



Kenya



maji na ufanisi

| water and development

A decorative graphic on the left side of the page, consisting of a vertical black line intersecting a horizontal black line. To the left of the intersection are three overlapping squares: a blue one on top, a red one on the left, and a yellow one on the bottom.

WATER GOVERNANCE STUDY 2009 SUMMARY

Study Background



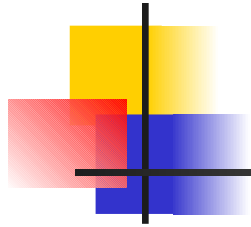
The Water Governance Study was conducted from 26th March to 8th May 2009 in Nairobi, Mombasa, Kisumu, Kitui, Mwingi and Budalang'i.

It examined provision of water services, malpractices in water institutions, water resource management and the best practices for promoting transparency, accountability and integrity in the sector among other issues.

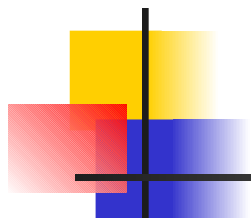


Study Methodology

- The study used a sample size of 2722 for the general public and 119 for large-scale water users with a margin of error of 5%.
- The sample was equally distributed among the survey towns to provide a meaningful sub-strata analysis in all selected locations of the study.
- Data was collected through a desk review of water governance material, face-to-face and key-in-depth interviews as well as focus group discussions.
- Interviews were also carried out with officers in the water management institutions to get views on governance structures existing in the institutions and their application.



OVERVIEW OF THE FINDINGS



Responses of Domestic Water Users



Water Resource Use and Availability

- The respondents from the regions surveyed use both un piped and piped water almost equally. 46.8% of the respondents' main water sources are piped while 53.2% are un piped.
- The piped sources are largely the house and communal taps while the un piped sources include bore holes, rivers, wells and water vendors.
- The households predominantly use the water for domestic purposes. A few households use it for irrigation, brick making and cattle rearing on a small scale basis.

