.2.7.2 Provided details structure of the development fund should be explained fully

### **3.2.8 DAMAGE CAUSED BY WILDLIFE**

3.2.8.1 Damage caused could be on:

\*windmills

\*water tankers

\*destruction of water point fences

3.2.8.2 Ministry of Environment and Tourism should compensate the damage caused by wildlife

3.2.8.3 Yes - the community will only assist to install the spare parts in terms of labour

### **3.2.9 SPARE PARTS AND FUEL**

3.2.9.1 Fuel are only available at regional store level, thus store should be extended to communal areas, the same apply to spare parts - stores

3.2.9.2 To be done through Agriculture Offices at regional and local levels or the Water Point Committees will decide

#### **Chairman:**

Maybe we can only ask the presenter of group 2 whether they have something for, correction

of what they feel is not spelled out very well or anything and then we go to group 3.

Parts which is damaged, the community will only assist to install those spare parts in terms of labour, but they won't be able to buy it.

This is a very serious report and presentation which we need in order to advise our community in the rural area

Mr Iyambo is again coming back from another commitment he had. Now we are going further with the presentation of group 3. You can take notes if you have any questions from group 1 or 2 and you can be given a chance to pose your questions. Okay, group 3.

### **GROUP 3: HOW TO IMPROVE THE SERVICE**

#### **COVERAGE:**

- The proposed quantity of water to be used/consumed by human beings, small animals as well as large livestock has been accepted
- The distance for both human beings and animals to the water point has been reduced 2,5km to 1,5km, 7,5km to 5km

#### **DEVELOPMENT FUND:**

- WPC should generate their own financial resources in order to help them to obtain the loan easily
- Applications should be made through DRWS (regional offices)
- The Directorate of Planning should manage this fund
- After the decentralisation of administrative functions of the government to the regional council, the fund can be managed locally
- The principle of fund is accepted

#### **DAMAGE BY WILDLIFE:**

- Communities should report to the DRWS
- The DRWS should in turn investigate and report to the Ministry of Tourism and Wildlife
- The game fencing should be properly maintained to prevent animals (wildlife) from leaving the park by the Ministry concerned

#### **SPARE PARTS AND FUEL:**

- Government must set up shops to stock the parts and fuel as it is being done with seeds and fertilisers so that the community can come and buy

#### **NATIONAL ORGANISATION STRUCTURE:**

- The structure as proposed in the preparatory workshop has been accepted
- However, a closer co-ordination of activities in the region between all institutions (e.g. ministries, NGO's etc.) should be maintained

#### **COMMUNITIES RESPONSIBILITIES AND COMMITMENTS:**

- Cleaning of the environment and facilities (e.g. trough)
- Doing of minor repairs to the facilities (e.g. taps, small leakage's)
- Replacement of rubber seals
- Purchasing of fuel at the cattle poses but not at community water point for human

consumption

- The key of safety valves should be given to the communities in order to stop/prevent major leakage's and water wastage

#### **GOVERNMENT RESPONSIBILITIES AND COMMITMENTS:**

- Supply of water through boreholes, canals, hand pump and earth dams
- Rehabilitation of water sources (e.g. boreholes, canals, earth dams and pipelines)
- Major repairs and replacement (e.g. water tanks, pipes, cattle troughs, washing basins)
- Training of Water Point Committees and caretakers
- Monitoring of main pipelines, canals, boreholes and earth dams
- Purchase of fuel for community water point that are using engines
- Financial assistance from the Development fund
- Facilitate the establishment of WPC
- Fencing of earth dams and setting up cattle troughs and setting up filter/purification plants and storage/reservoirs
- Desalting of natural lakes

#### **HOW TO IMPROVE THE FUNCTIONING OF WATER POINT**

#### **HOW TO IMPROVE THE RURAL WATER SUPPLY SERVICE IF THERE IS A PARTNERSHIP BETWEEN THE GOVERNMENT AND COMMUNITIES:**

- Community water supply plans to be submitted to the government
- Technicians should work together with the community in determining the sites of water course, source and points
- Community to assist in digging of branch lines (i.e. contributing labour)
- Engineers to heed the advice from the community in designing the shape, depth of pipelines and earth dams

#### **Chairman**

We are with the time. We have only five minutes left before we break for tea. I think from tea we take 30 minutes to pose our questions and comments.

If a group wants to comment or make some questions, then you are free, but before you pose your questions, you have to mention in which group you have a question, so that the presenters can know whether he has to report, therefore I would like to call all those people who presented to come forward so that they can be ready for answering these questions.

