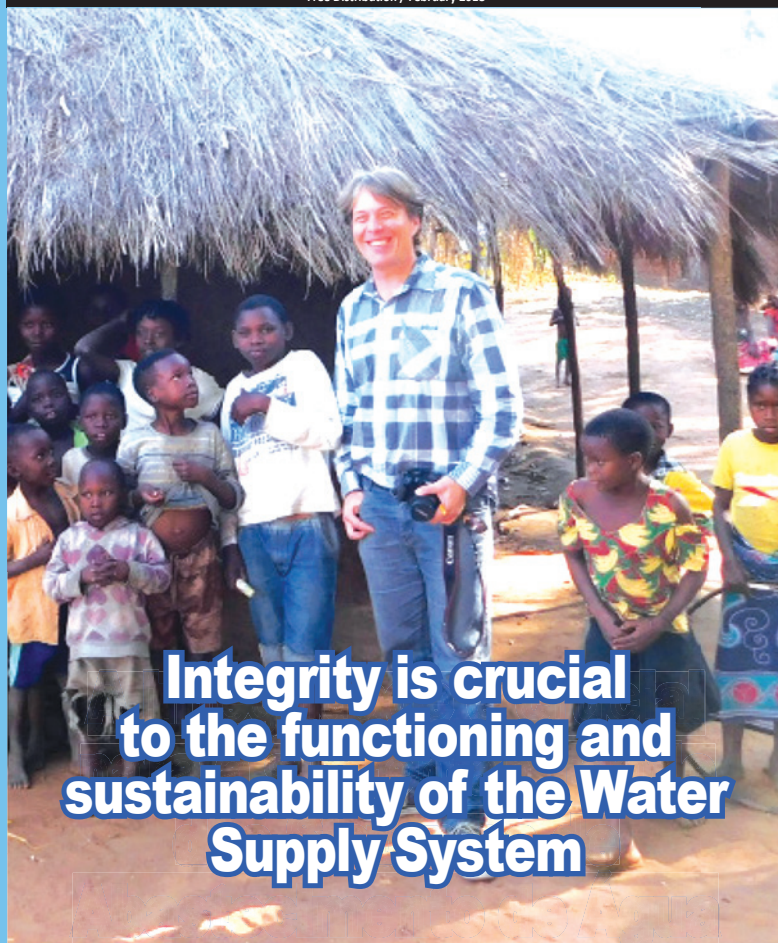


SUMMARY

District Observatory for Water, Sanitation and Health:

- 3 ▶ A Platform for promoting transparency, participation and accountability
- 5 ▶ Observatory of Lago brought solutions to the problems of Water and Sanitation Services...
- 7 ▶ Inputs of the Lago District Observatory for Water, Sanitation and Health
- 8 ▶ The DFID Performance-Based Financing Approach
- 10 ▶ CCM promoter of good governance in Cabo Delgado
- 15 ▶ Integrity is crucial to the functioning and sustainability of the Water Supply System
- 17 ▶ Civil society promotes participatory processes of planning, budgeting, transparency and accountability in the district of Manhica ...
- 23 ▶ Transparency in the Water Governance



Integrity is crucial to the functioning and sustainability of the Water Supply System

Data Sheet

Property:	Centro de Formação Profissional de Água e Saneamento (CFPAS)
Editor:	Jorge Manuel da Conceição Júnior
Coordination:	Fernando Curasse
Collaboration:	Hélder Xavier
Layout & Imprint:	CIEDIMA, LDA
Financing: :	Swiss Agency for Development Cooperation and Water Integrity Network
Edition:	1000 copies
Revista Água:	Registered under the nr 0883/FBM/91

Avenida do trabalho n° 1441, Maputo

- Telefax: 21-405481
- Cell: 82 310 5500
- www.cfpas.co.mz

EDITORIAL

The utility of social accountability tools for promoting transparency, participation and accountability for good governance

Dear reader, this publication depicts good practices relating to the promotion of transparency, participation and accountability. In fact, the district Development Observatories for Water, Sanitation and Health constitute a platform for interaction between the Community, the district government and civil society, in the perspective of accountability by the ruling entities on what is being done, what is to be done and what is happening, in terms of water, sanitation, hygiene and health in their regions.

So, the DFID approach characterized by financing based on performance, which enhances the promotion of transparency, participation and accountability making the projects implementers to act in accordance with the transparency, accountability and ensure the participation of beneficiaries in the process of infrastructure construction, because the beneficiaries are empowered to require services that meet their demands. The DFID tool brings the issue of the percentage and the quality of the works constructed (new buildings).

The Planning Fair is another tool described in this magazine, which enables a dialogue between the government authorities and the community, in the process of identifying needs and the respective prioritization to be included in the Economic and Social Plan of the district.

The experience of the use of Community Score Card (CSC) to measure the level of satisfaction of the communities, with a view to identify problems and to integrate them in participatory planning, which begins at the locality level, it is also an effective tool discussed in this edition. It is an approach that promote transparency and shows evidence that lead the government to find solutions to meet the planned.

As a reflection, this publication contains two articles on transparency in the water sector, the second of which results from the research undertaken by the Institute of Social and Economic Studies (IESE) in partnership with HELVETAS Swiss Intercooperation.

To share an Asian experience in the issue of accountability, transparency and participation, the magazine provides a conversation related to the experience lived by Juerg Merz in Nepal.

The last article reported in this publication refers to a project entitled "Support to Civil Society for the Promotion of Rights of Access to Information and Freedom of Expression through promoting the improvement of democratic and participatory processes of planning, budgeting, transparency and accountability". It is an experience that shows how decisive planning and participatory budgeting are crucial for improving access to water and for promoting sanitation.

With this contribution, we hope to raise awareness in the water sector and to act in accordance with the good practices of governance, based on integrity issues, as a way of increasing the coverage of water supply in the country. Let us work, water sector.