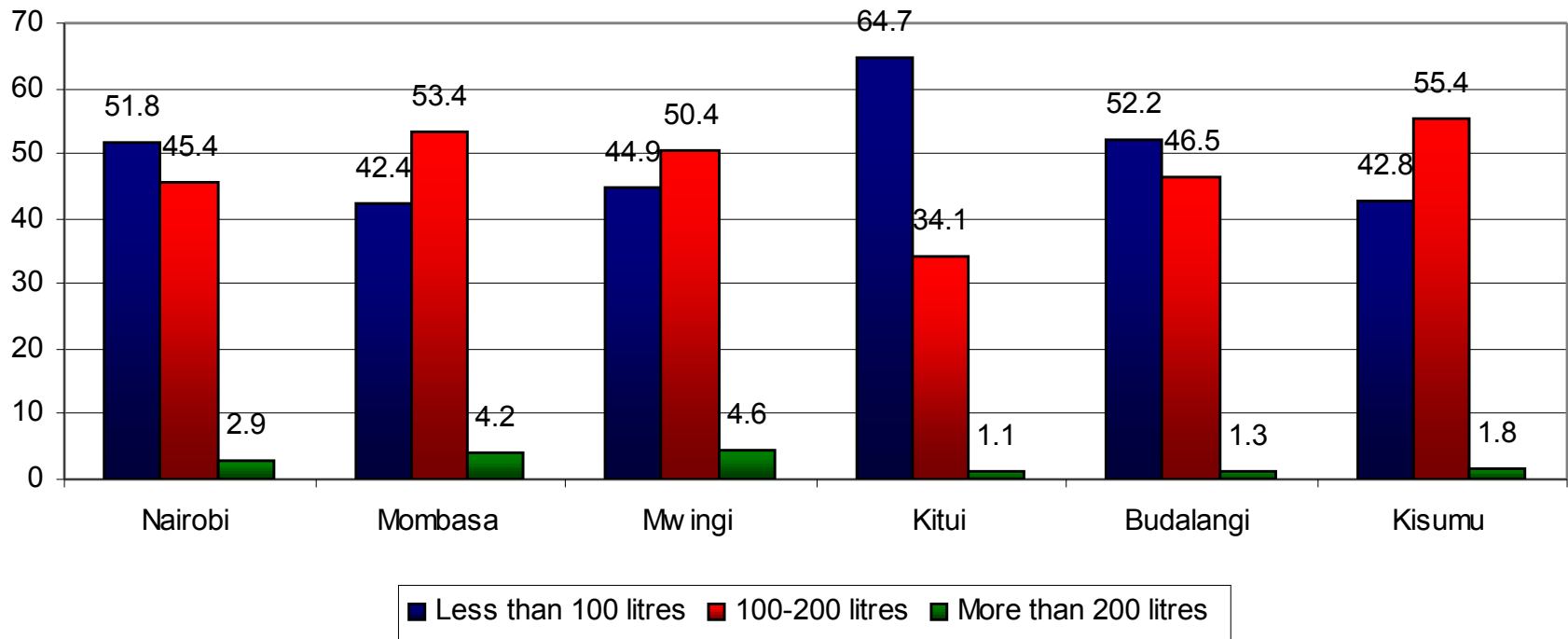


Water Consumption

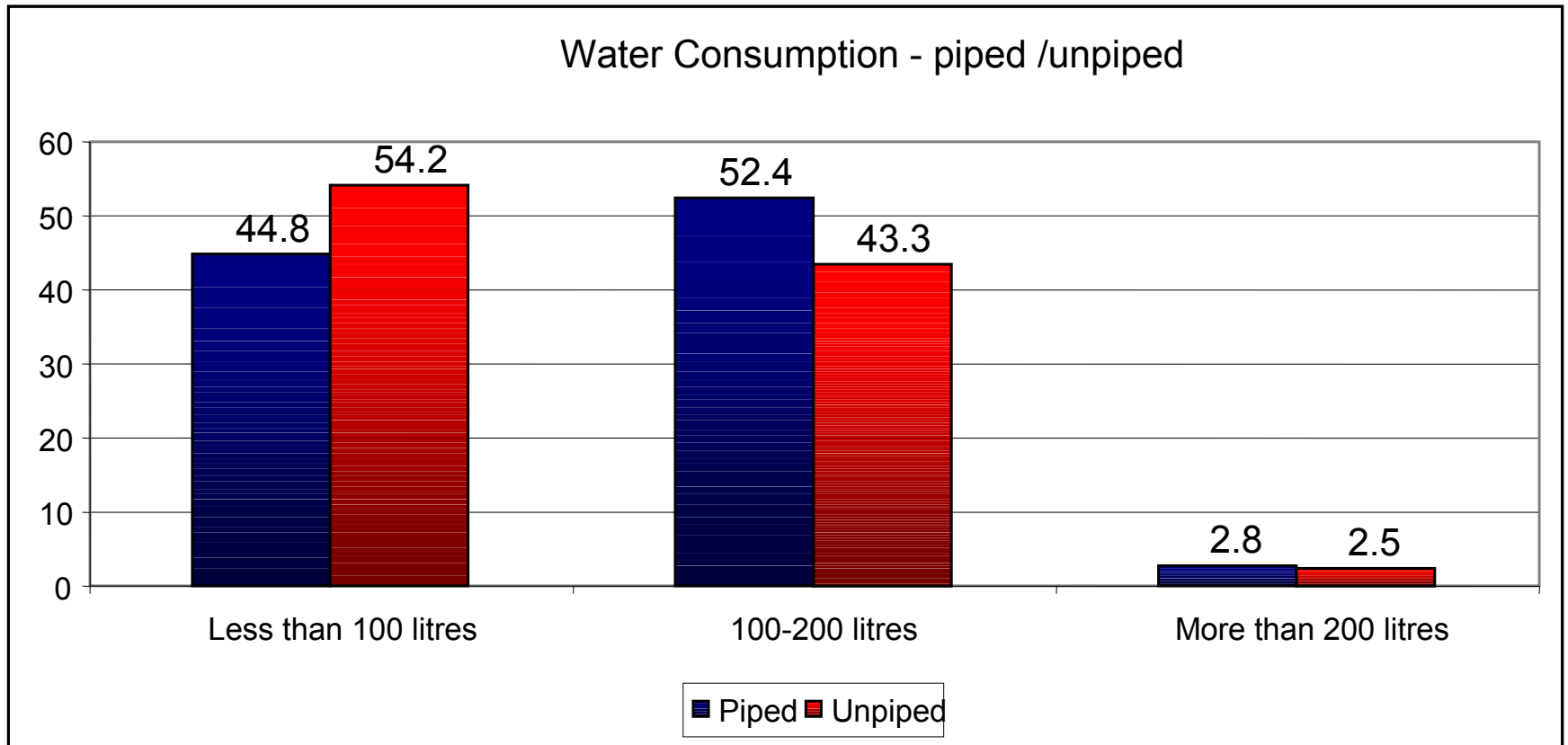
- Most of the households surveyed had an average of three to six people. The survey sought to know the approximate quantities of water consumed per household.
- 55% of the households sampled use less than 100 litres a day while about 40% use between 100-200 litres of water a day. Those who use more than 200 litres a day constitute about 5%.

