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**AN ASSESSMENT OF EXPERTISE AVAILABLE
IN THE WATER SECTOR IN ZIMBABWE
BY NGOs AND CONSULTANTS**

MISSION IN ZIMBABWE
AUGUST 16 - OCTOBER 8, 1993



by Pascal PETER

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1. INTRODUCTION

The present study is based on interviews of representatives of various institutions and organizations working in water development in rural areas in Zimbabwe. It focuses on water supply for drinking purposes and sanitation. Further it pin-points expertise available in this field within Non-Governmental Organizations (NGOs) and consulting firms.

1.1 BACKGROUND TO THE MISSION

The last drought which affected several countries in southeast Africa points out that lots of people in rural areas have no easy access to clean water. Many organizations, specially NGOs implementing small-scale projects, have worked for many years to improve the situation, but so far the results have not met the expectations. Lack of expertise and inadequate collaboration between institutions involved in water development (governmental departments, NGOs, consultants...) were often offered as reasons for this limited success.

The mission took place in Zimbabwe from August, 16 to October 8, 1993. It aimed to verify the reasons assumed and to start networking actions in the water and sanitation sector.

The results of this study will be used in Zimbabwe by the people interviewed and/or who were present at the workshop and all professionals in the Water Sector interested in the Water Networking Process, and also in Germany by FAKT (Association for Appropriate Technology) and donor agencies (Bread for the World...) to focus their action toward their respective situation.

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1.2 OBJECTIVES

The overall goal of this mission is to assess the expertise available in local consulting services in (participatory) water and sanitation development for potential clients like churches and other NGOs.

The three objectives are namely:

- 1- Identify the needs of potential clients (Churches, NGOs) with regard to feasibility studies, implementation assistance, supervision and/or general technical advice in the field of water and sanitation. In addition, determine the status quo of existing expertise within the organizations that could benefit the others.
- 2- Obtain an overview of the available consulting services in the water and sanitation field, especially by:
 - specifying the background, capacity and experience of these services,
 - discussing their working methods and analysing problems encountered and deficiencies felt,
- 3- Organize a workshop to bring together the interested consulting firms and NGOs in order to :
 - get to know each other
 - present the respective service / organization and their works
 - define ways of collaborating and address deficiencies and possible solutions.

1.3 METHODOLOGY

The mission was divided into three main stages:

Stage 1: Interviews in Harare

The first weeks in Harare were spent in establishing contacts with the NGOs, church organizations, training organizations, freelance consultants and governmental departments working in the field of Water and Sanitation and in interviewing their representatives. The interviews generally lasted about one hour and were informal, but followed the guide-line below:

- 1- Set up a profile of the organization (field and area of work, structure, size...)
- 2- For implementing organization:
 - a- Does the organization conduct its feasibility studies itself or are they done by external partner consultants?
 - b- Who carries out the implementation and the supervision in the field?
 - c- Who carries out monitoring and evaluation?
 - d- How is the community involved in the process of a project?
 - e- What is the technical expertise available within the organization? What kind of work is delegated to external support?
 - f- What are the major problems encountered in the projects and what are the present needs of the organization?

- 3- For consultant:
 - a- Background and experiences in Water and Sanitation?
 - b- How is the community participation integrated within their services?
 - c- Previous contracts and collaborators?
 - d- What is their conception of feasibility studies and what are its main requirements?
 - e- What are the major problems encountered in past projects?

Included in this stage are also the observations gathered during the three following workshops in Harare:

- "Objectives-oriented project planning" - August 24 / 26
organized and moderated by GTZ
- "Maintenance of credibility in the development process" - September 7 / 8
organized by ZCC (Zimbabwe Council of Churches),
moderated by IRED (Development Innovations and Networks)
- "Water workshop - Water is Life Programme" - September 29 / 30
organized by ZCC,
moderated by ITN (Training Centre for Water and Sanitation)

Stage 2: Outside Harare

To complete and verify the information gathered mainly in head offices in Harare, a field trip around the country was done to meet, representatives of regional offices and local NGOs, and district officials. During the trip some projects were visited and villagers were interviewed.

Stage 3: Workshop in Harare

This workshop served both as a conclusion to the survey done in Zimbabwe and a "kick-off" to induce a cooperation process and to emphasize a mechanism of networking in the field of Water and Sanitation. The workshop was held on October 7 and was sponsored by GTZ. The list of participants is in the appendix 6.2. An account of the workshop is presented in section 2.4.

1.4 STRUCTURE OF THE REPORT

This report consist of five sections and appendices. Section one contains the introduction. The next section describes general background of the respondents interviewed, details of the field trip, and a report of the workshop in Harare. The third section contains the findings and observations accumulated during the mission. During the survey major problems with maintenance and the neglect of rainwater harvesting as a potentially beneficial technique were identified. These points are also discussed in this section. Section four incorporates the conclusions pointing out strengths and weaknesses perceived in the field of water expertise. Finally, section five proposes recommendations learned from the overall analysis and from successful initiatives of organizations in Zimbabwe.

In the appendices are the list of people interviewed, the list of the workshop participants, the basis of a "Water Directory in Zimbabwe" containing information on water expertise (this is only a first draft that should be updated regularly), and newsletter references.

2. BACKGROUND TO INTERVIEW PARTNERS

During the mission forty-seven people were interviewed and eleven attended the workshop; the detailed lists are attached in appendices 6.1 and 6.2. Out of the forty-seven interviews:

- 32 took place in Harare
- 7 in Bulawayo
- 2 in Bonda
- 2 in Mutare
- 2 in Chivi
- 1 in Masvingo
- 1 in Zvishavane

With the interviews and the workshop twenty-four different NGOs and four consulting firms were reached. Also four government officials, two GTZ representatives and one UNICEF representative were met. All details of these organizations can be found in the Water Directory in the appendix 6.3.

2.1 NON-GOVERNMENTAL ORGANIZATIONS

80 % of the NGOs interviewed have a head office in Harare, but work in various provinces of the country and have a regional office in most of the provinces. The remaining organizations operate in few districts in only one or two provinces.

The distribution between indigenous NGOs and international organizations interviewed is almost equal. But all of them receive foreign funds. The activity of 80 % of these organizations is not limited only to water development, but extend also to different sectors related to general rural development (i.e. agriculture, housing...). The remaining organizations concentrate their efforts in water supply and sanitation, some in training, others in large programmes such as upgrading of family wells, etc.

These NGOs can be classified into two major categories:

- NGOs which implement projects, representing the two third of the total.
- Other NGOs (information and training services, networking organizations, funding agencies) making up the remaining third.

The size of the implementing NGOs varies; either they are small team with about 10 to maximum 15 staff members and limited means, or the organizations are then much bigger employing more than 50 people and some even having more than 100 permanent staff. Generally those big organizations have important head offices, and many vehicles. The smaller NGOs represent about 25 % of the implementing NGOs.

2.2 CONSULTANCIES

The survey concentrates on small size consulting firms or freelance independent consultants able to work with NGOs. Out of the four organizations met, two are small companies of less than five consultants, and the other two are freelance consultants. They generally work for governmental and international water development projects but also have some experiences with NGOs.

They are all located in Harare but work all over Zimbabwe and have also contracts in other African countries.

2.3 FIELD WORK

The field trip lasted ten days. Fifteen interviews were conducted and two projects were visited. The itinerary included Mutare, Bonda, Masvingo, Zvishavane, Chivi and Bulawayo. The first visit was to Gwenombe school in Zvishavane district where the Zvishavane Water Project produced a rain water harvesting system based on rock catchment and a tank. The second visit was to the Chivi district to see the Chirogwe dam, a project of the Lutheran Development Service, and several water points in this area. Examples from this field trip illustrate the findings in section three.