District Observatory for Water, Sanitation and Health: A Platform for promoting transparency, participation and accountability



Chimbunila ODASS Participants

The district Observatory for Water, Sanitation and Health (ODASS) is an interesting experience brought by the Transparent Governance Programme for Water, Sanitation and Health (GoTAS), which is being implemented in the province of Niassa, particularly in the districts where the programme is being implemented, namely Sanga, Lago and Chimbunila. It is an important tool in the context of good governance, since there are government representatives from the district level to the locality level, including representatives of the civil society organizations and of the community, which facilitates the implementation of three of the four pillars that the Global Water Integrity Outlook

2016 designates Integrity Wall, namely: transparency, participation and accountability.

Essence and format of ODASS

The ODASS is a space where the sharing of information regarding the achievements and experiences of different actors takes place; the accountability on the implementing level of the plans for governance in water and sanitation, and the accountability on the sustainability level of AguaSan¹ services, by the Communities.

¹ Water Supply and Sanitation

In the sessions of ODASS are presented communications on the following:

- performance of water and sanitation sector, in the implementation of the PESOD's²;
- performance of the health sector in the promotion of preventing and combating the problems of public health;
- Reports of Civil Society Organizations (CSO) regarding the level of satisfaction on the provision of water and sanitation services;
- Experience of the Private Sector, as an actor in the provision of Water and Sanitation Services.

Objectives of the District Observatory for Water, Sanitation and Health

The District Observatories for Water, Sanitation and Health aim to:

- Strengthening the existing mechanisms of participation for a process of effective and permanent dialogue, concerning the progress and challenges in the sector;
- Contribute for a planning process targeted for monitoring and evaluation of the level of compliance with the targets defined in the planning instruments, at different levels;
- Provide the collective learning, through exchange of experiences, good practices and innovative community initiatives related to water and sanitation sector among the communities.

Observatory Output

The outcome of ODASS is a matrix problem and the recommendations are taken on as a commitment by stakeholders, for follow-up and joint monitoring. For example, the observatories under GoTAS, resulted in the following:

- Revitalizing the Local Councils (CL's) and training of their members; Sharing of district plans, including construction contracts, at the field level, to enable monitoring at local level;
- The use of the law in force, by the Government, to prosecute the defaulters of public procurement;
- Strengthening the community training process, by the CSOs, to ensure the sustainability of AguaSan services.

Lessons from the Observatories for Water, Sanitation and Health

The Observatories for Water and Sanitation have the potential to:

- Strengthening the exercise of citizenship and the culture of accountability of all actors;
- Representing an exercise of transparency and conscious and active participation in every management process;
- Creating a sense of ownership of the approaches of GoTAS programme, by the communities;
- Operationalizing the community involvement in the issues of water, sanitation and health;
- Strengthening the principle of accountability and, consequently, promoting the improvement of performance and services.

² Economic and Social Plan and District Budget.

Observatory of Lago brought solutions to the problems of Water and Sanitation Services...



Lago ODASS

The GoTAS programme held a the Lago District Observatory for Water, Sanitation and Health (ODSASS), under the slogan “local problems, local solutions”. The event was chaired by the administrator of Lago District, Deolinda Nhiuane Jossefa, with the presence of the Mayor of the village of Metangula, accompanied by Councillors of the health sector, and all stakeholders related to water and sanitation sector, at the district level, including heads of administrative posts and locality, community leaders, secretaries of neighborhoods, religious leaders, members of the advisory boards and partners of the health sector.

Indeed, this observatory got the community involved, as part of the solution of the problems, because the government of the District recognizes the importance of transparency, participation and

accountability. In this context, the Administrator of the District of Lago praised the ODSASS because it is a participatory consultative forum involving the district Government, communities and partners, and it is so fundamental to the promotion of sustainable socio-economic development in the matter of planning, monitoring and evaluation of the planning instruments of Government, as well as in the reflection and sharing of experiences and best practices, in the components of water, sanitation and health, with a view to improving the living conditions of the vulnerable people. “The ODSASS promotes transparency, and improves the level of accountability, since all actors in water supply and sanitation are called upon to make their contribution to overcome the challenges faced,” said the Administrator of Lago, in her speech.

Key recommendations:

With a view to improve the Water Supply and Sanitation, the ODASS held in Lago District has recommended the following:

- Construction of latrines for people with disabilities;
- Providing information about the failure in water supply;
- The government should get in touch with people, to understand what is happening and make decisions for the solution of their problems;
- Local leaders should inform people about where they should go and fetch water, for the prevention of diseases; visit churches, disseminate information and carry out door-to-door visits;
- The households must take part in cleaning up, in neighborhoods and villages, to eliminate risks/points of contamination of diseases;
- The Neighborhood Secretary should carry out door-to-door visits, to promote the construction of latrines and he himself, before that, should have a latrine to serve as an example;
- Dissemination of Water Policy, in the communities;
- Provide information to the heads of administrative post and localities related to the law of the local organs of the State;
- Hold a seminar on the roles of each leader, according to their level, in the district;
- Participation of the heads of administrative posts and localities, in the preparation of the PESOD;
- Everyone should know what is necessary to access to a water source and it is necessary to disseminate this information to the people;
- Each year, analysis of water quality for the prevention of diseases should be carried out and so the communities should stop chasing away the technicians, when they go to the field;
- The best practices of the communities of Malangalanga³ and Gaza⁴ must be replicated.

3 Bairro situado no Posto Administrativo de Meluluca, distrito do Lago

4 Bairro situado no Posto Administrativo de Meluluca, distrito do Lago



Lago ODASS demanded community leaders to promote good practices in their respective areas

Inputs of the Lago District Observatory for Water, Sanitation and Health



Lago ODASS echoes: promotion of good cholera prevention practices

At the end of the district observatory for Water, Sanitation and Health held in Lago District, our report heard opinions of some participants. Lidónio Mussagy, Director of SDPI⁵ Lago, considered that the event is relevant for the promotion of transparency in the governance and the participation of communities in the water sources management and construction of latrines. “The transparency, accountability and community participation are fundamental for good governance and for the improvement of water supply,” Commended Lidónio. In turn, the Mayor of Metangula, Sara Mustafa, argued that the Observatory contributes for the improvement of local governance and, for that reason, this type of events should be encouraged in a regular

basis, to enable a continuous monitoring of what is happening. “Accountability is important, in favour of greater transparency and, above all, good governance, therefore, the realization of the district observatories for water, sanitation and health is to be recommended”, pointed out Sara.