Water Consumption

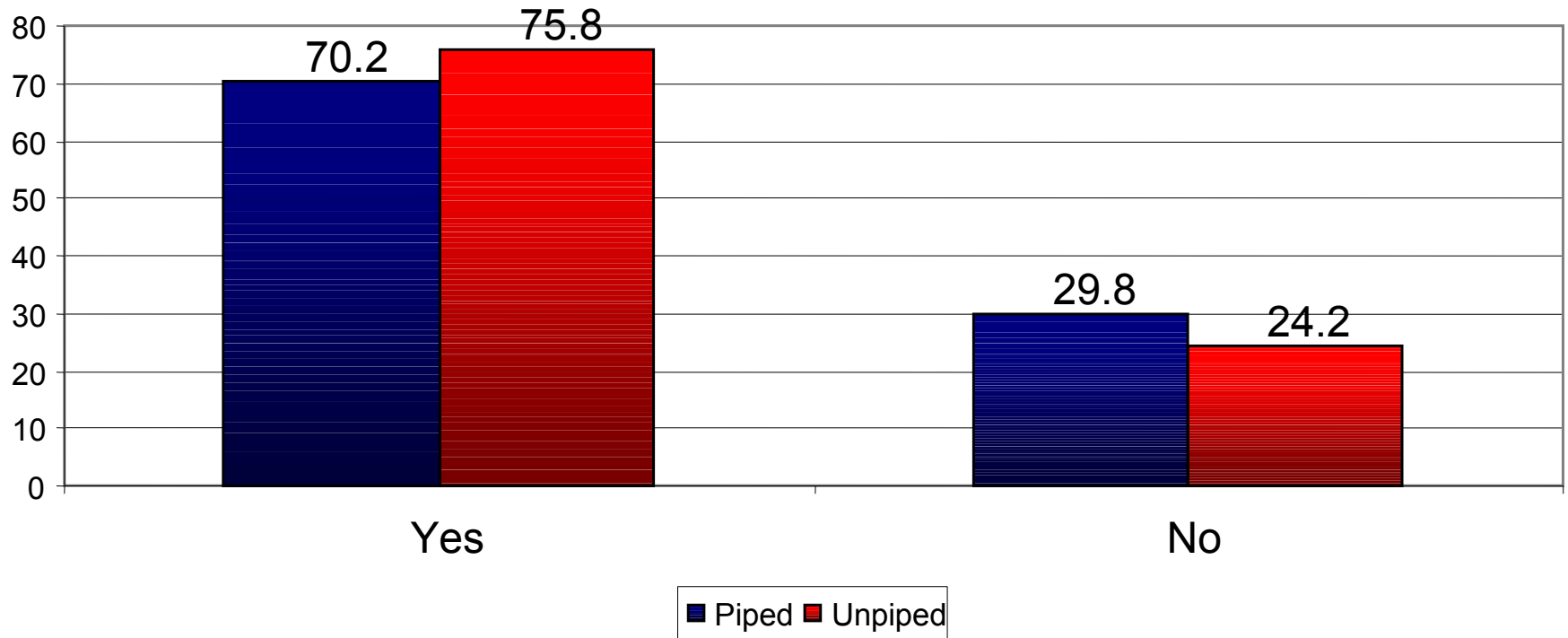
Water Consumption - Regions of survey



Water Consumption



Do you treat your water before drinking?





Perception of Water Quality

- The study indicates that respondents had little confidence in the quality of water supplied. 75.8% of the respondents treat unpiped water compared to 70.2% who treat piped water.
- The most common method of treating water is boiling followed by chlorination.

Reasons domestic users don't pay for water

- 65.3% of the people interviewed pay for water used for household consumption while 41.5% pay for water for other uses.
- The survey found that water tariff collection is ineffective and should therefore be enhanced by water service providers. According to the study, 57% of water consumed domestically is unaccounted for.