2.4 WORKSHOP REPORT

2.4.1 OBJECTIVES AND METHODOLOGY

The primary goal of the workshop was to bring together people active in the field of Water and Sanitation to develop collaboration and team-work and to emphasize a mechanism of networking. Metaplan, a communication tool, was used to conduct the workshop. Cards on which the participants write down all their ideas or statements said during the discussions were pinned on different boards to conserve all information obtained. The workshop was split into three main steps:

- 1- Identify the organizations' strengths, abilities and needs.
- 2- Identify problems in water and sanitation projects.
- 3- Start to identify relations between the organizations' strengths and needs and between the projects' problems and the organizations' strengths.

2.4.2 FEED BACK

Step 1: Participant Analysis

In this session charts describing each organization's name, its field and area of work, strengths, specific expertise and needs were developed in groups. These charts will not be reproduced here. The information concerning the strengths and specific expertise obtained this way complete the data file of the organizations in the directory in appendix 6.3. Needs expressed by the organizations were analysed and discussed in the general findings of the survey in section three. After the discussion and clarification of the charts in small groups, each group then presented its summary in the plenary session.

Step 2: Problem Analysis

The second step consisted of defining together the different stages of an "Ideal Water Project" and then, for each stage, discussing the problems found in practice to learn from each other's experiences. A chart resulting from this session is reproduced and commented in section 3.4 of the findings.

Step 3: Objective Development

During this last step, we started to relate the needs expressed in the charts from step 1 and also the problems pointed out in the chart from step 2 to the strengths noted in the former charts. We could see that for a lot of problems, expertise or background is available from other NGOs or consultants to solve them. This confirms that the sharing information and networking could improve the efficiency and the quality of the work done by the NGOs.

Examples:

-Need of guide-lines to write proposals expressed in the chart "Project Cycle". Christian Care uses guide-lines for such work, also consultants offer to prepare the proposals.

-Lutheran Development Service expressed needs in the first session for more expertise in spillway design. Information could be shared with CADEC (Catholic Development Council) who presented dam design as a strength, also consultants could be contacted for this specific problem.

-Christian Care expressed need for training in sanitation especially construction of Blair Toilet. WaterAid not present at the workshop but found in the "Water Directory" could propose to share their experience in this field, etc.

2.4.3 CONCLUSIONS

In spite of the small number of participants and the short time available, expectations were mainly fulfilled, and the information shared is a good starting point with the "Directory" to develop exchange between NGOs and consultants. During the workshop a few "Broad Issues" were raised and could be classified into two categories:

1-Information and Communication:

-Strengthen the dissemination of information.

-How to follow up the networking.

2-Issues of Consulting:

-Transparency is required in promotion of consulting services, cooperation should be open and constructive.

-Established standards are not adhered to by project implementers.

These issues were not discussed but as they were also expressed during the survey they will be integrated into the next section.

3. FINDINGS

The following findings resulted not only from the analysis of the data collected during the interviews and the field trip, but also from information which come out of the discussions in the workshop. They are split into two groups: 1) the findings concerning technical expertise available within NGOs (3.1), by consulting firms (3.2) and in other services (3.3); and 2) other major issues linked with general expertise like project management (3.4), problem of maintenance (3.5) and lack of the use of appropriate technologies (3.6).

3.1 NGO'S EXPERTISE

About 50 % of the implementing NGOs have technical water expertise within their organizations. They employ water engineers and/or technicians with good background and/or experiences. The technical personnel is often also trained in courses proposed by organizations like ITN (Training Center for Water and Sanitation). These NGOs are generally big and have a specific water department. The rest does not have their own technical expertise for 3 reasons: 1) they are either big organizations but barely involved in water development, or 2) big organizations with water development programmes but lack experienced staff, or 3) small organizations without technical staff.

Expertise does not mean exclusively technical knowledge. It appears that several NGOs have managerial and communicative difficulties. The management of the community requests and its approach often cause problems. However big differences exist among the organizations. Some just collect the requests through governmental or church representatives and compile them in a general proposal for funding. Others perform baseline studies on a specific geographical area to perceive the needs, then conduct feasibility studies, write proposals and start implementation campaign. Different combinations of operation exist between these two extremes.

The first approach is inadequate concerning the studies, the relevancy of the request and the sustainability of the solution. Example: Community request: we need water! NGO answer: we can build a dam. But the dam is not equipped with a filter for drinking water. Close to the dam is a borehole equipped with a Bush pump but without any concrete apron and protection. It is very inefficient and the next one (about two km away) is broken. The villagers expressed gratitude for the dam which brings water for their cattle and allows some gardening, but they still worry about access to sufficient and clean drinking water. In this example, the exact need was not defined, communication was certainly not efficient and the solution proposed was inappropriate. This example is extreme and uncommon but gaps between the request and the project results happen often.

The second approach emphasizes much more preparation, studies, community needs assessment. Example: After intensive studies involving the community closely the need was identified as potable water. The hydrological situation and the constraint of the water table depth point to drilling boreholes as a solution. The campaign started, a water committee was established in the community, but no funds were raised for future operation and maintenance cost. The ownership of the water point is not clear and dependency takes place easily. Here, in spite of a proper preparation, the solution is brought in from outside. In this case, even if the solution seems to be more appropriate, the sustainability is still questionable.

Other difficulties often heard also relates to project management: How to write complete and valuable proposal? How to monitor a project efficiently? How to be administratively competitive? Generally no procedure exists saying how projects should be run. When the organization becomes too big, overhead costs also increase. In other organizations the problem lies with the lack of resources and/or appropriate staff.

3.2 CONSULTANCIES

Apart from the well established big engineering companies in Harare working on governmental contracts or with the private sector like commercial farms, there are also small consulting firms which offer services in technical and socio-economic aspects related to water. The ones interviewed have extensive and diverse experiences either in the technical field of water supply and sanitation including all kinds of feasibility studies or on baseline studies, proposal writing, evaluation, or in both areas. They seem to be knowledgeable in rain water harvesting but do not have enough practical experiences.

Often the NGOs have poor impressions of these consultants because their services are not free or as cheap as governmental services. These freelance consultants charge reasonable fees for their services. The NGOs do not seek consulting services, but changes are slowly taking place with some of them starting to use these services since they saw the results and how profitable it is for the communities themselves.

3.3 OTHER SERVICES

Almost all the NGOs depend on the expertise of governmental agents (District Development Fund, Department of Water, Agritex...). It is a sign that the cooperation between NGOs and the government works well. But the service provided is not always satisfactory (e.g. inadequate design of dams and cisterns) and often the problem of availability occurs (the NGOs often have to wait for a while until a government officer is available). Also almost all the NGOs rely on government resources for the training of the community and for the maintenance follow up (see next section about maintenance). When the dependency on governmental service becomes excessive, the NGOs will be unable to maintain the control of their projects, and will lose their ability to be innovative, and their specificity of being "Non-Governmental".

The use of government services is also encouraged by the fact that their services are generally free of charge or of very low cost. This advantage is enormous indeed, but the result should be carefully analysed. Sometimes it could be better to hire a full or part time technician or engineer, or employ the services of consultants to run the projects in a better and more time effective way just to be sure of valid results than to use free and unreliable services. The rate of return of an investment is completely absent in most of the NGOs' considerations. This is confirmed in a few NGOs by their external audits which recommended the appointment of a water engineer.

Zimbabwe is a country with many organizations providing expertise in the various water related fields, mainly well, boreholes, pumps and well protection, Blair or VIP (Ventilated Improved Pit) toilet. Constant research effort is also done in these areas. Organizations like ITN, University of Zimbabwe, and also NGOs like WaterAid provide excellent training courses. Also water engineers with a degree from the University of Zimbabwe are available for hiring.

Expertise is not only available within the implementing NGOs, training organizations, and from the consultants. It exists many other organizations in Zimbabwe whose aims include close collaboration and networking, not only specifically in the water field but also in other areas of the development work. ITDG (Intermediate Technology Development Group), IRED (Development Innovation and Networks), and NANGO (National Association of NGOs) which organizes thematic forums, one of which is about water are such examples. Also there is a new initiative from GATE/ISAT (Information and Advisory Service on Appropriate Technology, a department of GTZ) which will start a new kind of information centre for English-speaking Africa in Harare to facilitate the dissemination of information and the networking process. There are structures in place but they are obviously under-used and the flow of information is still not efficient. "The communication among the NGOs requires a lot of efforts" as commented by one project officer.