So, the Administrator of the district of Lago, Deolinda Jossefa, argued that the Observatories contribute for accountability and promotion of transparency. “The GoTAS, with this observatory, showed the need to request the heads of administrative posts to submit, to the Administration, the quarterly, semi-annual and annual reports. I will crosscheck in the field, as a way of promoting transparency, the information provided in the reports,” said the administrator.

⁵ District Service for Planning and Infrastructure

The DFID approach characterized by performance-based financing



Rita Zacarias, from DFID on the right, during coffee break of the National Rural Water Supply and Sanitation Program (PRONASAR, 2017-2030) workshop, in conversation with Angelina Xavier, UNICEF

The DFID⁶ is implementing the performance-based financing approach, which enhances the promotion of transparency, participation and accountability. In fact, based on the monitoring of the implementation of activities of a given project, DFID can make the project implementers to act with transparency, accountability and ensure the participation of beneficiaries in the process of infrastructure construction, because the beneficiaries are empowered to require services that meet their demands, thanks to the community education which they had, under of the promotion of behaviour change.

It is a good practice that is worth sharing, because the implementers are charged by

the beneficiaries and donors and obliged to act with the transparency and accountability, which results in building quality and sustainable infrastructures.

During conversation kept with our report, the consultant from DFID, Rita, Zacarias, said that the approach of funding of projects based on performance emerged in the context of the pursuit of better approaches for financing the water sector. Indeed, according to our source of information, DFID has decided to embark on a strategy aimed at improving the implementation of the activities of water and sanitation projects, which consists in financing having in account the performance of the programme implementers funded by itself, in the perspective of changing something in terms of project outcomes,

⁶ Department for International Development

which have not been expected, due, mainly, to challenges in transparency, participation and accountability. According to Rita Zacarias, the DFID is implementing a new approach of financing based on performance and the aim is to see how it is possible to contribute to intensify the monitoring of the way the service provision is made because, over the years, there are no substantial changes yet, hence the new approach in this new financing programme from DFID.

The essence of the project financing approach based on performance

In the perspective of Rita, with the approach of the project financing based on performance, the implementers (provincial and district governments), to have access to funds from DFID, are assessed according to their performance and the basis for assessment are some indicators related to the performance, to achieve the goals of the districts. This requires that, among the indicators, there are those which are related to the number of water sources or latrines and others concerning the performance level of the sector, such as, for example, the indicator that has to do with the percentage of procurement services done at the district level.

Our interlocutor also said that not only is the percentage that is to be considered, it is also necessary to see what the quality of this percentage and this leads us to the issue of decentralization, at local level, where we see transparency issues with accountability, whose indicators are the combination between the planned and what the reports present, for example, in terms of outcomes. The question is: “how is the planned combined with what is reported?” The concern of DFID is related to the quality of sources, the amount of people who benefit from these sources and what these people say, regarding the satisfaction with the services provided to the population, at different levels, and this requires the monitoring of services provided, up to the level of the Water Committees (CdA),” said Rita.

In addition, our speaker pointed out that DFID advocates that the sustainability of water supply is crucial, hence the great concern is not

only with the functioning of the infrastructure, but also with the work of Participation and Community Education (PEC). “The sustainability presupposes a management of water sources with transparency, involvement of the beneficiaries and accountability, but behind that, there should be an effective community education, enabling the effective participation of communities, particularly through contributions to the maintenance of water sources,” said Rita.

Another important aspect of the approach is the empowerment of local authorities, at provincial and district levels, to be able to provide sustainable services (which can be measured over time), through the monitoring of water sources and latrines to meet the demands of the communities for the rest of their lives, in a sustainable way. In this aspect, our source explained that the promotion of behaviour change leads to a trend of a better life, demanding more the local regions and forcing the local governments to respond positively, because the communities are aware about what they need, and when the person is qualified to meet the demand, he will demand accountability.

Capacity building to meet the demand

The service provider must be able to meet the demand, through procurement, planning and accountability, which involves issues of transparency. According to Rita Zacarias, the DFID, with a view to preparing the implementers, provides a training programme to the service providers consisting on the concepts of procurement, planning, financial management, monitoring and evaluation and reporting.

According to the DFID consultant, the payment according to performance represents an added value, because it is preceded by training and there is a training official who is responsible for all areas with shortcomings, so that the implementers (the government) do not fail. According to the DFID representative, the training official, during evaluation, urges the implementers to provide better quality services, because the monitoring is easy and there is an

independent verification, in order to assist the components of capacity building on the demand side on how to provide services on the basis of goals and what is planned.

Our source also said that the programme is being implemented in an experimental basis in 20 districts, in the provinces of Nampula and Zambézia and then the preparatory period shall

be followed. At the same time, she let us know that, from September 2018, there will be a new context will be tested what the implementers will do in practice. “For example, two districts in Nampula and another two in Zambézia will do procurement at a decentralized level,” concluded Rita.

CCM promoter of good governance in Cabo Delgado



Alberto Sabão facilitating group discussions during district civil society platforms training on Advocacy in Chiúre

The Christian Council of Mozambique (CCM) is an organization that has played a decisive role in the promotion of good governance, in Cabo Delgado province, particularly in the districts of Macomia, where operated between 2012 and 2014, and in the districts of Montepuez, Palma, Mueda, Mocimboa da Praia, where is currently working.

The CCM works with the district civil society platforms

Approached by our Magazine, Alberto Sabão, CCM project officer, told us that the organization he represents is currently working in the districts of Montepuez and Mocímboa da Praia, with the civil society district platforms, in the creation of Community Development Council, in the administrative posts of Chapa, Napa and Mbu, in Mueda, and in some other posts in the district of Palma. At the same time, in Mueda and Palma, according to Sabão, CCM supports the local

platforms in Governance, training them in the advocacy component, which includes the water component, with a view to promote participation, transparency and accountability.

CDC triggers community participation, transparency and accountability...

The CDC is the abbreviation of the Community Development Council, which includes in its composition the Water Committee (CdA). In the context of transparency, the CdA manages the sale of water from the water wells and the money obtained from the sale of water is made known to the communities/households during the meetings which can be held monthly or quarterly. The money is used for the rehabilitation of the water source, according to a plan and the CdA is subject to an internal audit, to verify what was done with the money, i.e., the water sources management is done with transparency, since they are accountable to the communities/households contributions in the presence of the beneficiaries of the water source.