Reason	%
I get from natural sources	62.3
My landlord pays	15.7
The water is private	15.4
I don't get the bills	2.6
I pay for borehole water	1.9
I get it free from a communal source	0.9

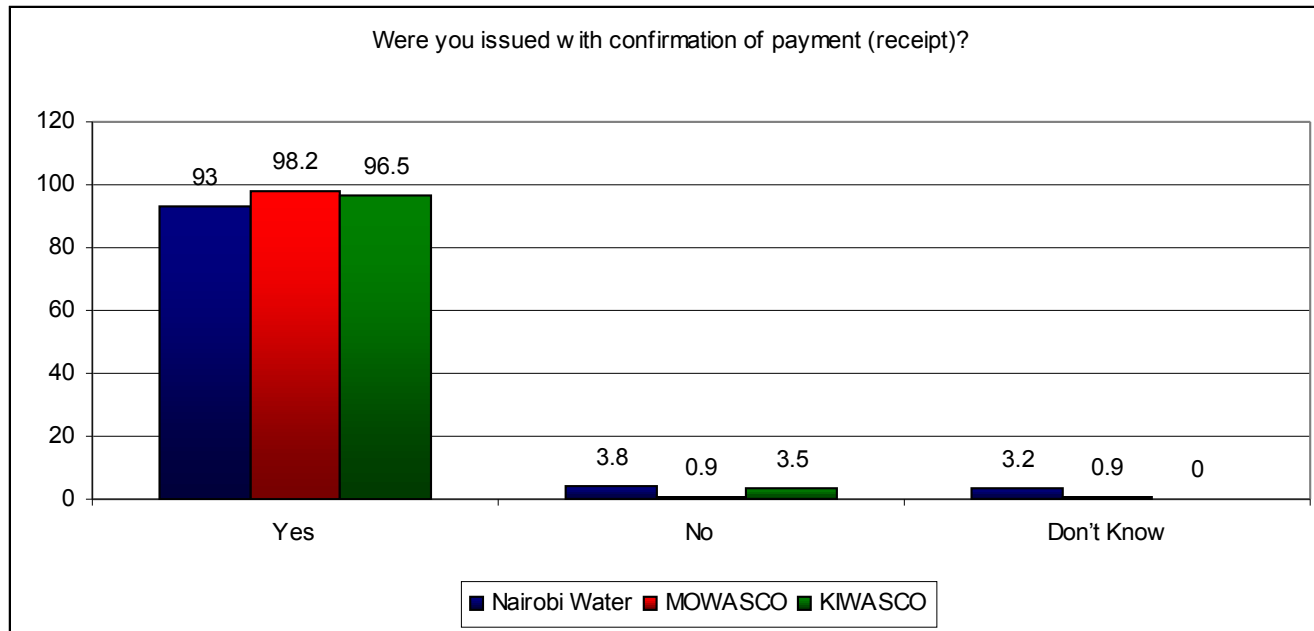


Customer Satisfaction

- 41.4% of water users surveyed are unhappy with the services offered by the providers.
- 8.4% have actually lodged complaints. Those who have not forwarded their problems say they lack faith that the officers will address their complaints or the issue is too common among a large number of water users so it is needless to raise it.
- The bulk of the complaints lodged pertain to unreliable supply of water or unprocedural disconnections of water metres.

Were you issued with confirmation of payment – receipt?

- The study found that 17.6% of the people who submit their payments claim that no receipt was issued.