#### **Question:**

I have a concern about these earth dams. There was a mention of trying to determine the depth and the height, I mean the shape, but I was thinking that maybe the dams could help us with economic activities, so maybe we can have sort of earth dams which are specially designed to help in economic activities and these earth dams can have small purification facilities and have even secondary storage facilities where you can have perhaps a stand where you can have 32 000 litre tanks and an engine to take the water up there and this water can be taken a certain distance to other areas to help in economic activities.

It is a question to group 3, because they went up only to fencing and setting up of cattle troughs.

Mr .....is saying that this question is looking at it from another angle, so he feels that it should be an additional point of how the services could be improved and not be looked at as a question. Because if it is a question and it is a technical issue and should be dealt with in the Central Water Committee, not here.

It is a very important point, we can put it in group 3, there where we want the improvement, but I find it also very appropriate if we can remember it and put it into the recommendation and summary of the workshop tomorrow.

It is important to remember it, but it is very easy to forget it. So I want the group 3 people to put it there on their presentation so that when we do the recommendation of the workshop, we are going to use the flipcharts so that we can find it there. So all the changes that is brought forward, should be made on the flip charts.

**Question:**

Councillor Kantoma is feeling that it would not be wise if we have to concentrate with the questions on 1 group, because the presentations were also done, all of them throughout, so we have also to just ask the questions throughout, as long as the person who ask the questions indicates to which group his questions is related to. That is his suggestion that he is feeling.

I think that it is accepted.

**Question:**

I have two questions on group 3. The first one is on the question of 1.5km distance of collecting water from the water points. I don't know on which basis this measurement has been calculated, whether they have taken into consideration the number of people that are likely to benefit from the water point and whether the people that will be in the radius of the 1,5km will be able to manage and maintain or operate the water point.

If the walking distance is then in a range of 1,5km and then the contribution of the consumers would be minimal to the extent that the contribution will not be enough to enable the maintenance of those facilities.

My second observation from group 3, some few contradictions because in the first of their presentation they said the community and government commitment they have proposed that government should establish stores of selling spare parts to the water point committees, but mainly they are referring to the agricultural offices where the seeds and other agricultural or small instruments are being bought.

In the commitment in which they indicated fuel, they mentioned that the government should remain with the responsibility of buying the fuel.

My third question goes to group 1. That is in connection with the operation and maintenance by the water point committee. They projected that the committee will be in a position to maintain and operate these facilities by the year 2000. Is this a realistic estimation brought for the plenary to look into it.

The group did not bring any point on surface to indicate to us how they failed to handle that issue properly. We can base any argument.

**Chairman:**

Those are the three questions, one in group 3 and two in group 1.

**Answer:**

The assistance we are talking about, we were mainly looking at the situation in those areas

specifically where you have those marginalised group of communities for example people that we call the Bushman, who cannot have their own income, completely they cannot have an income at all.

To supplement to the answer you have given about fuel, we have talked about two categories of fuel here. The fuel that is consumed or used by the machines that give benefit to the commercial farmers and we were looking of course at commercial farmers who are able to buy fuel for themselves. Another category of fuel is that one that is being used by machines that are meant to benefit those communities that have no income at all.

The position the group has held to think of determining 1,5km walking distance for drawing water from the water point, was merely based on the fact that we would like to reduce the walking distance of those communities. Of course we are aware that it may affect the contribution but our main focus was actually to avert the crowding of our communities at those water points.

**Question:**

But radius affect the contributions. Once you introduce the 1,5km radius, you also contribute to the reduction of the contributors to those water points.

**Answer:**

The less people you have, the less maintenance problems occur.

**Question:**

Councillor Kapia is saying that the projections for two, that how do they believe that the full cost recovery will only be realised by the year 2020. That is when the community will be in full position to have the ability to operate and maintain all the facility. It will be a starting point. Is there anybody going to be alive by then.

**Answer:**

Maybe to make it short, we felt that when it comes to the situation of boreholes, any type of boreholes, we cannot suggest anything when it comes to full cost recovery. We are afraid that boreholes is something which is very expensive when it comes to maintenance. We see the situation of our community, not farmers, but our community. We can't be able to have all the necessary machines or facilities to take even something when the borehole breaks. To repair it is very costly and we suggest that it is better for the government to have this responsibility, although we have taken the ball to all of us, so that we can see if we can suggest which year maybe the community can take responsibility for full cost recovery on boreholes.