According to Sabão, the CDC takes the plan from the village to the locality and then the same goes to the District Development Council (CDL), which is an advantage, because, instead of being presented plans for village or locality, a single plan is presented. "It means that, from the needs plan evidenced by the population, the government is accountable according to the planned, in a transparent process, which facilitates the implementation and monitoring.

For example, our source informed that in Mocimboa da Praia, there is a Community Score Card (CSC), which enables to measure the level of performance in areas such as health, education and water and sanitation infrastructures and it is through the CSC that the deficits are discovered and then hold the government to account. "This exercise enables the solution of the identified problems, thanks to the participation of the community that fills the score cards," said Sabão. This process, in the perspective of our interlocutor, relates to transparency and accountability, because, based on the monitoring of the plan, the government is accountable with full

transparency and with the participation of the community.

Also, regarding the CSC, our source highlighted the fact of the citizen, during the process of filling the card, doesn't put his name on it and only writes what is good and what is not good and put the card in the complaint box. After 2 months, according to our source, CCM through the Municipality, invites the government to a meeting with the communities, to take note of the concerns of citizens. "During the meeting, the letters written are read and the improvements in the living conditions of the community are identified, as well as the concerns of people and, in this way, with the participation of the Community in a transparent manner, the appropriate solutions to improve what is not well are found," pointed out Sabão.

The Government authorities now understand the importance of the role of civil society...

Alberto Sabão revealed that some government authorities had the idea that CCM was an institution which was opposed to the government, but now they are realizing that the CCM concern is contribute, through the promotion of good governance, to the improvement of the living conditions, and this is why, in the districts where the CCM operates, civil society is trying by every means to make it clear that community participation, accountability and transparency by the government are essential for improving the living conditions of the populations.

Impact of the capacity building platform, in Chiúre

In the view of the CCM representative, the training conducted by Helvetas in 2017 in Chiúre will help to promote participation, transparency and accountability, because many organizations create platforms, but they do not know the essence, but now the scenario will change, and the platforms will have another stance, much more professional. "This training provided the

platforms with basic knowledge on the concepts of Lobby and Advocacy, which will enable them to engage in an active dialogue with the government in articulating their agendas and influen-

cing decision making processes at the local level based on transparency, community participation and accountability," he argued.

Advocacy is crucial in promoting participation, transparency and accountability



Advocacy Session in Macomia District

Advocacy is crucial to assist the government to improve its performance, as well as the living conditions of the communities and the social audit is a crucial component of advocacy, because people start to have a greater knowledge about the importance and obligation of their participation in the life of their respective region, and about transparency and accountability in the process of effective governance. "For example, thanks to the advocacy, which culminated with social audits, in the district of Macomia, where the CCM worked from 2012 to 2014, the component of water has improved, because new water boreholes have been drilled in the communities, especially in the neighborhoods of Napulupo, Nova Vida and others, as well as in the village of Mutacata, in which we had the opportunity to visit and confirm that the water sources are still working," clarified Sabão.

Strategies used for the success of the water supply and sanitation, in Macomia...

According to Sabão, the CCM has contributed to the promotion of participation, transparency and accountability, under the process of management of water supply and sanitation, through the adoption of the following strategies:

1. Government mobilization, to assist the communities, regarding the rehabilitation of water sources, through the social audit and community planning. On the other hand, the CCM assisted the communities, in the context of presenting their plans in the planning fairs, at the level of localities and administrative posts;

2. Community awareness, through the CdA, about the need of carrying out the sanitation, cleaning the water boreholes, with certeza , build latrines and small sheds for people who sell water and latrines.

The government of Macomia understood the importance of social audit...

Regarding the reception of Civil Society, by the Government of Macomia, Alberto Sabão revealed that, in Macomia, CCM was welcomed and the local government, represented by the Administrator showed the willingness to work side by side with the civil society, because he realized that CCM plays an important role in the promotion of the improvement of living conditions of communities, because it works as a major partner of the government, indeed. This fact clearly shows that when the government authorities understand the essence, the importance and the role of civil society for the promotion of good governance, which is governed by the involvement (participation) of the community, accountability and transparency, they welcome and support with open hands, so, the civil society and everybody will be in a win-win situation.

It is important to empower the government authorities to learn how to deal with the civil society...

According to Sabão, the government capacity building in order to learn how to deal with the civil society is crucial for the promotion of participation, transparency and accountability, because it is essential that the role of Civil Society is well clarified, within the government authorities, once the mission of civil society is not to criticize the government, but act as an important partner of the government in promoting good governance and, consequently, the improvement of living conditions of the populations. "The civil society helps the government authorities ruling better. This is what the government authorities must bear in their minds, so that they can follow a participatory management, transparency and accountability," stressed Sabão.

Planning Fair: tool of participatory planning, transparency and accountability



Marcos Wiriam intervening during a preparatory meeting to the Mecúfi district development observatory, 2017

The Planning Fair is a tool that enables a dialogue between the government authorities and the community, in the process of identifying needs and prioritization to ensure that the activities are integrated in the PESOD. In this context, Marcos Wiriamo, PROGOAS Project Officer at AMA, explained to our Magazine, that the Planning Fair enables to assess the needs of several areas, but PROGOAS⁷ – a HELVETAS project co-funded by Swiss Development Cooperation (SDC) -, has its focus on water and sanitation, because the issue of water and sanitation is included in the PESOD. Our source informed us that the community is the implementing entity of the Planning Fair, with the support

of PROGOAS and the government and, in this process, the accountability is included.

During the planning process, according to Wiriamo, PROGOAS influenced, for example, the governments of Chiúre and Mecúfi, to use the balance matrix and presentation matrix of PESOD of the previous year - a simplified matrix -, a tool that allows government to present what it has been able to accomplish and what it has not been able to accomplish from what was planned, that is, the planning fair promotes accountability. From the point of view of our interlocutor, the Planning Fair enables the planning process to be set up, so that the communities do not pick up things already planned, but which have not been implemented yet, avoiding the duplication of needs.