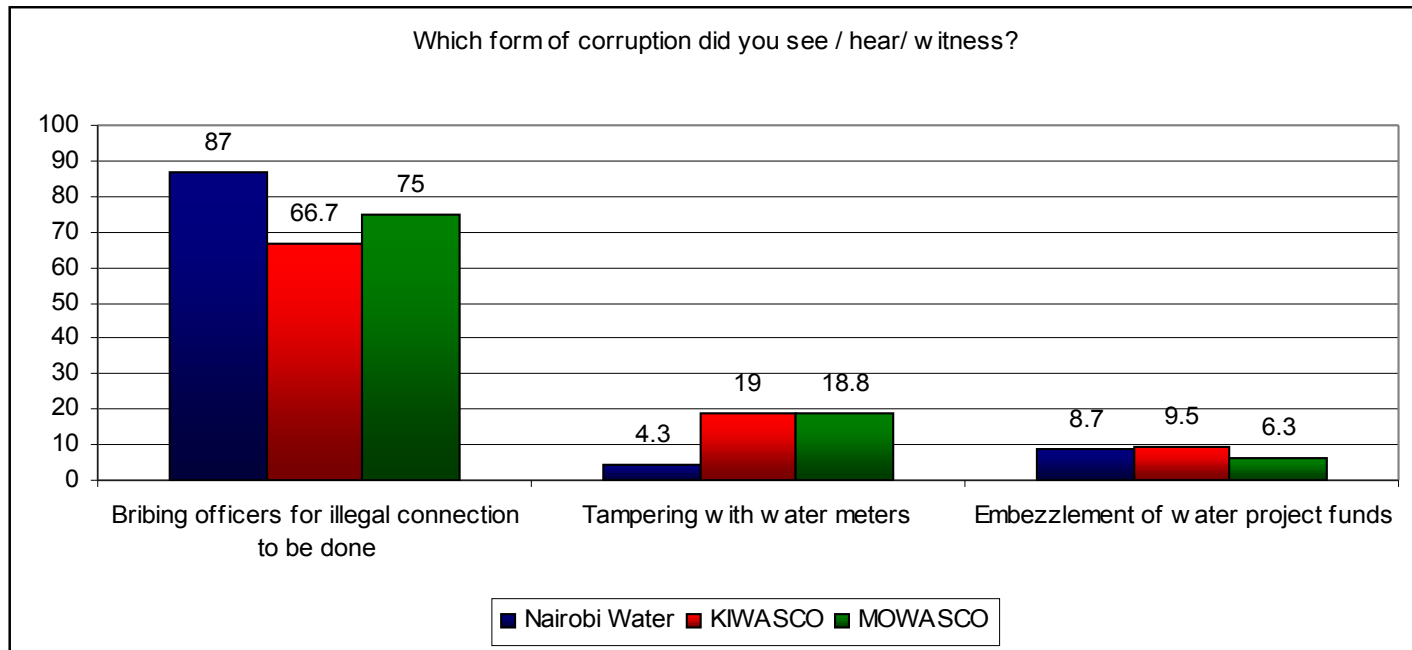


Malpractices Witnessed in Water Institutions

The malpractices included illegal connections, bribery of water officials and diversion of water supply. The table below shows the institutions which were frequently mentioned with regard to malpractices:

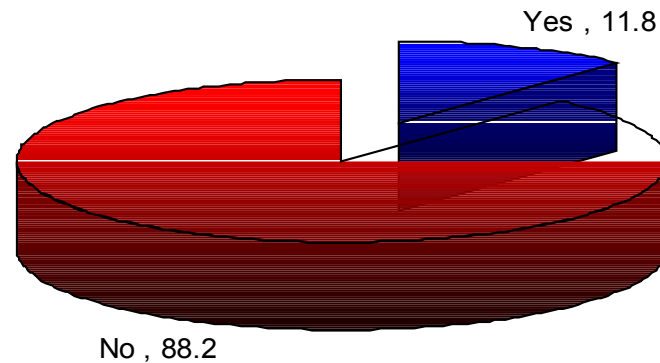
Institution	%
Mombasa Water	15.9
Nairobi Water	11.8
Kisumu Water	11.5
Tana and Athi Regional Devt Authority	6.4
Ministry of Water & Irrigation	4.7
Water Resource Management Authority	3.9
Lake Victoria North Water Service Board	3.6
Water Regulatory Board	2.0
Water Services Trust Fund	1.2
Kiambere/Mwingi Water Company	0.6
Water Appeals Board	0.3
Kilifi Water & Sewerage	0.2

What form of corruption have you seen/heard of in water companies?