**Question**

To look at the question of percentage of the water point committee that is already operational or functional.

Put it in English, the explanation of the year 2000, mean that more water point committees, in the year 2000 they will be able to run their affairs to make sure that from now, up to the year 2000, all water point committees are well trained on all affairs related to the water points. Thank you.

**Answer:**

Maybe on the question of percentages, on how many people are maintaining their water points at this stage, there was no any survey done as to how many people are doing it, but

that was mentioned in the group by the participants there are already some people who are doing it, and that is a fact. What is important here is that we look at an issue we set the pre-condition that communities will only accept the responsibility if people are trained and water point committees are in place. It should be understood that there should be a time from now for that to be done, that's why we didn't put it at the year 2000. It is not that we base the year 2000 on the number of people who are doing it now and the number who are not doing it, but it is only to give time for the pre-conditions to be met. That was the reason behind it.

**Question:**

I was just apologising for coming back, if I don't irritate group 1, to 3.1 and 3.2 on community commitment and government commitment. Because under community commitment they have made provision of piped water by the year 2000, hand pump, windmill, solar energy, diesel engine, whereas with the government commitment they just referred us to the structure that they have kept on to explain to us and say regional government should be squeezed between line ministry and regional development committee.

I just wanted to know also what they understand by this word commitment because there are sort of inconsistencies as far as the word is concerned. Maybe I misunderstand the word. My understanding was the word commitment is not really in reference of the structure as such. It should be in terms of what resources does the government commit in as far as the water point is concerned. Would it commit some financial resources, human resources and the rest. That was my simplest understanding, but here it refers to the structure.

**Answer:**

This has something to do with the note taking. Because what was mentioned there, the question was put the government commitments and then on the development structure the question was what should the relationship be between the water committees and the development committees. So what the presenter was suppose to explain is the relationship between the development committees and the water committees. And we said it is only as indicated here that actually the water committees will be sub-committees to the development committees. That is all what we referred to, because that was only the question that was asked. But he did not explain why he was saying it as it was indicated there. That is only what the mistake was. So the explanation on the chart here is that the water committees and the development committees have to work together but then the water committees will be sub-committees to the development committees. As simple as that.

**Question:**

Mr Nehemia what was the question that lead you to this answer, have you had some questions.

**Answer:**

Yes, the question is what should the relationship be between the water committees and the development committees. That was the question.

**Question:**

So it has nothing to do with government commitment.

**Answer:**

It is a government commitment in the sense that government must make sure that that relationship is there. It is the commitment of the government to make sure that the committees are set up and that they have a relationship.

**Question:**

Councillor Handowa is just saying that she is not feeling well that group 2 presentation just passed without any comment or question or any observation from the house. She wanted to stress that if the presentation was fantastic then it deserves the applause. If it was not good, then the house should come out and make comments. That is just a spelling error, it is a minor thing.

**Answer:**

She just said that the two points are not the same. The first one talks about windmill damage caused by elephants as an example. That was just an answer to the question which was one of the leading questions, which ask to say what is the extent of damage caused by wildlife in this area. The participant felt that the extent of damage that you find in the windmill, of course we also went to the extent of talking about the other water tanks that you find at some other water points and mainly the culprits are elephants in this case and then the second answer which answer to say Ministry of Wildlife, Conservation and Tourism should compensate for the damage made by those elephants. This is just the answer handling the damage by wildlife, what the community would actually like to see. In all cases of damage the Ministry of Environment and Tourism should be held responsible for the compensation of the damaged parts at those water points. These two points are not the same, neither are they similar.

While councillor Kyoni is still rephrasing the sentence, on the same discussion I am sure I am not going to waste time, there was also a mention of, because there was only a mention of damage caused by human beings and elephants and wildlife. There was also a discussion in the group about the damage that might be caused by livestock, say for example cattle. And this was left to be handled by the Water Point Committee themselves. We felt that you can not necessarily hold somebody responsible for damage simply because he owns this cattle, to pay for the damage, but the committee might have to decide what to do with those cattle that might cause damage to the water point or facilities.

**Answer:**

Through the chair, I can maybe make an attempt to answer councillor Katomas concern. The question was on the development fund. He asked as to why the committee has just mentioned that the development fund structure has to be explained in details and fully, as whether that on its own answered the question on the development fund which is in this case the loan, and soft loans and the grants.