⁷ Portuguese for Governance, Water and Sanitation Program.



Participatory planning results in the recovery of water sources and the training of CdA's

Marcos Wiriamo stated that, thanks to the participatory planning provided by the Planning Fair, PROGOAS, in line with SDPI, introduced the package of Operation and Practical Maintenance (learning by doing) and the methodology resulted in the recovery of 6 water sources which meant two things: sources recovery and capacity building of CdA. At the same time, "in the scope of participatory planning a shop selling spare parts to repair damaged water sources was deployed," concluded Wiriamo. Finally, our interlocutor stressed that the Planning Fair is here to stay, even after the partners leave, which is very good, but the great challenge is the allocation of resources/funds, by the District Government.

A planificação participativa resulta na construção e reparação de fontes de água

Integrity is crucial to the functioning and sustainability of the Water Supply System

Said Juerg Merz, Director of HELVETAS Swiss Intercooperation

In the context of sharing of information on integrity (Transparency, Participation and Accountability), our reporting spoke with HELVETAS Swiss Intercooperation Director Juerg Merz, who began by stating that transparency, accountability and participation are core topics to guarantee the functioning of the Water Supply Systems and its sustainability. In his short dissertation, Juerg goes on and talks about his experience in Nepal, where he worked for several years, and emphasizes that, although water services in that country are provided by the Government, accountability is an imperative.

In Juerg's view, issues such as transparency, participation and accountability must always be present when it comes to the provision of water services to populations. "It is important that both the government and the private sector ensure that the services they provide are participatory, accountable and transparent," said Juerg.

Regarding participation in water supply, Juerg said that often in Nepal the government is obliged to provide good services and the population pay for these services and ensure the maintenance of the water sources, thus participating in the promotion of sustainability of water supply because the small repairs are made by the groups that use the water.

According to Juerg, in the scope of providing water supply services, there is public auscultations in Nepal to promote participation, accountability and transparency, where the central government informs the population (users) about the name of the company that will build the water source and explains that 80% of the funding is made available by the government and 20% is shared by the community and discriminates the total value of work.

Our interlocutor told us that the water sources in Nepal are managed by Water Groups that hold 1 meeting per month for accountability and decision making on the management of water supply systems. During the auscultations



Juerg Merz in the field visiting PROGOAS interventions in Chiúre

for accountability, after the construction of the source, a public auscultation is held, where the CdA (Water Committees) participate and inform the plenary about the amount paid for the construction of the water source.

In practice, according to Juerg in Nepal, only men from the elites and heads of villages participate in the decision-making process, so they decide about the Water Supply System, therefore gender issues are not considered, as there is discrimination against women.

From his experience in Nepal, Juerg says that to promote transparency, accountability and participation, it is necessary to involve the Government, including the beneficiaries. For Juerg, the key issue is that integrity is crucial to the functioning and sustainability of Water Supply Systems.

The challenges in the Water Sector are related to planning and budgeting



Participatory planning is key to increase the level of water supply and sanitation coverage

In Mozambique, the water sector is marked by several challenges related to the planning and budgeting. This is one of the findings of the study on “Analysis of investments for the water and sanitation sector at the level of districts of Nacarôa (Nampula) and Chiúre (Cabo Delgado)”, carried out by the Institute of Social and Economic Studies (IESE). And according to the study, the investment for water and sanitation sector has a significant decrease, in recent years, this fact affected the amount of resources allocated to the districts.

The study, carried out in partnership with the HELVETAS Swiss Intercooperation, aimed at analyzing the District Investment Fund (FID) paying more attention to its nature, operation and capacity to meet the local needs, particularly concerning the issue of access to water supply and sanitation services to local populations.

In general, the report discusses the legal and

institutional framework and public policies in the water sector, in Mozambique, and discusses the process of decentralization and its implications for the water and sanitation sector at the local level. In addition, the study looks at the process of planning and budgeting, having as its focus the water and sanitation sector, also discusses the mechanisms of budgeting and financing of water and sanitation sector and the process of planning and budgeting in the water sector, in the districts of Nacarôa and Chiúre, paying more attention to the process of financing water and sanitation infrastructures.

Finally, the study discusses the factors that influence the investment in water and sanitation infrastructure, from the District Investment Fund in Nacarôa and Chiúre.

In this sense, it is concluded that, despite the water policy and legislation on decentralization are clear, in relation to the processes of commu-

nity participation in planning and budgeting and in the decentralization of funds for water and sanitation sector, there is still resistance of the provincial and central authorities to decentralize the resources, which let the district governments without the resources to invest in water and sanitation infrastructure.

Another aspect presented in this analysis is related to lack of resources, the political influence of the provincial governments and the discretionary power of the district administrator to comply with the targets defined in the PQG⁸ for different sectors allied to the lack of a specific fund for water and sanitation in the FID which makes the investment for this sector, unsatisfactory.

The analysis also shows that an increase on the FID for water and sanitation infrastructure is not only for the unification of planning processes among all the actors who work in the water and sanitation sector, but also for the empowerment of communities so that they may demand explanations about the implementation of Social Economic Plans and Budget of the District (PE-SOD's).

⁸ Government Five Year Plan

Recommendations:

The study has identified many priority issues which a lobby for the increase of the percentage of the FID for construction and/or rehabilitation of water and sanitation infrastructure at the local level may be.

One of the first points is related to the reduction in the level of conflict and disagreement between the different policy instruments related to the sector, following the question which concerns to advocacy, together with the partners and the government, the processes of planning and budgeting at the local level is to be harmonized.

In addition, the study recommends, as a matter of advocacy, the increase of financial resources by the government to respond to the decentralized responsibilities for the local governments, with a view to implement the water and sanitation programmes at local level.

Among other aspects, the study suggests incentives to the communities and to the local private sector to become involved, actively, mobilizing funds for the water sector and to understand the advantage of doing business within the water and sanitation sector.

Civil society promotes participatory processes of planning, budgeting, transparency and accountability in the district of Manhiça ...