Last but not least the government provides structures like the sub-water committee at different levels, district, province, national. The NGOs are not very involved in these structures. The fact is that there is little information in circulation and that decisions are difficult to be made on time, if at all. Nevertheless it is a structure offering possibilities for exchange of information.

3.4 PROJECT CYCLE

The chart "PROJECT CYCLE" elaborated in the second session of the workshop is reproduced on page 10. By doing this exercise we have in mind two purposes. First, define the different stages of an "Ideal Water Development Project" and check if the present NGOs go through all of it and if so, how. Secondly, point out the major problems encountered during the progress of the projects. It was found that the major problems occur at the following "crucial stages":

- The PERCEIVED NEED linked with the COMMUNITY MOBILIZATION
- The PROJECT PROPOSAL linked with the SOURCING OF FUNDS
- The OPERATION AND MAINTENANCE

Most of the problems identified in this chart confirm the findings of the interviews, such as project management, maintenance, adequate staff, etc. New difficulties were identified such as the relationships with the donors concerning problems of project proposals and funds. The statement of "No Particular Problems" for the Studies reflects the idea that either the NGOs are happy with the studies they do or with the ones done by consulting firms. The problems show generally that there is room to improve the efficiency of a project and therefore the quality of the results. They also show clearly that personnel resources and their expertise are important keys to success. This personnel could be from within the organization or be contracted from consultants.

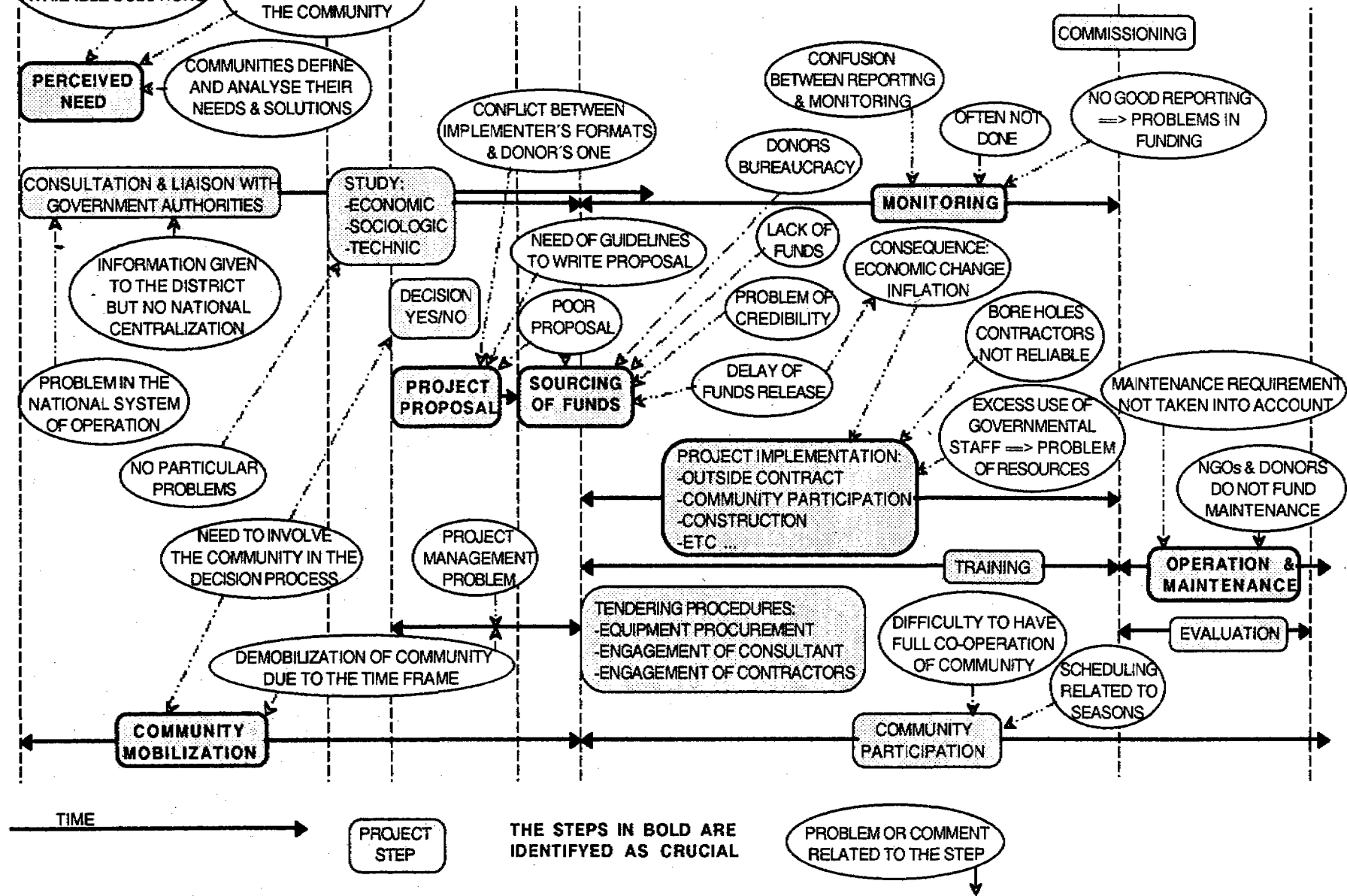
Time was insufficient to fully establish this chart; some stages were not analysed in depth like COMMISSIONING, TRAINING, EVALUATION. Nevertheless this chart serves as a tool for monitoring the progress, before and during a project, and to see if all the stages and problems are fully anticipated. General remark: Often the 4 stages - NEED PERCEIVED, STUDY, DECISION and PROPOSAL - are condensed. For small projects this may be adequate, but for major programmes it becomes a problem, causes confusion and induces inefficiency.

3.5 MAINTENANCE AND SUSTAINABILITY

We have seen that the problems are not how to built safe and protected wells, or how to train the families to built VIP Toilets since a lot of expertise and literature exist in the country. The weak points are not of a technical nature. We will see now that ownership and maintenance of water points are strongly linked to the project management itself and that they are the major keys for success in the development process.

PROJECT CYCLE

10



CHART

The following statement was often heard during the survey: "The success of the project in the long term depends on the motivation of the community and mainly on the efficiency of the water committee". On the other hand, implementers ask within reasons that communities participate in the project. The communities sometimes refuse such participation knowing that they could receive almost the same service from somebody else with less involvement. This should be seen not as a result of the various NGOs' approaches, but rather a lack of motivation and awareness of the community, right from the beginning.

Maintenance of water point is often identified as the major problem. The existing "three-tier handpump maintenance system" (*) set up by the government with the role of the "Pump Minder" is not working effectively. The government itself recognizes this problem. The NGOs relying on this system only add to the number of failures rather than help to improve the situation.

Pilot projects developing Community Based Maintenance to integrate in various ways the problems of maintenance and operating costs with the awareness of the community are in place. DDF with UNICEF are involved in a project in the Chivi district, World Vision has great success in Mashonaland East, and in Tsholoshu one community does raising its own funds for maintenance. Community participation does not only mean people performing manual work in the implementation phase! These initiatives are very interesting and a lot can be learned from them.

Another aspect influencing the sustainability of a project is the ownership of the water point. "The water belongs to everybody" said someone, but who owns the water point? Since maintenance by the government provides a powerful means of control, the community says the well or the pump belongs to the government or DDF. When the presence of the implementer is important, which is quite unavoidable for drilling boreholes for example, the villagers say that since the water pump was installed by the NGO "XY", it is then "XY's" property. The perception of ownership is even more difficult to define when the community itself does not pay for the major investment cost, what is often the case. Interesting experiences in the transfer of property and co-ownership were reviewed by Water Workshop - Dabane Trust. Other studies show that the spirit of ownership of a water point equipped with windlass is increased when the community has to buy the chain and the bucket. The proper understanding of the ownership of the water point is also a key to facilitate the resolution of maintenance issues successfully and to reduce the dependency of the community on outside resources.