I was just saying that the discussion we had on this question was that the ministry would obviously be responsible to manage this development fund and that what is required for the water point committee is to have the full detailed explanations as to what is contained in these soft loans or grants. If there are any conditions to the loans to be granted to the Water Point Committee, this information has to be disseminated to the Water Point Committee, the moratorium period has to be mentioned and the modes of payment of the loans, so maybe we did not explain this on the flip chart, but that was our position.

**Question:**

When you are saying that development fund should be used to give either grant to those communities who were investigated that are doing there work harder. If the communities are not doing their tasks then they cannot be given grant or soft loans. I think it was the answer to that question.



**Answer:**

We should make up a new chart for the proposed new structure that the regional council should fall in line with Cabinet and line ministries because these are all government bodies and then the committees that is made up of people from different communities, should fall in line as they are, also as it was with the lines to the Cabinet and the line ministries, controlling the donors and NGO's under them and now helping with the implementation and the evaluation with the communities.

**Chairman:**

Honourable councillors, dear participants, ladies and gentlemen, we have come to the end of the day. I would like to thank you all for your participation and hard work you did. I wish you a good rest and we meet tomorrow morning eight o'clock. Thank you very much.



## REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

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### 10.0 RECOMMENDATIONS AND SUMMARY

**Chairman:**

Good morning ladies and gentlemen. We are here on the last session of our workshop here and this morning we are waiting for recommendations and summary of the workshop. It is suppose to be done by Mr Nghipandulwa but instead we have Mr Eysellein who is going to conduct the summary of the workshop. Therefore, I invite Mr Eysellein to come forward and make his recommendations to us.

Mr J Eysellein, Deputy-Director

Regional governors, councillors, headman, ladies and gentlemen, I am Jurgen Eysellein and I am the Deputy-Director, Rural Water Supply North and my responsibilities also include water supply to the four regions here.

A summary of recommendations of all the working groups will be taken up in the minutes of this meeting and the minutes will be given to all the participants of this workshop. The recommendations of this workshop will be taken up in the national document and will be presented at the national wrap-up workshop in Swakopmund.

The principle of cost recovery is accepted with the following conditions:

- proper training should be given to water point committees before community management and cost recovery is accepted
- must be transparent
- legal status be granted to the committees

The second point is the organisational structure. The organisational structure is accepted with the following amendments:

- The committee should not fall directly under the regional councils and line ministries because they are governmental institutions
- There should also be a link between the regional councillors and the National Planning Commission
- The committees should have advisory and supportive roles

And then regarding the legal status of the Water Point Committees:

- By-laws must be instituted to protect the poor and the minority groups
- The Water Point Committee should have the right to administer public money
- The Water Point Committee should have the right to legal representation
- Should have the right to work together with the police and take abusers to court
- Should be in accordance with State rules as existing laws

**Community contributions:**

The Water Point Committee is responsible for the collection and control of funds and contributions can be in money, labour or livestock or in kind.

**Phases of contribution:**

It was recommended in the plenary that the responsibility for operation and maintenance could be started with by the year 2000, while the period to full cost recovery could be 10 to 15 years.

**Coverage:**

- Quantity - Minimum levels accepted:
- There should be 15 litres per person per day, 45 litres for large stock and 12 litres for small stock
- It was also proposed that the minimum distance from water point for people should depend on the waiting term and where there are many people it should be reduced to 1,5 km
- Distance for livestock 5km

**Sharing responsibilities:**

GRN	COMMUNITIES
Major repairs	Upkeep of water point
Training	Minor repairs
Subsidies	Subsidies/cross-subsidisation
Planning	
Siting of boreholes/water points	
Extension service	Maintaining committee structure
Replacements	
Rehabilitation	
Development fund	
Desalting of natural lakes (dams)	

**8. MISCELLANEOUS**

- Training should be in local language and at a level which is understandable
- Only communities with functioning WPC's should be eligible for support from development fund
- The ministry to establish outlets where spare parts and fuel can be purchased
- GRN to consider establishment of more earth dams