The ONGAWA and the ACIDECO organizations, with funding from the European Union (EU), are implementing, in the Municipality and District of Manhiça, a project entitled "Support to Civil Society for the Promotion of Rights of Access to Information and Freedom of Expression through promoting the improvement of democratic and participatory processes of planning, budgeting, transparency and accountability."

The above-mentioned project aims to participate in improving participatory and democratic governance to achieve human development and poverty reduction

outcomes. To achieve this, the project intends to promote accountability with access to quality information and accountability of district and municipal governments as well as accountability of civil society and transparency in the management of public and community assets and the dissemination of information.

In the perspective of sharing the experience of the Project previously mentioned, our report spoke with Rosália Celeste Pechisso, Program Officer, at ACIDECO, an organization that integrates the platform and, currently, ACIDECO is a mentor of the project, together with ONGAWA.

How did the partnership ACIDECO/ONGAWA start?



Rosália Pechisso, Programme Officer

Rosália Celeste Pechisso, ACIDECO Program Officer, revealed that the partnership began when the organization was carrying out lobbying and advocacy activities at the municipal level in a project entitled “One Municipality One Close and Participatory Community. According to Rosália, at that time, ACIDECO carried out a Social Audit, regarding the expansion of the water network, a project financed by MASC⁹ and, as a result of the referred audit, the ONGAWA showed interest in the data resulting from the baseline study carried out by ACIDECO, which revealed weaknesses concerning the expansion of the water network and the CSOs. In this context, in response to a challenge from the EU, in order to expand the water network of the Municipality of Manhica, ONGAWA and ACIDECO jointly applied and it was on this path that the latter organization, according to Rosália, empowered the platform in order to improve the participation of civil society in the process of participatory planning, in the district and municipality of Manhica.

⁹ Civil Society Support Mechanism

Conclusions of the Baseline study to assess the participation of communities in planning processes....

ACIDECO, according to Rosália, heard from the communities how they participated in the planning processes and how they had access to information aiming at assist ACIDECO in its interventions, to know how to support the civil society (district platform) and the public administrations, particularly in the Health, Water and Sanitation and Education sectors.

Specifically, the concern of ACIDECO, according to its representative, was to see how the civil society (platform) could participate in the processes of participatory planning and access to information, on one hand, and how the government could meet the demands of the community, in the processes of participatory planning and what channels could be used for the dissemination of information, on the other hand. In this context, the baseline study conducted concluded that, in addition to the open presidencies and community meetings, there are channels that the government can use as, for example, the community radios (3 radios), so that the communities can have access to information.

Civil Society and Public Administration trained in Human Rights ...

According to our interlocutor, the project provided various human rights trainings that benefited not only the associations which are part of the Civil Society Platform, but also the Public Administrations, to enable human rights to be respected, especially in the planning processes. In this context, after the training, a focal and multisectoral group (Civil Society and Public Administration) was set up to make a study on the trends on human rights developments in the three sectors covered by the project: Health, Water and Sanitation and Education. “It is important to mention that the Human Right Based Approach is transversal, because we also train on other tools where we chose the CSC,” concluded Rosália.

Community Score Card (CSC) used in the 3 thematic areas of the project

Under the Project, according to Rosália Pechisso, the group that will use the CSC was set up in the 3 thematic areas previously mentioned, and the group is now being presented at district and local government levels (Administrative Posts), where the CSC will be applied. In addition, the source said that three courses were designed and the Terms of Reference (ToR) on participatory planning and budgeting processes were shared.

Participatory planning, transparency and accountability are challenges

The representative of the ACIDECO pointed out that the previously mentioned project is a great challenge, because, when it refers to participatory planning, transparency and accountability there are always barriers, however, she believes that the same can be overcome, with good coordination and a good explanation about the objective of the project and the government authorities at the end they understand the importance of participation, transparency and accountability, in the scope of monitoring the needs of communities, according to the planned. For example, Rosália Celeste said that it was not easy, especially in the Municipal area, to join the project, and it was necessary to empower the platform so that it should be known at the district level, considering that ACIDECO was an organization without any visibility and it was not seen as relevant, by the Municipality. "After empowerment, the platform became recognized by the municipality, as a valid channel to develop the communities," pointed out Rosália.

The Manhiça District Civil Society

Platform has been involved in events of the Municipality...

Once the challenges mentioned above have been overcome, according to Rosália, the platform now participates in events in the Municipality, that is good, because it can express their feelings, and this means an open path and, from this perspective, the voice of CSOs in planning processes. "The Civil Society of Manhiça has very good relations with the District Government, there is an opening in the processes of community consultation for the elaboration of PESOD and in the strategic development plan of the district," emphasized Rosália Pechisso.

The platform of the Manhiça District became involved in the events of the municipality...

After overcoming the challenges mentioned above, according to Rosália, the platform is already participating in events of the municipality which is good, because it can express its feelings, and this means an open way and, in this perspective, the voice of Civil Society Organizations (CS) is heard, at the level of planning processes. "The Civil Society of Manhiça has very good relations with the Government of the district, there are opportunities in the processes of community consultation for the elaboration of PESOD and in the strategic development plan of the district," emphasized Rosália Pechisso.

Participatory planning is the basis of good governance ...

From the perspective of our source, participatory planning enables the identification of the real needs of communities, which should be reflected in planning and with budget coverage and this is the only way of achieving good governance. In this context, the district

observatory was held, which is a fundamental forum, before submitting the planned, from the district level to the province.

ONGAWA

ONGAWA is a Spanish NGO working in the technological sector, for over 25 years. In Mozambique, it began to work in 2010, in the province of Cabo Delgado, and then, later, started to operate in Manhiça (in the Municipality), through various projects for the provision of water and sanitation infrastructure. According to Vasco Cote, coordinator of ONGAWA, in September of this year, the ONGAWA project entitled "Improving the living conditions of the population of the village of Manhiça, through the reduction of diseases caused using unhealthy water and lack of sanitation," ended.

Currently, according to Vasco Cote, ONGAWA is working with a good governance project funded by the EU, entitled "Support of Civil Society for the promotion of rights of access to Information and Freedom of Expression through the improvement of democratic and participatory processes of planning, budgeting, transparency and accountability, in the municipality and district of Manhiça." It is through this project that we have relationship with the Manhiça District platform, to provide to the space that civil society in the Manhiça finds in the events of the Municipality and District of Manhiça.