* This system is organized as follows: -Tier one: the water committee at the village level is in charge to carry out the preventive maintenance. -Tier two: the pumpminders trained by the DDF is in charge of supporting the communities and carrying the below-ground pump repairs. He works on one or two wards (about fifteen villages). -Tier three: a crew of DDF at the district level support the pumpminders and provides backup services.

3.6 APPROPRIATE TECHNOLOGY

As mentioned previously technical expertise is present in various forms and in a variety of organizations. But techniques developed and used for drinking water supply are limited to wells and boreholes. Only a few experiments were carried out in water harvesting. In general this technique is not popular, and is often seen as having a lot of problems such as contaminated water from asbestos in roof or from rock catchment, sandy soil providing insufficient water run off, reservoirs being too small for the long periods of drought, etc.

All these perceptions can be disproved. Asbestos in water is not damaging to health as shown by tests carried out in the USA. Asbestos is only carcinogenic when inhaled. Rock catchment can be cleaned, protected by a fence and a sand filter can be added if necessary. On sandy soils, the catchment can be built easily by using plastic liners or concrete slabs. For a family of ten people using rainwater only for drinking purposes, based on a consumption rate of two litres per person per day, a five cubic meters water tank or jar would be enough to cover a dry season of eight months. In Zimunya-Marange a pilot project with tanks connected to house roofs is implemented by the MDA (Manicaland Development Association) women centre. Near Mutare a tank of hundred cubic meters supplies enough drinking water to a farm and tourist lodging.

Rain Water Harvesting as shown is an easy technique. Indeed it needs careful handling to be reliable, but its cost is low and requires little outside assistance. It is more sustainable than techniques depending on spare parts. On the other hand, most of the abodes in the rural areas traditionally have grass roofs, making it difficult for rain water harvesting. But in the new settlements or in upgrading of houses using other materials, this technique can be used. ITDG has a special department working on building materials for a shelter programme. ENDA (Environment and Development Activities) is involved in developing new housing concepts. Expertise exists in diverse fields.

Major programmes are run by NGOs to construct dams for water for livestock and small irrigation schemes. These dams are not used sufficiently in association with wells downstream or with a special outlet equipped with a filter for drinking purposes. In addition wastage of water through carelessness and inconsideration (tap not turned off properly, over-watering of garden...) still happens where water is scarce. Not enough attention is paid to solve this problem. Saving water through sound and mindful habits may parallel finding a new water source.

4. CONCLUSIONS

The water activity is generally well developed in Zimbabwe. National water master plan, governmental structures like the NAC (National Action Committee), an active private sector due to a lot of private irrigation schemes, an university deeply involved in water development, and other reasons have certainly favoured the standard of present expertise available in the water sector. For the implementing NGOs, it is translated into the following strengths:

- 1- Technical expertise exists within a lot of NGOs.
- 2- Freelance consultants and small consulting firms propose services affordable by NGOs.
- 3- Well organized training courses constantly improve the NGOs' expertise.
- 4- Government provides the infrastructure to coordinate development planning. Even if this infrastructure is weak the fact that it exists is valuable.
- 5- Structure of network exists and lots of information is accessible.
- 6- Pilot experiences exist to find solution to the maintenance problem.

But after discussions with representatives of number of organizations and one workshop, it came evident that the weaknesses of the NGOs and the problems found in projects are not a general lack of technical expertise but rather limitations linked with expertise in a broader sense. The limitations are the following:

- 1- Expertise is not uniformly distributed between the NGOs, some of them have a real lack of technical background.
- 2- NGOs generally have a wrong impression of consulting services, i.e. poor services at high costs, which reduces the chance of these NGOs to improve their activities by incorporating outside assistance.
- 3- The dependency on government facilities and assistance (design, training, construction, maintenance...) is most of the time excessive and reduces the effectiveness of the NGOs' action.
- 4- In spite that a network infrastructure exists, and information is available, the communication between NGOs and the dissemination of the information are poor.
- 5- Rain water harvesting and other appropriate technologies of water supply are rarely employed, either because they are unknown or in general because people believe that they would not work.
- 6- General management and financial as well as organizational skills of personnel are sometime not sufficient to get the best result of projects.

All the factors needed to complete satisfactory projects in the water sector by the NGOs are available in Zimbabwe. The problem lies more in the mis-use and/or the non-use of the resources and the lack of dissemination of information. Also what new information is available is rarely used.

5 RECOMMENDATIONS

The following recommendations acts as guide-lines to the NGOs for improving their situation and to FAKT for further action.

- 1- For those NGOs lacking in technical skills it is urgent to employ appropriate personnel; the quality of the work can only improve and be profitable for target community.
- 2- NGOs should refer more frequently to outside consulting services to improve the quality of their projects. These cost can be easily incorporated in the budget submitted to funding agencies including a calculation of the return on investment.
- 3- Organize training on general management skills: what is a feasibility study, a baseline study, how to manage, monitor and evaluate projects, how to draft a budget and write proposal etc... Define guide-lines and improve and use the existing ones.
- 4- Make more use of the existing local services in place like NANGO, IRED, ITDG, ITN ... and also international organizations like Africa Water Network, GATE / ISAT and FAKT to get information, improve and update continuously the expertise in the NGOs. (Organization addresses in appendix 6.3)
- 5- Subscribe to specialised newsletters like Waterlines, Raindrop, IRC Newsletter, Highlights, Droplets. (References in appendix 6.4)
- 6- Continue to change the way of thinking concerning maintenance. Sustainability cannot be achieved when maintenance costs rely on donor funds. Improve the Community Based Maintenance system and emphasize the raising of funds by the communities themselves.
- 7- Promote and use the water harvesting techniques considerably. Sustainability of water supply should be an inherent part of the decision making in project alternatives.
- 8- Training is needed to disseminate the knowledge of the water harvesting techniques. Part of this training could also concerned water management.
- 9- Continue to work in collaboration with the governmental authorities but avoid depending mainly on government staff. To be more autonomous refer to recommendations one and/or two.
- 10- Donors should request complete feasibility studies and release funds in two stages: first payment for these studies and second payment only if the project proposal is accepted for the implementation. This method commonly used in the public and private market should improve the quality of the studies and also implementation.
- 11- To reduce the number of failures in dam construction, NGOs involved in this field should either employ skilled civil engineers or apply for experienced consultants. The cost may be higher, but is still preferable to having failures.