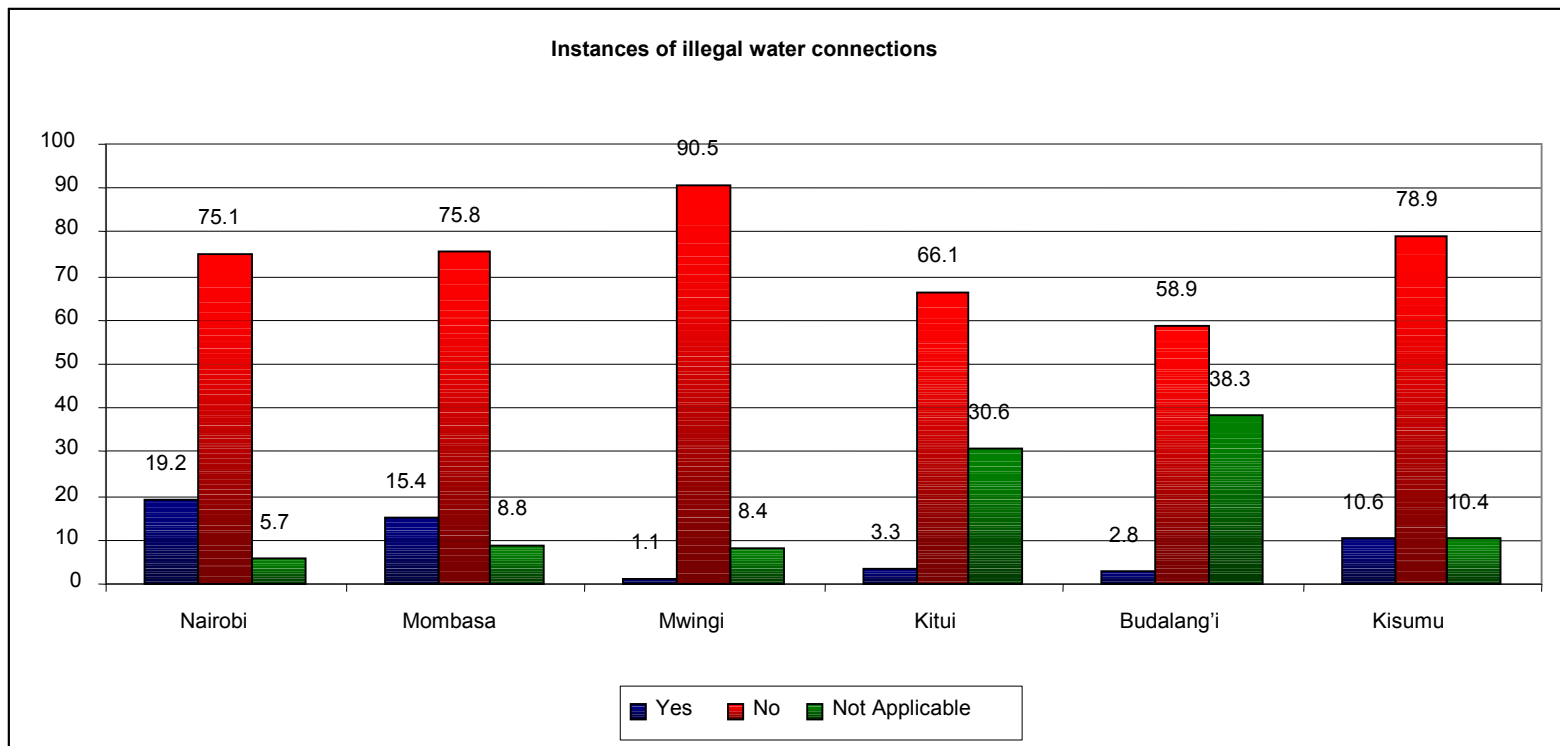


Do you know any person who has given a bribe to receive water services?

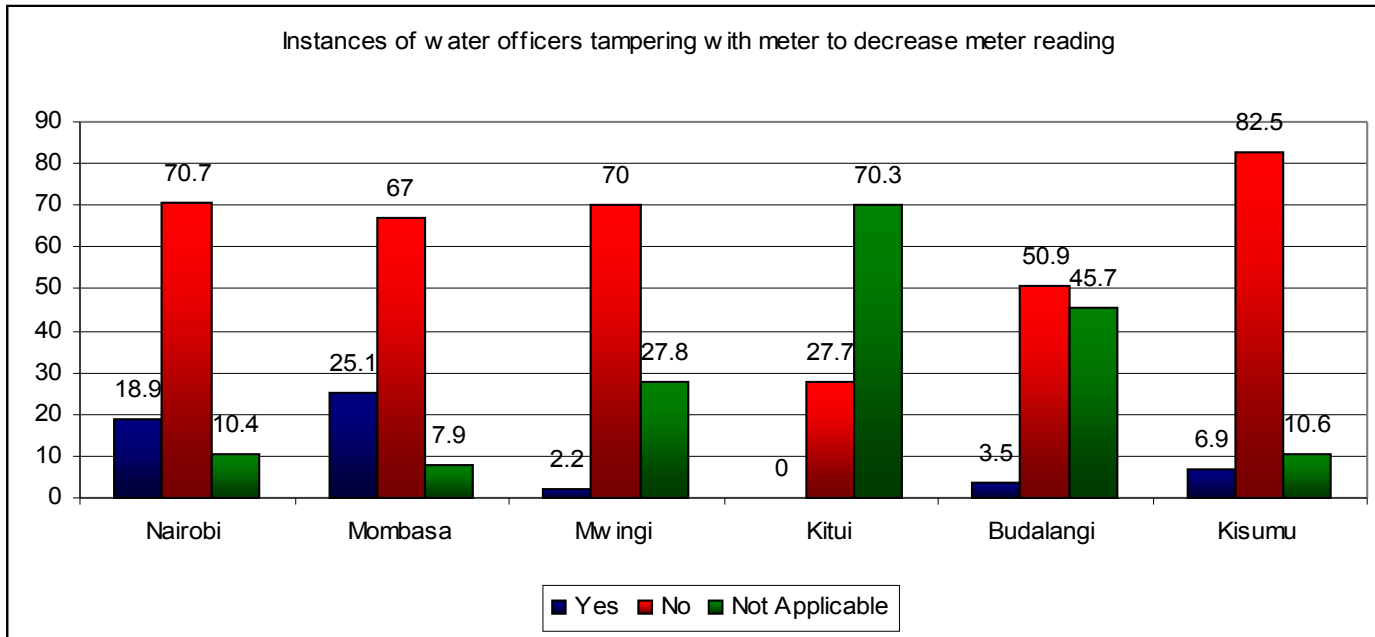
Do you know any person who has given bribe to be provided with water services?