Platform revitalized to get space in the governance process...

The Manhiça Civil Society platform, consisting of 22 organizations, was established for over 25 years, but until the appearance of the ONGAWA/ACIDECO project, it had not yet got a space in the Municipal and district governance processes, due to its own organization of the platform and the lack of visible actions of the platform in the eyes of local authorities.

According to Vasco Cote, with the view to strengthening the Civil Society, the platform has been revitalized by the ONGAWA

project, through a general assembly, in which all social bodies of the platform were elected. Subsequently, according to the coordinator of ONGAWA, several courses have been carried out, with emphasis on the Human Right Based Approach, targeted to CSOs and local authorities.

Another action revealed by our source was the creation of a transversal group which meets twice every two months and addresses all the issues related to the civil society and the community in general, with a focus on the sectors of education, health and water and sanitation.

CSC assists the Civil Society to give voice to communities' concerns...

Our interlocutor told our report that the Civil Society was trained in issues related to the advocacy tools, with emphasis on the use of CSC, to give voice to communities' concerns, helping them to solve their problems, at the local level, and reporting to local authorities, what cannot be solved at the local level. It is, according to Vasco, an activity that will be carried out in all administrative posts, including the Municipal area.

Training in participatory planning and budgeting



Vasco Cote ONGAWA Coordinator

According to Vasco Cote, the hiring of a consultant to design the training in participatory planning and budgeting is in progress. This training will cover the Civil Society and the local

authorities, especially the planning sector, and aims to assert the interests of the communities and Civil Society, using budget monitoring tools, to be able to monitor the budget of the PESOD and PESOM 2018.

Use of Information and Communication Technologies (ICT's) to mobilize Community participation

According to Vasco Cote, the project is providing training in the use of ICT, in order to mobilize the community participation, using online platform, including SMS, Blog platform, called the voice of associations, and also, during 3 months, 3 community radios in the district of Manhica promoted the activities of the associations within the platform in order to give voice to organizations and give a visibility to activities of the CSOs. "On the other hand, to share information with the communities we produced a newsletter that reflects the activities of the district government and the Municipality," said Vasco.

Participation of the Civil Society in decision-making meetings: it is still a challenge

According to Vasco, at the level of the Municipality, the Civil Society began to participate in the sessions of the Municipal Assembly and it is in these spaces where they can give their opinion and influence for behavior change and this is a benefit, compared to the past.

The ambition of ONGAWA/ACIDECO project is related to the revitalization of the Advisory Board and the claim is to train the members of the civil society, so that they can influence in the behavior change, as they are members of this decision-making body, said Vasco.

The challenge is the representativeness of the Civil Society in the Advisory Board

In terms of percentage, Vasco Cote said that community leaders have 40 % of representativeness in the Advisory Board, which represents a challenge. However, it is one more space, which can be used to influence behavior changes, although with some limitation.

The Civil Society has been noticing that to request and to have access to information is a right of the communities...

During the conversation we had with Tomás Boane, a staff of Xingomane Cultural Association, he commended that with the training provided by the project, in terms of human rights, the CS has been noticing that requesting and accessing information concerning to the communities is a right and there are holders of duty (government) and right (community), but, within these same rights, the community has obligations, such as the payment of quotas as a citizen. "This scenario, for the civil society, created conditions to interact with the government," Tomas said. Our source also emphasized that ACIDECO provided the advocacy tool, part of which uses the CSC, in which the target group requests for a hearing to speak with government authorities, in the priority sectors, and receives a credential to interact with the Administrative Posts, in order to present the work that is intended to be done and, from there, to interact directly with the community.

What constitutes the use of the Community Score Card?

According to Tomás Boane's explanation, the community scores according to its level of satisfaction, for example, in the Water and Sanitation sector, then, the scenario is evaluated, and evidence is available to be reported as concrete. Subsequently, according to our source, a meeting is held, where the community is represented, and the report drafted, based on the community score, is read and the conformity of the data of the document with the facts that constitute community concerns is certified and then, a day for the action plan is fixed, with inputs from the community representatives, which will be integrated into the planning. This exercise is useful because the community, for example, will target sanitation issues and the government will take actions to resolve these issues and the community will have the opportunity to oversee the compliance with the plan.

Civil Society platform of the district of Manhiça undertakes social audit, in the communities.

The president of the district civil society platform in the district of Manhiça, Elias Raul Seth, told us that this organization consists of 22 associations, and has been undertaking a social audit, in the communities, using several tools from the organizations working with the platform, especially the ONGAWA/ACIDECO project. Specifically, Elias Seth highlighted tools such as the on Human Rights Based Approach and the CSC, used to measure the extent to which the basic services are provided to the communities.

For Elias Seth, the use of the Human Rights Based Approach and the CSC contributes greatly to identify the real needs of the district and this made ONGAWA to intervene with the purpose of assisting the Municipality, through the construction of water mini-system and the support of the Municipal Council in cleaning and treatment of water from the water wells. As a result of the intervention of ONGAWA, many people are already benefiting from water, and in the Municipal area, the Municipal Council is meeting the demand, praised our source.

Civil Society with more intervention and participation in the events of the district...

The partnership between the platform and the ONGAWA project has brought some changes in the point of view of Elias Seth, once the Civil Society (platform) started attending political/cultural events. Currently, according to our partner, it is being discussed, together with the government, the way the members of the platform can be integrated in the Advisory Board to assist the communities, i.e., to give voice to those who have no voice and to represent the community, in the government events. "We are valid interlocutors for the government and for the community and we are also intermediaries", completed Elias.

The water supply and sanitation have improved...

According to Elias Seth, sanitation has improved, with the partnership between the platform and the ONGAWA/ACIDECO. Specifically, as a result of the identification by the platform interacting with the community, the problems concerning the communities, in the components of water and sanitation, the project led by ONGAWA supported the Municipal Government in the acquisition of motorcycles for the purposes of monitoring the water sources, as well as dealing with the sanitation issues (cleaning of public roads and shower rooms), and it also built bathrooms in Xigoduene market and did so on behalf of the platform.

ONGAWA provide training on citizenship to the civil society organizations...