6. APPENDIX

6.1 LIST OF PEOPLE INTERVIEWED

<u>NAME</u>	<u>ORGANIZATION</u>	<u>LOCATION</u>
Information Officer	NANGO	HARARE
Mr PROUDFOOT	ITN	HARARE
Mr WATERKEYN	WATER AID	HARARE
Mr VAN SOMEREN	CADEC	HARARE
Mrs GELLING	CADEC	HARARE
M CHIWARA	CADEC	HARARE
Mr CHUMA	CHRISTIAN CARE	HARARE
Mr GRÖMPING	DED / GDS	HARARE
Mr HANCOCK	GTZ	HARARE
Mr HELMING	GTZ	HARARE
Mr LARSEN	LDS / LWF	HARARE
Mrs N. MPOFU	ITDG	HARARE
Mrs MAPHOSA	OXFAM	HARARE
Mrs MUNONYARA	ZCC	HARARE
Mrs PFACHI	ZCC	HARARE
Mr MURAMBAKAMBA	ZCC	HARARE
Mr KARCH	COLD COMFORT FARM TRUST	HARARE
Mr CHIKWAIRA	ZIM-DEV CONSULTANCY	HARARE
Mr TAREMBA	ZIM-DEV CONSULTANCY	HARARE
Mr GARIKAYI	AFRICARE	HARARE
Mr MATUMBIKE	NAC	HARARE
Mr MAJAYA	NCU	HARARE
Mr SHININGA	REDD BARNA	HARARE
Mrs AURET	CONSULTANT	HARARE
Mr GOBU	CHRIST MARCHING CHURCH	HARARE
Mr MWANIKI	IREC	HARARE
Project Officer	ZIMBABWE WOMEN'S BUREAU	HARARE
Mr FELLOWS	UNICEF	HARARE
Mr KUMBULA	MDA	MUTARE
Mr MUSIYAZVIRIYO	CHRISTIAN CARE	MUTARE
Mr JEFFERY	DTU	BONDA
Mr MARANGWANDA	DTU	BONDA
Mr MALALA	LDS / LWF	MASWINGO
Mr MWANGE	ZVISHAVANE WATER PROJECT	ZVISHAVANE
Mr DENGURA	District Administration Officer	CHIVI
Mr ISAAC	DDF	CHIVI
Mr NDIWENI	ORAP	BULAWAYO
Mr HUSSEY	WATER WORKSHOP	BULAWAYO
Mr NCUBE	WORLD VISION	BULAWAYO
Mrs BHEBHE	WORLD VISION	BULAWAYO
Mr JABULANIXABA	WORLD VISION	BULAWAYO
Mr CHIRWA	CADEC	BULAWAYO
Mr GROMAN	PLAN INTERNATIONAL	BULAWAYO
Mr TAUSI	ENDA	HARARE
Mr MDIRIPO	ENDA	HARARE
Mr GUZHA	WORLD VISION	HARARE
Mr DEVILLEZ	DEV. TECH. CONSULTANTS	HARARE

*The order of this list is set up according to the interview schedule.
The list of abbreviations is found in appendix 6.3.*

6.2 LIST OF WORKSHOP PARTICIPANTS

<u>NAME</u>	<u>ORGANIZATION / ROLE</u>	<u>EXPECTATIONS</u>
Peter DEVILLEZ	DEV. TEC. CONSULTANTS Water consultant	Make initial contact with colleagues in water and sanitation
Tedios CHANYOWEDZA	CHRISTIAN CARE Project officer	How NGOs can integrate in rural water and sanitation programmes
Eric CHIWARA	CADEC Water development officer	Ideas on water development
Chris CHUMA	CHRISTIAN CARE Deputy Nat. Ex. Officer Resp. for project planning	Share experiences with other agencies
Saskia GELING	CADEC Water engineer	Exchange ideas and meet professionals in other organizations working in the same sector
David HANCOCK	GTZ ENERGY Adviser to Dept. of Energy	Frank exchange of ideas on improving work in rural water and sanitation
Jim HOLLAND	JR + SM HOLLAND Water consultant	Find out what NGOs are doing in water and see what services I could offer NGOs
Stephen HUSSEY	DABANE TRUST WATER WORKSHOP Programme co-ordinator	Co-operation between NGOs and public sector bodies involved in water development
Absolom MASENDEKE	ITDG Project officer Building material - Shelter pgm	Roles of NGOs in water and sanitation
Layers MOYO	LWF / LDS Department director Building material	Co-operation Survey findings and suggestions
Nomasomi MPOFU	ITDG Programme manager	To meet and exchange ideas with actors in water and sanitation
Pascal PETER	FAKT Water consultant	Set up connections between NGOs and consultants

6.3 WATER DIRECTORY IN ZIMBABWE (Draft)

This directory contains general information about actors working in the water sector: Name, Address, Telephone, Fax, and the name of one or several representatives who could be contacted. It gives also, when available, the specific field and area of work. Finally it relates experiences of the organizations and/or resources and expertise available that could be of interest to other parties.

The directory is divided into four parts:

- PART I: Implementing agencies (mainly NGOs working directly on site)
- PART II: Consultants, Trainers, Networking actors, etc...
- PART III: International organizations.

The organizations are presented in alphabetical order.

PART I

ORGANIZATION:	AFRICARE
ADDRESS:	20 Hurworth Rd P.O. BOX 308 - HARARE
TELEPHONE:	4 - 42 610 / 45 317
CONTACT:	Mr GARIKAYI (Project manager for water & sanitation programme) Mr CLEMENTS (Country rep.)

Programmes :

- 300 shallow well deepening in 4 districts from 17 m to about 27 m, this programme will be completed by the end of 1993.
- 50 new wells + 50 new boreholes
- 3 small-scale dams (75 000 m³)
- 5 dams in Chivi and 2 in Buhera

Water and sanitation programme:

Upgraded family shallow wells, lining, etc. Construction of Blair latrines. Protection of springs. Africare has the capacity to train the builders.

Conducts its own baseline surveys (precise feasibility study with objective indicator to be measured during monitoring and evaluation) at the district level.

Technical expertise in place with water engineer and technicians.

Africare bought a drilling rig and lease it to a small contractor to run it for 2 years for Africare. After the two years period the contractor will be the owner of the machine and will be able to enter the private market => develop small entrepreneurship and company.

ORGANIZATION: CADEC (Catholic Development Council)
ADDRESS: Selous Ave 31
P.O. Box 8172 - Causeway - HARARE
TELEPHONE: 4 - 704 001 / 086
CONTACT: Mr VAN SOMEREN and Mrs GELLING

CADEC has several water development programmes in Zimbabwe. In each diocese, a water technician is responsible for problem identification and need assessment, feasibility studies, implementation, monitoring, and evaluation. CADEC employs two water engineers for the construction of dams and weirs. Several older dams from the 50's and 60's, where maintenance was often poor or siltation posed a problem or where the design did not include a bottom outlet are also being rehabilitated with an increase in the height of the dam.

Main activities include well digging and protection, borehole drilling and pump installation, sanitation programme (Blair Toilet).

CADEC has a licence to buy explosives. In the Chinoi diocese, CADEC has its own mechanical equipment to built dams. CADEC has its own diviner who locates boreholes and wells with a success rate of more than 80%.

The organization is also well integrated with the public water sector.

ORGANIZATION: CHRISTIAN CARE
ADDRESS: 120 Baines Av.
P.O. Box 33 - HARARE
TELEPHONE: 4 - 728 016
FAX: 4 - 708 248
CONTACT: Mr HASEKE (Dir.), Mr CHUMA (Dep. - Director)

Christian Care has 5 regional offices and is well integrated with the public water sector. It has 4 programmes in progress:

- Water and Sanitation
- Agriculture: -Livestock, Fishery (geared toward food production).
-Irrigation, Gardening
- Drought: food distribution and borehole drilling
- Drought recovery programme: seed and animal distribution

Boreholes in Manicaland province (Buhera district) 150BH / 200 Deep wells
Nyanga district : 100 BH / 200 Deep wells
Dams in Masvingo, Bulawayo, Midland

Christian Care has its own well sinking team and trains people to sink wells. Christian Care employs a water surveyor working all over the country to site wells and boreholes with an electro-sonic device. It is also involved in pipe water schemes. It conducts baseline studies following its own guide-lines. In Mutare there is a special water team with an engineer field officer.

ORGANIZATION: COLD COMFORT FARM TRUST
ADDRESS: 7 Cowie Road Tynwald (10 km on Bulawayo Road)
P.O. Box 8055 Causeway - HARARE
TELEPHONE: 4 - 703 228/51
FAX: 4 - 732 467
CONTACT: Mr KARCH, Mr SCHUMACHER (In charge of the metal workshop)

Emphasis on rural development.

In Harare, pigs and fishes mixed farming, roses, vegetable, metal workshop producing at the moment 6000 windlass for the family well programme of WaterAid.

Established four large-scale farms (cooperative) with development training centre offering courses in agriculture techniques and bookkeeping

North of Nyanga, micro-hydro-power project.

ORGANIZATION: ENVIRONMENT AND DEVELOPMENT ACTIVITIES (ENDA)
ADDRESS: 14 Belvedere Road
P.O. Box 3492 - HARARE
TELEPHONE: 4 - 708 568 / 9
FAX: 4 - 729 204
CONTACT: Mr TAUSI (Engineer HABITAT Programme)
Mr MDIRIPO (Engineer ENVIRONMENT Prog.)