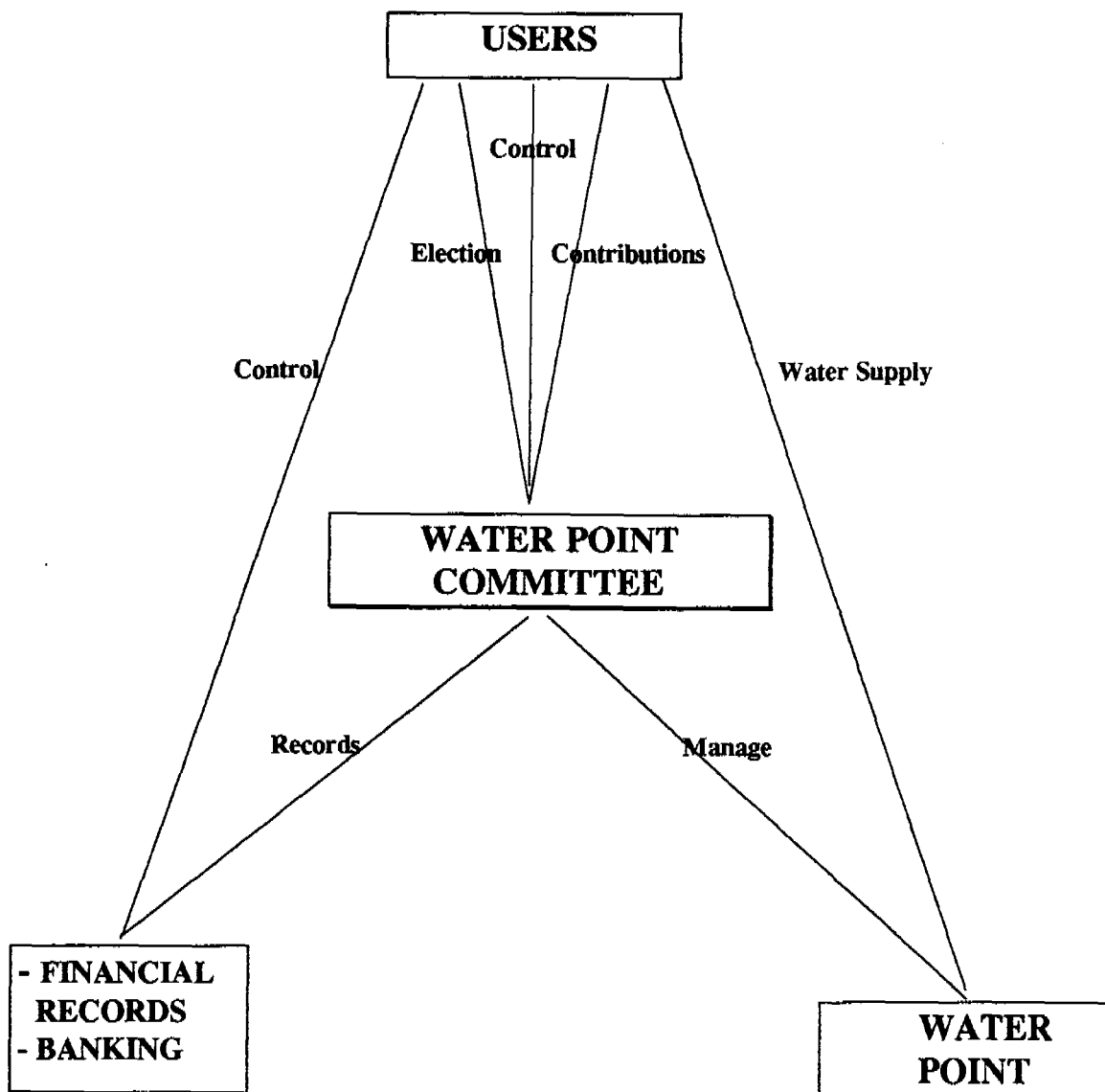
**NATIONAL AND LOCAL ORGANISATION STRUCTURES**

**PRESENTATION OVERHEADS**



# REGIONAL WRAP-UP WORKSHOPS ON COMMUNITY MANAGEMENT OF RURAL WATER SUPPLY

## COMMUNITY STRUCTURE



## SIAPAC HANDOUT - OMUSATI REGION

### INTRODUCTION

**How many households were interviewed?**

200 Households, plus 2 small discussion groups

**How many communities were randomly selected for interviews?**

30 Communities, plus 2 small group discussion communities

### CURRENT LEVEL OF SERVICES

**How much water do people use?**

About 6.3 litres per day

**How much water do people need?**

About 15-25 litres per day

**How much water does livestock use compared to people?**

In all 200 households, all the livestock used 4.3 times as much water as all the people

**How many households often have problems with water?**

39.2% had problems in the past 3 months

76.9% usually have problems

### COMMUNITY MANAGEMENT OF WATER

**How many communities have water point committees?**

11 of the 30 communities in the survey

**Do communities want to locally manage their own water supply?**

Almost all respondents (92.0%) said yes

**What do communities want before they are willing to take over and locally manage water supplies?**

They want to be involved in decisions about their water supply from the beginning