The ONGAWA project with the platform covers the whole district and consists in promoting the right of access to information and freedom of expression in 3 sectors: health, education and water and sanitation. Specifically, ONGAWA empowers the CSOs to know how to demand their rights and assume the responsibilities as citizens.

Partnership between the Municipality of Manhiça and ONGAWA is very good



Elias Seth, President of the Manhiça District Civil Society Platform

In conversation with our report, Bento Macamo, head of the Planning and Budget department of the Municipality, considered ONGAWA a good partner in the water sector, since, as for example, it helped in the extension of the water network of the Municipality, additionally provides support whenever the municipality has problems in the acquisition and maintenance of water pumps.

Bento Macamo, in addition to praising the training given to the Civil Society and Public Administration under ONGAWA/ACIDECO project, he expressed his satisfaction with the contribution made by ONGAWA project to the planning actions together with the Advisory Board. Another fact highlighted by our source is that, in the budget preparation sessions, where community needs related to water are presented, community leaders and secretaries of neighborhoods are invited to assess the needs. The trainings targeted the Civil Society and Public Administration, in Human Rights and Decentralized Planning, were also highlighted by Bento, since they contribute for the adequacy of planning to the real needs of the communities and the proof is that for the plan of 2017 it covered everything demanded, at the level of the neighborhoods.

Relationship between the Municipality and the Civil Society is positive

Evaluating the relationship between the Municipality and the Civil Society, Bento said that the interaction between the Municipality and the neighborhoods is good because, in every commemorative date, the information is collected, and the report of the activities undertaken by the Municipality is presented and then the list consisting of communities needs is collected and the evaluation of the activities of the Municipality, by the community, is positive.

The interaction between the Municipality and the Civil Society contributes to improve governance...

Bento ensures that there is a direct interaction between the Municipality and Civil Society and it contributes to improve governance. As an example, our interlocutor said that, in the sessions of the Municipal Assembly, the Civil Society speaks, and the Municipality realizes that it must improve its performance. In the context of good governance, Bento revealed to our report that this year the budget will be participatory, by neighborhood, and the idea is to clarify the communities about the use of money, according to the adequacy of the budget, everything will be monitored by the community.

The interaction between civil society and the government has improved...

To measure the capacity of Civil Society to interact with the Government, we talked with some residents. Lúcia Mouzinho Machai, secretary of the platform, for example, acknowledged that, with the civil society support project led by ONGAWA, the residents have acquired knowledges about human rights and principles of citizenship and now they know what it means to be a citizen in the real sense of word. For Lucia, there are improvements in the relationship between the Civil Society and the government authorities, because the training provided by ONGAWA has included members of government and they now understand that water and sanitation are citizens' right. Djimo João Manuel, president of ADEMO, was convinced that the Civil Society brought another impetus to the district of Manhiça, because through its participation in the Government and Municipality sessions the Civil Society present its ideas and is heard, and, in this way, the government learns what the real difficulties of the communities are.

Transparency in the Water Governance

An invitation to debate

By Artur Matavele

The world and especially the developing countries are facing the water crisis, which affects mainly marginalized social groups (poor residents in peri-urban and rural areas) and constitutes a “crisis of governance” (UNESCO, 2006, p.1). Therefore, it is not simply because of the lack of water resources in the world that people do not have access to water, but because of the lack of establishment of processes, mechanisms and procedures that allow citizen participation in their plurality for an effective and efficient provision of services.

Governance, a set of systems that control decision making, has in transparency a pillar for its sustainability. Transparency allows a wide range of information to be accessible by law and that decision-making procedures are clear, and citizens have open channels to interact with state actors and thus monitor and evaluate all aspects of activities being implemented. Therefore, if we have the water sector as an example, good governance must enable citizens to be informed and participate in decision-making and even in reporting cases of misconduct, thereby protecting their rights. By recognizing water as a human right, the need for transparency and integrity in the management of water resources has been strengthened.

The water legislation, in Mozambique, in a certain way, seeks to find elements of beneficiaries’ participation. In this context, the Water Policy (2007) states that “in order to guarantee sustainability and rational use of resources, the participation of water communities and users will be promoted, with emphasis on the role of women in planning, implementation, management, use and maintenance of water supply and sanitation infrastructures, so that the solutions adopted correspond to the desires and economic capacity of the communities. The level and forms of participation will be adapted to local conditions and to the level of service provided.”

The most common model for national citizen participation in the management of water supply systems is through water committees in rural areas. In urban areas, although there is a Water Regulatory Board, and the citizen participation is still unclear. Water committees in rural areas have inconsistencies in terms of capacity, competence and practice. Probably, the fact that most water supply projects and resources have external financing, through different agents, with different approaches, is likely to weaken the implementation of what is established in the legislation. Water committees do not always understand the long-term nature they should have, which means that when there are withdrawals in a group, or a member gives up, for example, there are hardly any replacements for those leaving, and sometimes the lack of internal governance mechanisms of the committees (transparency



By Artur Matavele

and accountability in the management of the maintenance of water sources), which allows them to participate in decision-making, in matters related to water in the areas where they live, is reflected in inefficiency of water supply.

Participation is aimed at monitoring and evaluating the performance of water and sanitation sector agents to denounce any bad practices and protect the rights of citizens. However, there are still immense challenges in Mozambique. Although the Water Policy establishes mechanisms for participation, and social, economic and even cultural reasons, have been promoting the non-occurrence of participation and consequent lack of transparency in the governance of the sector, since there are limitations on the use of spaces for citizen participation, which greatly affect the development of the water sector. With this scenario, for the good governance of the sector, transparency should be promoted through the following:

- Increase the efficiency of district services, departments, at the provincial and national levels, to improve the involvement of the citizen, being necessary, for that purpose, the dissemination of policies, plans and existing projects;
- Publication of the rights and duties of citizens, in relation to water and sanitation.
- Increase the accountability through the improvement in the staff supervision and unscheduled performance assessment practices;
- Provide the plans and achievements of the sector to the citizen;

Transparency, participation and accountability require information and spaces for the participation of the civil society, so why not think about meetings of the sector with the civil society, especially with a view to universal access to water and sanitation in 2030?