Four departments: Habitat, Environment, Food security, Administrative supports.

Rural/urban habitat programme: making people aware of their habitats, how to use their resources, holistic approach linked with health and employment: sanitation, local small construction company...water programme (boreholes and Blair toilet).

Develop a double pit for sanitation for use in cycle, but yet not be accepted by the authorities.

Water harvesting from roofs in the planning stage.

ORGANIZATION: LDS / LWF
ADDRESS: Lutheran Dev. Service / Lutheran World Federation
SAHIY House
P. Bag 988 - HARARE
TELEPHONE: 4 - 796 556 / 7/8/9
FAX: 4 - 706 410
CONTACT: Mr LARSEN (Director), Mr MOYO (Dept. Director)

Works in Manicaland, Mashonaland west, Masvingo, Midland and Matatabele south. Digs wells, installs hand pumps, constructs dams and Blair toilets. Had for a long time an experienced engineer in dam construction who left recently. This vacancy will be filled in order to continue the dam programme independently. LDS has also an explosive licence and therefore is able to buy large quantities of explosive and distribute to the blaster team at reduced cost.

LDS has two dam construction units. In Masvingo, a dam technician designs dams and a dam supervisor is responsible for the training and the supervision on site. LDS owns trucks and tractors which are used mainly for earth dam construction and the transport of construction materials.

LDS has developed a "Sound Programming System" which includes: baseline studies, need assessment, clientele participation, identification of objectives, establishment of standards and formative evaluation. LDS also trains its community development workers.

ORGANIZATION: Manicaland Development Association (MDA)
ADDRESS: 128 H. Chitepo St
P.O. Box 976 MUTARE
TELEPHONE: 20 - 61 401 / 60 013
CONTACT: Mr KUMBULA (Training Officer)

Involved only in Manicaland, in drinking water, irrigation and food security projects. In Zimunya-Marange a pilot project with tanks collecting water from house roofs was implemented by the MDA Women Centre. An "Appropriate Technology Technician" also promotes the use of water harvesting in the project area. Promotes commercial systems and encourages the communities to raise fund for their development projects.

ORGANIZATION: ORGANIZATION OF RURAL ASSOCIATIONS FOR PROGRESS (ORAP)
ADDRESS: 16 Boone Ave.
P.O. Box 877 BULAWAYO
TELEPHONE: 19 - 31 088 / 09
CONTACT: Mr NDIWENI (Head of Social Mobilization. Dept.)
Mrs MOYO (Administrator)
Mr TEMBA (Water technician)

ORAP is an NGO working in Matabeleland North and South, and in part of Midland, on various aspects of development. One proposal of their training programme could be of interest to other NGOs: Zenzele College proposes a one year training course for management of NGOs working in the field of rural development. ORAP has also a water sector run by a water technician working in the field of small irrigation schemes, wells, boreholes (usually avoided because of maintenance problems). ORAP has expertise in sand extraction and installs wind mills together with a private company. It has a transport section of fifteen trucks used mainly for dam construction.

ORGANIZATION: PLAN INTERNATIONAL
ADDRESS: Laucet House Suite 201
Tongogara Street - BULAWAYO
TELEPHONE: 19 - 61493
FAX: IDEM
CONTACT: Mr GROMAN

Children sponsorship organization, with local offices in Bulawayo, Mutare, Masvingo and Kwekwe. it has a global approach of development of an area where it sponsors the education of children. Major studies and implementation of water point are executed externally (consultant, private company, DDF...). Preliminary study for a new programme in Tsholoshu was conducted by Zim-Dev, a consulting firm in Harare.

ORGANIZATION: REDD BARNA
(SAVE THE CHILDREN - NORWAY)
ADDRESS: 184 Fife Ave.
P.O. Box 4581 - HARARE
TELEPHONE: 4 - 721541 / 795 472
FAX: 4 - 796 535
CONTACT: Mr SHININGA (Information officer)
Mr MUTASA (Community Development Officer)

Health and education oriented NGO. Funding governmental programmes Only a few small water related projects (small dams in the area of Mudzy, funding of boreholes implemented by DDF).

ORGANIZATION: WATER AID
ADDRESS: 215 Second Street Ext.
P.O. Box A547 AVONDALE - HARARE
TELEPHONE: 4 - 35 172
FAX: 4 - 35 172
CONTACT: A. WATERKEYN (Country Representative)
Dr MORGAN (Dir. of MVURAMANZI TRUST)

Water Aid is a UK NGO and was established in Zimbabwe few years ago. It is mainly involved in two water programmes: Upgrading of family wells and Construction of Blair toilets.

Water Aid has expertise in training well builders and Blair toilet constructors. It distributes practical information booklets, and offers advices related to the two programmes. Water Aid and ITN are two complementary institutions working closely together in the field of training. This organization could also be classified in Part II.

The windlass for the well are standardised and are manufactured by two companies in Harare: VMW (Mr Van Elling, 63 417 / 64 365) and Cold Comfort Farm Trust (Mr Schumacher), Due to economy of scale, prices are low.

Water Aid is now supporting the establishment of a local NGO which will continue this work: MVURAMANZI TRUST supporting water and sanitation initiatives in rural areas (same address and tel.).

ORGANIZATION: WATER WORKSHOP - DABANE TRUST
ADDRESS: 63 Southway - BURNSIDE
P.O. BOX 3331 BULAWAYO
TELEPHONE: 19 - 44073
FAX: IDEM
CONTACT: Mr HUSSEY

Water Workshop is a local NGO working in western and southern Zimbabwe. It specializes in water source development, developing pumps and running artisan workshops. It tries to develop a "Service Operational Maintenance" where the ownership of the wells is slowly transferred from a shared ownership between WW and village to only ownership by the village. The concept of ownership is then better understood and operation and maintenance are more effective.

Does water harvesting from rock catchment. Has designed a reservoir of 700 m3. Constructs small weirs, sand extraction systems with boom diaphragm pumps or bush pumps. Has a blacksmith workshop for the fabrication and repair of pumps, transport equipment and grinding mill equipment. Conducts its own social and baseline studies.

ORGANIZATION: WORLD VISION INTERNATIONAL
ADDRESS: DOLPHIN HOUSE
P.O. Box 2420 HARARE
TELEPHONE: 4 - 723 779 / 726 788
CONTACT: Mr GUZHA (Environmental Health Officer)

Christian humanitarian organization, focuses on integrated health and development programmes. Works in most of the districts in Zimbabwe.

Developed a new project in Mashonaland East on Community Based Maintenance: the water and sanitation committee, representing about two hundred families, raises funds for operation and maintenance of all water points in the community. The spare parts are stored locally by a shop owner. Parts of these funds are also used in loans to facilitate the construction of family wells and Blair toilets. Funds are raised on a ward level and are now between 20 000 and 60 000 Z\$. This programme is to be evaluated after three years, early 1995. So far progress is above expectations.

ORGANIZATION: ZCC (Zimbabwe Council of Churches)
ADDRESS: 128 Mbuya Nehanda St
P.O. Box 3566 HARARE
TELEPHONE: 4 - 791 208 / 790 100
FAX: 4 - 52 979
CONTACT: Mrs MUNONYARA / Mrs PFACHI /
Mr MURAMBAKAMBA (Development Dept.)

ZCC is a church organization which comprises twenty member churches to unite their efforts in development. Its development department is in charge of three kinds of projects:

- Water
- Commercial farming generating funds for the churches.
- Environmental conservation

Two water programmes:

- Reply to basic requirements of clean water supply
- "Water is Life" for mission schools and hospitals (Boreholes, Tanks...)

ORGANIZATION: ZIMBABWE RED CROSS
ADDRESS: P. O. Box 3611
HARARE
TELEPHONE: 4 - 677 9304
CONTACT: Mr GUMBO (Provincial Programmes Co-ordinator)

This organization was not visited during the mission but its name was given as operating in the water sector specially drilling boreholes.