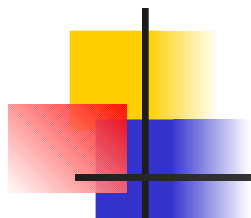


Instances of illegal water connections



Instances of water officers tampering with metres to decrease reading





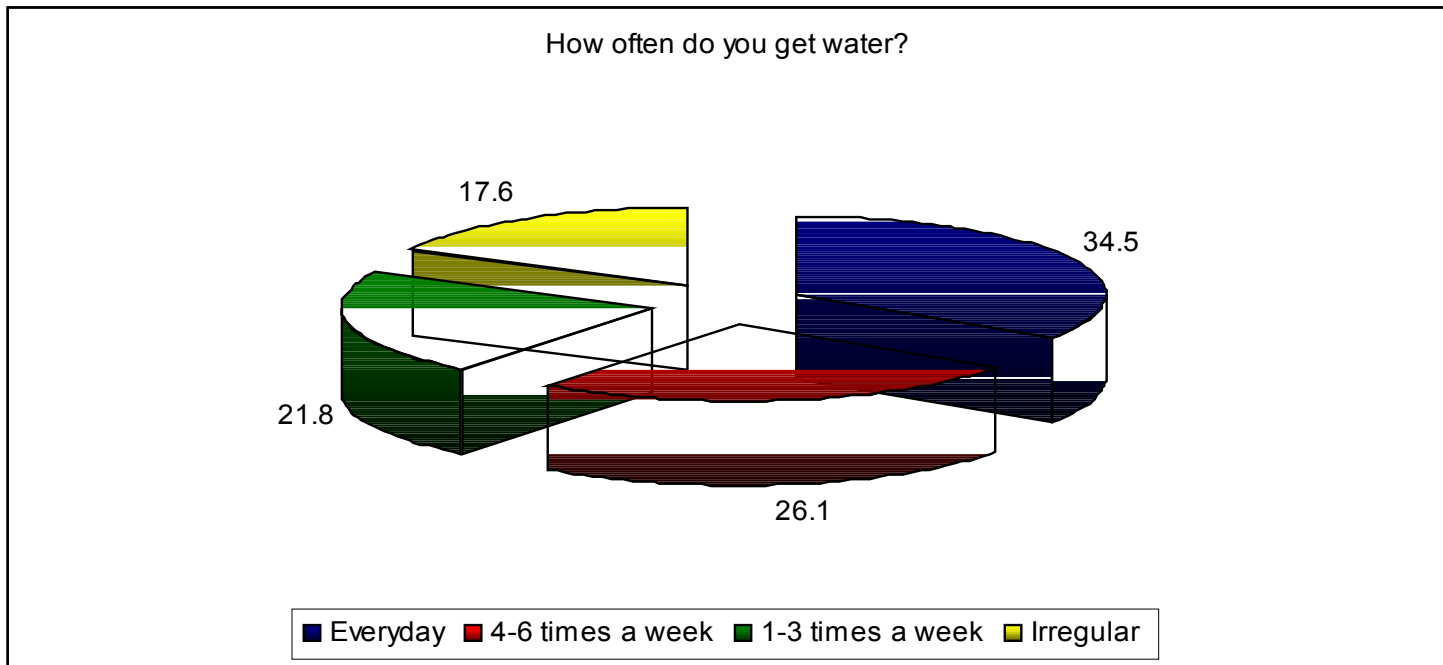
Responses of Large Scale Water Users



Water Resource Use and Availability

- The Large-scale water users mainly use water for production purposes. The companies surveyed included manufacturing, agricultural and horticultural firms.

How often do you get water?





Adherence to regulations

- 42% of the industries surveyed are aware of the Water Resources Management Rules (2007) which contain the guidelines for water use.
- 42.9% of the large-scale water users sampled do not have abstraction permits while 46.2% do not have master metres for measuring abstraction from water sources as required for raw water use.
- 6.7% and 5.9% are not even aware of the abstraction permit and master reader respectively



Customer Satisfaction

- 46.2% of the users have had reason to complain over water services and out of these, 70.9% actually lodged complaints. Most complaints pertain to inflated water bills and irregular supply of water.
- The ones who did not bother to complain said that they had no faith in their complaints being addressed by WRMA.
- There is widespread awareness of the alternatives available for seeking redress incase WRMA does not adequately address complaints filed. 37.8% say they would seek redress from the Ministry of Water and Irrigation while 23.5% say they would go to the Water Appeals Board (WAB).