They want to elect their own democratic committees

They want to be trained

### CONTRIBUTIONS

**Do people contribute labour or money for local development projects?**

9.0% Have contributed money

22.2% Have contributed in-kind

9.0% Have contributed labour

**Do people feel that water should be contributed for?**

- Just over half (54.2%) had positive attitudes about contributing for water
- 2.0% said they would never contribute. 98.0% said they would
- 66.0% of all respondents felt that livestock owners should pay more for water

**What do communities want before they are willing to contribute for water?**

- Water which is not too far away
- Good yields
- Consistent yields

### AFFORDABILITY

**What about households that cannot pay for water because they have a *temporary* setback?**

Almost all of the respondents said that the local community should decide. Only 4.5% felt that Government should pay for them.

**What about households that can *never* afford to pay?**

Most of the respondents felt that local solutions could be found, while 16.5% felt that Government should pay for them.

## **SIAPAC HANDOUT - OSHANA REGION**

### **INTRODUCTION**

**How many households were interviewed?**

200 Households, plus 3 small discussion groups

**How many communities were randomly selected for interviews?**

30 Communities, plus 3 small group discussion communities

### **CURRENT LEVEL OF SERVICES**

**How much water do people use?**

About 8.3 litres per day

**How much water do people need?**

About 15-25 litres per day

**How much water does livestock use compared to people?**

In all 200 households, all the livestock used 6 times as much water as all the people

**How many households often have problems with water?**

4.5% had problems in the past 3 months

39.4% usually have problems

### **COMMUNITY MANAGEMENT OF WATER**

**How many communities have water point committees?**

10 of the 30 communities in the survey

**Do communities want to locally manage their own water supply?**

Two-third (61.5%) said yes

**What do communities want before they are willing to take over and locally manage water supplies?**

They want to be involved in decisions about their water supply from the beginning

They want to elect their own democratic committees

They want to be trained

### **CONTRIBUTIONS**

**Do people contribute labour or money for local development projects?**

18.6% Have contributed money

33.3% Have contributed in-kind

16.5% Have contributed labour

**Do people feel that water should be contributed for?**

- Almost two-third (65.0%) had positive attitudes about contributing for water
- 6.0% said they would never contribute. 94.0 % said they would
- 62.0% of all respondents felt that livestock owners should pay more for water

**What do communities want before they are willing to contribute for water?**

- Water which is not too far away
- Good taste
- Reliability

**AFFORDABILITY**

**What about households that cannot pay for water because they have a *temporary* setback?**

Half of the respondents said that the local community should decide. The other half felt that Government should pay for them.