ORGANIZATION: ZIMBABWE WOMEN BUREAU
ADDRESS: 45 Hillside Rd PO Cranborne
HARARE
TELEPHONE: 4 - 734 205 / 295

Target group: Women in rural areas.
Provides water for house hold use.
Encourages Blair toilet.

Digging wells (initiated by the community with further help from specialists).
Collaboration with other NGOs (e.g. Christian Care, etc.) during implementation stages.

ORGANIZATION: ZVISHAVANE WATER PROJECT
ADDRESS: Fowler Ave.
P.O. Box 118 ZVISHAVANE
TELEPHONE: 151 - 3250
CONTACT: Mr MWANGE (Programme Manager)

ZWP is an indigenous NGO founded in 1988, working mainly in the Zvishavane and Chivi districts.

From 1988 to 1990: the association did work mainly in well sinking (3 to 20 m) in close collaboration with DDF. The lining was done in concrete rings, the moulds were provided by ZWP.

From 1990 to 1993: mainly dam construction for integrated rural development projects (livestock, garden irrigation,...but not for drinking water). Water tanks for drinking purposes when school roofs are made of metal and for gardening when the roofs contain asbestos or when rock constitutes the catchment.

ZWP participates in exchange programmes with other NGOs for training of the field workers. Also demonstration visits to farmers who already use new technologies are organized for others farmers to promote these techniques.

PART II

ORGANIZATION: CIDA (Canadian International Development Aid)
ADDRESS: P.O. Box 1430
HARARE
TELEPHONE: 4 - 745 111 / 129
CONTACT: Mrs MADZONGWE
Mr IZAN ROBERTS

CIDA has a database of consultants, specially for water and sanitation in southern and western Africa, . The data can be access through CIDA or can be obtained from Mrs MADZONGWE specifying the purpose of the request.

ORGANIZATION: DED / GDS (German Development Service)
ADDRESS: 124 Union Av.
P.O. Box 3362 HARARE
TELEPHONE: 4 - 736 799
FAX: 4 - 702 557
CONTACT: Mr AUGUSTIN (Director)
Mr GRÖMPING (Small project funding)

GDS is an NGO organizing voluntary service from Germany to Zimbabwe and other countries. In Zimbabwe more than 50 volunteers work in different organizations, both governmental and non-governmental. It is a means to integrate expertise for short term (one or two years) within a organization.

GDS funds also small projects implemented by small groups or cooperatives. For such projects GDS requires feasibility and sustainability studies. If necessary, GDS assists in establishing contacts with experts to undertakes these studies.

ORGANIZATION: DEVELOPMENT TECHNOLOGY
CONSUSLTANTS
ADDRESS: 144 Arctarus Rd GREENDALE
P.O. BOX HG 804 HIGHLANDS - HARARE
TELEPHONE: 4 - 48383
FAX: 4 - 735 615
CONTACT: Mr DEVILLEZ

Freelance consultant, 20 years of African experiences in water and agriculture. Based in Zimbabwe but works over Africa. Mainly conducts studies for National Co-operation: CIDA, ECC..., but also for farmers who want a water study, and a few time for NGOs.

Performs various feasibility, baseline and evaluation studies, and prepare project proposals. Works also in water management using sustainable technology including traditional and modern techniques and assists in identifying the appropriate technology. Use of professional engineering skills in water related technologies like hand pumps, siltation control, irrigation system, water treatment plant etc...

Had worked for 2 years for DDF and had developed one version of the Bush pump.

ORGANIZATION: DEVELOPMENT TECHNOLOGY UNIT
DEPT. OF ENGINEERING - UNI. OF WARWICK
RAM PUMP DISSEMINATION

ADDRESS: MDA - H. Chitepo Training Centre
BONDA, JULIASDALE

TELEPHONE: 129 - 312
or contact through MDA office in Mutare

CONTACT: Mr JEFFERY

The Development Technology Unit is a UK NGO working in developing countries. In Zimbabwe, it uses the MDA facilities to develop training and for the dissemination of ram pump techniques. In Bonda it proposes training, for western and southern Africa, on the use and the construction of these pumps. It also conducts research on pump improvement. It has established a demonstration site with weirs and pumps in use. The MDA workshop is used to built pumps with only local materials: steel pipes, PVC pipes produced in Harare, rubber tires and shoes soil for joint, etc.

Dev. Tech. Unit is planning to collaborate with a commercial workshop in Mutare to increase production. New laws in Zimbabwe will disallow the cultivation of a ten meter wide strip of the river banks to reduce siltation. That will push farmers to use small pumps for irrigation. This new law will increase the need for small pumps for irrigation.

ORGANIZATION: FAKT (Association for Appropriate Technology)

ADDRESS: Gänsheidestr. 43
70 184 STUTTGART - GERMANY

TELEPHONE: 49 - 711 210 95-0

FAX: 49 - 711 210 9555

CONTACT: Mr HARTUNG

FAKT does not have an office in Zimbabwe, but organizes regional workshops and training in water and sanitation. It offers also a "question and answer service" where specific problems and questions can be addressed to. In response, assistance is offered directly or contact is established with appropriate person who will assist in problem definition and problem solving.

FAKT is also active in the following sectors: Micro Hydro-Power, Other Renewable Energy, Food Sciences / Technologies, Hospitals Technology, Vocational Training and Craft Promotion.

ORGANIZATION: FREELANCE CONSULTANT

ADDRESS: 8 Garlands Ride, Mt Pleasant
HARARE

TELEPHONE: 4 - 884 314

CONTACT: Mrs AURET

Mrs Auret has worked as freelance consultant for a few years. She is an anthropologist and sociologist. She works presently in Mozambique with GTZ on community participation in water development. She had also worked for NORAD (evaluation of their water and sanitation programme) and for OXFAM. She participated in the water and sanitation national master plan.

She worked about 10 years with CADEC as project co-ordinator in Chiredzi. Her area of expertise includes socio-economics feasibility study, needs assessment, participatory methods and evaluation of programmes particularly in the field of water.

ORGANIZATION: GTZ (German Technical Cooperation)
ADDRESS: Orange Grove Drive, Highlands
HARARE
TELEPHONE: 4 - 46723/4
FAX: 4 - 45628
CONTACT: Mr HANCOCK (Sociologist, Dept of Energy)
Mr HELMING (Economist, Dept. of Water Dev.)
Mr VAN DE HAAR (Eng. Trainer DWD Masvingo)
Mr TUITJER (Engineer Trainer DWD Gweru)

GTZ is a governmental organization with "objective of Technical Co-operation to strengthen people and institutions in developing countries, by exchanging or mobilizing expertise and by improving the local conditions for putting expertise into practice". Many countries have similar organizations working in Zimbabwe.

GTZ has experience in small-scale self-help water scheme projects. An interesting evaluation of this programme was carried out by Zim-Dev a local consultant office (see details in the directory). GTZ also organizes workshops on water related issues. In the department of Energy, GTZ manages an international research project on "Field testing of Photovoltaic Water Pumps (PVP)". Study on how the community accepts such a project is in process.

ORGANIZATION: JR + SM HOLLAND CONSULTANT (PVT) LTD
ADDRESS: Contact can be established through Mr DEVILLEZ
(tel. : 4 - 48383)
CONTACT: Mr HOLLAND

These consultants work on rural water supply programmes (mainly borehole and water schemes). They work also directly with the community involvement, developing social survey, community mobilization and participation.

Their activities include preparation of project proposals, equipment procurement, project management, supervision of designers and contractors, and project monitoring and evaluation. They are also involved in situation reports and trouble shooting of water supply (especially mechanical aspects).

ORGANIZATION: IRED (Development Innovations and Networks)
ADDRESS: Mass Media House, 19 Selous Avenue
P.O. Box 8242 Causeway HARARE
TELEPHONE: 4 - 796 853
FAX: 4 - 722 421
OTHER CONTACT: Mr MWANIKI (Senior Programme Officer)

Promotes appropriate technology to members all over the world.
Operates as a networking organisation linking anyone seeking information to a member of the organization. They organize and moderate workshops.