Most frequently mentioned institutions where corruption has been heard of or witnessed

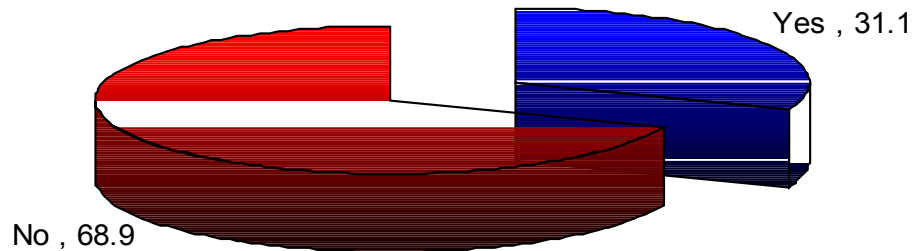
- 32.8% of the officers from the large-scale water user organisations admit to have heard of or witnessed corruption in the water sector institutions.
- The form of corruption most cited is bribery of water officers and inflation of bills that cause water consumers to seek backdoor forms of redress.

The following institutions are most frequently mentioned:

Institution	%
City/Municipal Councils	48.7
Kisumu Water	20.5
Mombasa Water	12.8
Mwingi TARDA	7.7

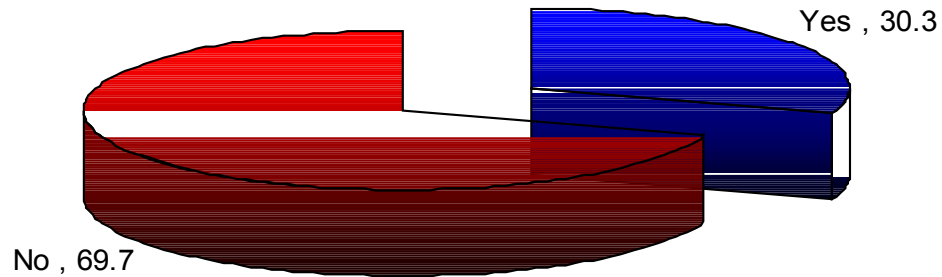
Do you know any company that has diverted water from a domestic to a large-scale water user?

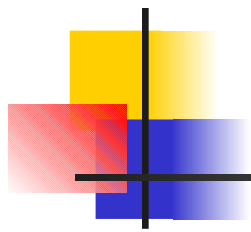
There have been complaints about some industrial users colluding with WSP to divert water from small domestic users to industrial users, do you know of any company that has been involved in this??



Do you anyone who has bribed to avoid cancellation of their water license?

Do you know of any person who has been involved in giving or receiving bribe to avoid cancellation of their water license?





RECOMMENDATIONS



Recommendations

- Participation of water institutions in District Development Committees be enhanced since major Government decisions affecting them at the local level are made there.
- Ministry of Water should ensure that water reforms are well articulated so that citizens are fully aware of government water bodies and their functions.
- Strengthen financial and risk management, auditing systems and procurement procedures in government water bodies by engaging competent personnel and processes through competitive sourcing.
- The mandate and functions of government water bodies be reviewed to avoid an overlap in roles and increased overheads.



Recommendations

- More water service companies be constituted to serve areas not yet covered.
- Use of master metres be enhanced as a means of regulating flow, improving water allocation and ensuring equitable distribution of water resources.
- The Ministry of Water should develop institutional linkages that will facilitate the detection of loopholes that create opportunities for corruption and craft measures for addressing them. Areas that require urgent attention are at the permitting, billing, revenue collection and infrastructure level.
- Provisions be made for consumers to discuss and demand adequate and efficient water supply services and access to water resources.
- Formulate tariff guidelines for the water service providers, and mechanisms for ensuring compliance to environmental standards regarding quality of water.



Recommendations

- Consumer participation and feedback systems should be strengthened. The customer care desks which handle complaints at water service companies and boards should be made more efficient.
- Strengthen participation of consumers, non governmental organisations and other stakeholders to participate in the sector by providing adequate information.
- Attempts should be made especially in low income areas for water to be supplied on specific days and times of the week during times of rationing/shortage. This would reduce waiting time at communal taps because people would go there when water is available. This would also reduce exploitation by water vendors.