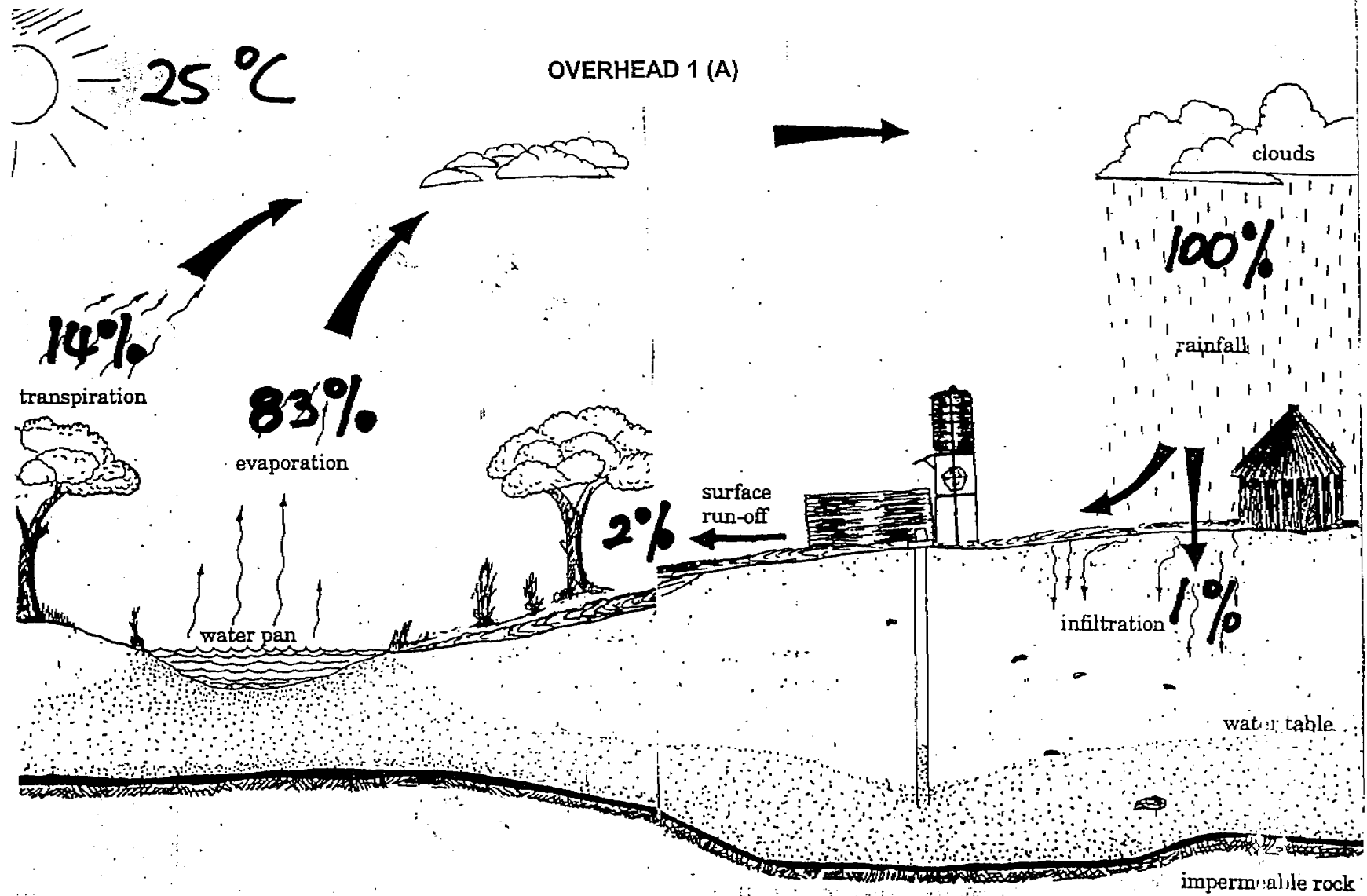
**What about households that can *never* afford to pay?**

One-quarter felt that local solutions could be found, while three-quarter said that Government should pay for them.



**COMMUNITY MANAGEMENT NATIONWIDE**

**PRESENTATION OVERHEADS**



**Table 2: 1995/96 Identified Expenditure by Sector & Source of Funding**

No.	Code	Name	constant 1995/96 N\$ thousand			TOTAL
			GRN	Donor	TBF	
7	POP	Population in Development	0	1,848	0	1,848
8	LAB	Labour & Employment	200	100	0	300
10	AGR	Agriculture	59,650	40,429	0	100,079
11	RDV	Rural Development	2,050	1,732	0	3,782
12	FIS	Fisheries & Marine Resources	2,420	39,060	0	41,480
13	FSN	Food Security & Nutrition	748	3,596	0	4,344
14	L&F	Land & Forestry	9,020	9,297	0	18,317
15	T&W	Tourism & Wildlife	3,300	0	0	3,300
16	ENV	Environment	0	5,580	0	5,580
17	T&I	Trade & Industry	10,000	0	0	10,000
18	MIN	Mining	2,200	64,744	0	66,944
19	EGY	Energy	5,507	12,642	0	18,149
20	T&C	Transport & Communication	5,818	100,929	0	106,747
22	E&T	Education & Training	59,750	87,521	0	147,271
23	HLT	Health	43,992	45,918	0	89,910
24	SOC	Social Welfare	5,420	808	0	6,228
25	W&S	Water & Sanitation	60,680	34,128	0	94,808
26	CUL	Culture & Sport Development	14,100	525	0	14,625
28	RLG	Regional Development & Local Government	44,424	0	0	44,424
29	H&S	Housing & Settlement	34,250	0	0	34,250
30	LIS	Law, Justice & Security	47,658	0	0	47,658
32	GOV	Government Services	47,455	35,486	0	82,941
TOT			458,642	484,343	0	942,985

OVERHEAD 2(A)

## RECOMMENDATIONS AND SUMMARY OMUSATI/OSHANA REGION WRAP-UP WORKSHOP

1. The principles of community management and cost recovery is accepted with the following conditions:
  - Proper training is given to WPC's
  - Legal status is granted to committees
  - Committees must be transparent and accountable to the communities
  