ORGANIZATION: ITDG(Intermediate Technology Development Group)
ADDRESS: CORDON HOUSE - 7 Jason Moyo
P.O. Box 1744 HARARE
TELEPHONE: 4 - 796 420
FAX: 4 - 796 409
CONTACT: Mrs MPOFU, Mr DENGU (Director)

Compiles preliminary information on water and sanitation to identify potential problems and appropriate intervention. Concentrates mainly on training staff of other NGOs, disseminates information (internationally through the newsletter WATERLINES), and promoting Appropriate Technology. Develops community based techniques and identify needs within the communities.

One programme concerns dry land food security projects: pest control, water management, sub-surface irrigation mainly in Chivi.

A new Water and Sanitation Programme based on the following issues is in process:

-How can we satisfy other uses of apart from drinking, such as laundry, construction...

-Catchment alternative (sand abstraction and field ridges)

-How to solve this two problems?:

*The "Pumpminder" is maybe not the right person to do the current maintenance!

*Sustainability: how to make people aware of the cost of the maintenance service?

ORGANIZATION: ITN (Training Centre for Water and Sanitation)
ADDRESS: Dept. of Civil Engineering - University of Zimbabwe
P.O. Box MP 167, Mt Pleasant - HARARE
TELEPHONE: 4 - 303 211 ext. 1606
FAX: 4 - 732 828
CONTACTS: Dr TAYLOR (Director), Mr PROUDFOOT,
Mr MUDEGE

As an institute linked with the University of Zimbabwe, this centre was founded in 1989 to provide courses on water and sanitation in rural areas. The courses are offered to people from Southern Africa. They are mainly diploma courses (4 months) but specific short courses or special courses are also offered when necessary.

The centre was funded by the World Bank, UNDP and the University of Zimbabwe. Now it is in a transitional period till the end of 1993. Then it should become an independent institute structured like a not-profit making NGO within the University.

This new institution wants to provide services to government agencies and NGOs in the field of:

-Human Resources Development (Training Courses)

-Advisory Services (Feasibility Studies and Evaluation of Programmes)

-Research

-Information Services (Collate literature available in the region)

ORGANIZATION: NAC (National Action Committee)
ADDRESS: MUKWATI Building
Selous street - HARARE
CONTACT: Mr MATUMBIKE (Chairman)

NAC is a committee of seven governmental agencies. Its role is to coordinate all actions related to water in the country. All water projects are submitted to the local sub-committee for water and sanitation at the district level.

Constitution with responsibilities of the members:

- MNAECC: Ministry of national affairs
Mobilisation of the committee, opening ceremony
- MOH&CH: Ministry of health and children:
Shallow well programme
- MOF: Ministry of finance:
Receiving and distributing funds from donors
- AGRITEX:
Land use planning, division of land between agriculture, grazing and settlement purposes.
- NEPC: National Economic Planning Commission:
Consolidation the economic planning of the country
- MLGRUG: Ministry of Local Government, Rural and Urban Development:
Co-ordinator, chairman of NAC and provincial and district sub-committees. NCU (National Coordinating Unit) is the secretariat
- DDF: District Development Fund:
Maintenance of the water boreholes
- DWD: Department of Water Development:
Responsible for drilling boreholes

At the provincial and district levels, the sub-committees for water and sanitation comprise the same representatives of the different governmental agencies and the NGOs implementing or funding the projects.

ORGANIZATION: NANGO (National Association of NGOs)
ADDRESS: 16 Samora Machel Ave.
P.O. Box 8465 Causeway - HARARE
TELEPHONE: 4 - 791 251/2/3
FAX: 4 - 794 973

NANGO provides its membership with infrastructure facilities and services like photocopying, typing, computing, printing, book-keeping etc...They also issue a directory of the NGOs in Zimbabwe and a newsletter "News and Views".

In Bulawayo, thematic forums are organized to share experiences and problems on specific areas; one exists for the water sector. NANGO supervises co-ordination between the NGOs in order to avoid geographical overlap.

NANGO office in Bulawayo (Mr LUNGU)
123 H. Chitepo St.
Tel. 19 - 63 911

ORGANIZATION: OXFAM
ADDRESS: OLD SHELL HOUSE 57 Baker Ave.
HARARE
TELEPHONE: 4 - 729 866 / 792 610
CONTACT: Mrs MAPHOSA

Funding agency for NGOs and government organization. Works mainly with instituted organizations in the rural areas. Mainly involved in drought relief and in refugee camps at the border with Mozambique. OXFAM also organizes partners forums to exchange of experiences.

Partners in water development: Dabane Trust - Water Workshop in Bulawayo, Zvishavane Water Project in Zvishavane.

ORGANIZATION: Department of Community Medicine
ADDRESS: University of Harare, Mt Pleasant
HARARE
TELEPHONE: 4 - 791 631 or 4 - 32 240 private
CONTACT: Mrs LEVER

This person was not directly interviewed but was recommended during the survey; she was involved in several water programmes and developed materials and booklets concerning the awareness of water related diseases, the correct use of drinking water and the development of sanitation hygiens.

ORGANIZATION: UNICEF
ADDRESS: 6 Fairbridge Avenue
HARARE
CONTACT: Mr FELLOWS

Works closely with the Ministry of Health and DDF.
Does hardware only in emergency (during the drought: water pipe scheme, deep well sinking). Presently develops a new programme on Community Based Maintenance (CBM) and Community Based Planning (on complete water scheme). DDF is the direct implementer of this programme, which is directed by the NCU. One pilot project was carried out in in the district of Chivi.

It is connected to the NGOs only through the funding of large water development programmes like the upgrading of family well and training organization.

ORGANIZATION: ZIM-DEV CONSULTANCY
ADDRESS: 11 Baker Ave.
P.O. Box 4710 - HARARE
TELEPHONE: 4 - 792 877/8/9 727 921
FAX: 4 - 792 870
CONTACT: Mr CHIKWAIRA / Mr TAREMBA (Director)

Private company working in development projects for NGOs or government organization in rural areas. Capacity to booster these organizations when needed, develops mainly project planning and development, feasibility studies, socio-economic surveys and evaluation of projects. It is more a social and management oriented consultant than a technical. It is very interested to develop community participatory methods in project design and implementation. The feasibility studies are built to determine the skills and the needs of the community.

5 consultants - 11 vehicles which can be rented out to NGOs when needed.

PART III

ORGANIZATION: AFRICA WATER NETWORK
ADDRESS: P.O. BOX 10 538 - NAIROBI
KENYA
TELEPHONE: 254 - 2 - 556943
FAX: 254 - 2 - 555513
CONTACT: Mr SENDAMA (Executive Director)
Mrs MURIU (Information Officer)

ORGANIZATION: GATE / ISAT (Information and Advisory Service on
Appropriate Technology)
ADDRESS: c/o GTZ Postfach 5180
65 760 ESCHBORN - GERMANY
TELEPHONE: 49 - 6196 - 790
FAX: 49 - 6196 - 4820
CONTACT: Dr BAZ

6.4 NEWSLETTER REFERENCES

WATERLINES

Appropriate Technologies for Water Supply and Sanitation
Issued quarterly By IT Publications Ltd., 103-105
Southampton Row, LONDON
WC1B 4HH, UK

RAINDROP

Rain Water Harvesting Bulletin
WASH Operations Centre
1611 North Kent Street, Room 1001
ARLINGTON - VIRGINIA 22 209 USA

IRC NEWSLETTER (Free of Charge)
International Water and Sanitation Centre
P.O. Box 93 190
NL 2509 AD THE HAGUE
THE NETHERLANDS

HIGHLIGHTS

News on Water Supply, Sanitation and Environment
IRC (Same address as above)

DROPLETS

A newsletter of the African Water Network
P.O. Box 10 538
NAIROBI - KENYA