2. **ORGANISATION STRUCTURE**

The organisation structure is accepted with the following amendments:

  - The committees should not fall directly under the government institutions
  - There should be a "soft link" between regional council and NPC
  - Traditional authority to have advisory and support role
  
3. **LEGAL STATUS OF WPC's**
  - By-laws to protect poor and minority groups
  - Rights:
    - \*To administer public money
    - \*To legal representation
    - \*To work together with police and take abusers to court
  - Punishment to be in accordance with set rules (as existing laws)
  
4. **COMMUNITY CONTRIBUTIONS**
  - WPC responsible for collecting and controlling funds
  - Contributions can be money, labour or livestock
  
5. **PHASES OF CONTRIBUTION**
  - Community to take responsibility for operation and maintenance by the year 2000
  - Depending on technology, full cost recovery ; 10-15 years
  
6. **COVERAGE**
  - Quantity - Minimum levels accepted:
    - \*15 litres per person per day
    - \*45 litres large stock
    - \*12 litres small stock
  - Distance from water point for people should be 1,5km (2,5 km) Depending on the number of people and waiting time (many people 1,5km)

- Distance for livestock 5km

## 7. SHARING RESPONSIBILITIES

### GRN

Major repairs

Training

Subsidies

Planning

Siting of boreholes/water points

Extension service

Replacements

Rehabilitation

Development fund

Desalting of natural lakes (dams)

### COMMUNITIES

Upkeep of water point

Minor repairs

Subsidies/cross-subsidisation

Maintaining committee structure

## 8. MISCELLANEOUS

- Training should be in local language and at a level which is understandable
- Only communities with functioning WPC's should be eligible for support from development fund
- The ministry to establish outlets where spare parts and fuel can be purchased
- GRN to consider establishment of more earth dams

## ATTENDANCE LIST: OMUSATI/OSHANA REGION

<u>NAME</u>	<u>POSITION</u>	<u>FROM</u>
Isaac Itembu Mary	RWEO	Oshakati
S P H Amusheya	Reg Councillor/Oshana	Unkudlinga
J Indongo	Farmer	Uuvudhija
A Ndjakukamo	Senior headman	Ogandjera
Selma Lot Kasamane	Church leader	Okatyali
Job Sheehama	Traditional leader	Onawakandjengendi
Oskar Tuuso	Hendemene	Oshana
Anguku Erick	LWC	Okaku Constituency
H-Andreas Kilosua	Headman	Okaku Constituency
L Katoma	Reg Councillor	Tsandi
K Tjijenda	Dev Planner	Windhoek
C H Kashuupulwa	Reg Councillor/Oshana	Okatana
B S Munalye	Regional Officer	Oshana
Tomas Vilho	Omeya	Okamule
Gideon Taapopi	Pastor	Oshana/Eheke
Gabes N Shivolo	Reg Exe Officer	Omusati
Thomas Nambambi	Reg Councillor	Ompundja/Oshana
S Kayone	Reg Councillor	Ogongo-Omusati
Kauna Ekandjo	SCC LO, DCD, MRLGH	Oshana-Omusati
G Andowa	Reg Councillor	Omusati
E Jona	Bus man	Omusati
J W v d Colf	Development planner	DRWS Windhoek
Elago Pinehas	Chief RWEO	Cuvelai
N L Mukuilengo	Governor	Omusati Region
W Iyambo	Regional head	Cuvelai
S Vatuva	Governor Oshana	Oshakati
R Haimbili	Councillor	Ongwediva
L Reilly	Engineer	Windhoek
K Tjijenda	Development Planner	Windhoek
P Endjambi	Regional Council	Omusati
A Kayola	Church leader	Oshana
L Imelda	Church leader	Oshana
J Uugwanga	Community member	Omusati
H Mbangula	WPC	Oshana
J Nakanyala	WPC	Oshana
S Shigwedha	Headman	Oshana
H Nujoma	Business man	Omusati
J Iipinga	Reg Councillor	Omusati
D Aludhila	Church leader	Oshana
A Kendjeke	Ohendem okomiti	Oshana
A Nehemia	CC RWEO	Cuvelai
P Iipumbu	RWEO	Cuvelai
P I Kapia	Reg Councillor	Oshana
V Simon	Business man	Omusati
S Vatuva	Reg Governor	Oshana

K Nghinaunye  
Kandy Nehova  
E P Shiimi

Special Assistant  
Reg Councillor  
Reg Councillor Oshana

National Council  
Oshana  
Ondangwa