

**ASSESSMENT OF CIVIL SOCIETY CONTRIBUTIONS
TO THE WATSAN SECTOR IN ETHIOPIA
[2002 – 2006]**

SUMMARY REPORT OF FINDINGS

Submitted to

CRDA WATER WORKING GROUP

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**INTERMÓN OXFAM WATERAID ETHIOPIA AND THE ETHIOPIAN
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Acronyms

AA	Addis Ababa
CRDA	Christian Relief and Development Association
CSA	Central Statistics Authority
DPPA	Disaster Prevention and Preparedness Agency
Eth. C.	Ethiopian Calendar
EUWI	European Union (EU) Water Initiative Ethiopia
GO	Government Organization
HH	Household
M& E	Monitoring and Evaluation
MOU	Memorandum of Understanding signed between MoWR, MoH & MoE for the integration of WASH
MoWR	Ministry of Water Resources
NGO	Non-Governmental Organization
PASDEP	Plan for Accelerated and Sustained Development to End Poverty
RWH	Rainwater Harvesting
SWOT	Strengths, Weaknesses, Opportunities and Threats
WRMP	Water Resources Management Policy
TOR	Terms of Reference
UAP	Universal Access Plan
WASH	Water Supply, Sanitation and Hygiene Education Program
WWG	Water Working Group (of CRDA)

1. INTRODUCTION

1.1 Country WATSAN Sector Overview

All efforts in the WATSAN Sector primarily aim at meeting the objectives of improving health conditions (from which children benefit most); and saving the time and energy spent in fetching unsafe water (from which again women and young girls benefit most). Attaining these objectives in a sustained manner eventually leads towards impacting higher level objectives/goals in the hierarchy: food security, improved livelihoods, social benefits, economic growth, and finally poverty reduction.

The Ethiopian Water Resources Management Policy (WRMP) has given WATSAN the top most priority in the allocation of available water resources. There are a number of multiyear plans and programs officially released/adopted by the Government of Ethiopia in order to promote and develop the WATSAN Sector. It appears however that the UAP and the PASDEP, being the latest plans, are increasingly becoming more important, as well as demanding in the sense that they aim at much faster rates of progress.

WATSAN in this study includes all water supply for domestic consumption and all forms of disposal of human excreta. Water supply coverage also conforms to the definition as access to improved water supplies within 1.5 km for rural areas and 0.5 km for urban areas. One of the challenges in studies such as this one is that there are either a number of competing and conflicting data sources, or data are not available altogether for certain indicators. The performance of WATSAN in Ethiopia, as provided in a sector review report of EUWI (2006), over the period 2000-06 is presented in Table-1 below.

Table-1 Performance of the WATSAN Sector in Ethiopia, 2000-2006

Indicator		2000	2005/06	Progress 2004/05 - 06		
Access to improved water supply	Rural	23%	44%	11%		
	Urban	74%	80%	6%		
	Total		42%			
Proportion of functional water systems			70%			
Average unit cost of new water supply systems (Birr per person)	Rural		Not known			
	Urban					
Access to improved Sanitation	Rural	Data not available	17%	Data not available		
	Urban		57%			
	Total		28%			
Access to/use of hand washing facilities	Rural				Data not available	
	Urban					
Proportion of schools with access to water and sanitation						

Source: EUWI (2006). Final Sector Review Report of Water Supply, Sanitation and Hygiene Ethiopia

The WATSAN Sector is financed by external and internal funding sources, which is reported to have a fast increasing trend. However, only half of the budgets in the water sector are allocated to domestic water and sanitation; the remaining is allocated to hydropower, water resources development and irrigation (EUWI 2006). The WATSAN Sector expenditures are also reported to trail behind the finance raised and the budget available. This could be an indication of the fact that the government needs to consider some form of financial support to CSOs operating in the sector, but facing financial constraints; typically indigenous CSOs that have proven track record in efficiency, effectiveness, community involvement and sustainability are worth considering for such support.

As stipulated in the PASDEP, the target over the period 2005/06 - 09/10 is to raise water supply coverage from 34.5% of the population to 77.5% in rural areas, and from 42.2% to 84.5% for the population as a whole. The UAP aims at nearly universal coverage by 2012. The PASDEP target for sanitation/use of latrines is increasing rural coverage from 17.5% to 79.8%, and urban coverage from 50% to 89.4% of the population. The PASDEP projected total costs for water and sanitation over the period 2005/06 - 2009/10 is Birr 12,194 million. The investments required by the UAP for the WATSAN sector is Birr 20,043 million (10,576 million for rural, and 9,467 million for urban); NGOs are expected to contribute Birr 1,050 million (about 10%) of the investment required for the rural WATSAN sector.

1.2 The WATSAN Civil Society, and Background for the Study

The Civil society (CSO) is distinct from the government (GO) and the private sector; and in the context of this report refers to:

- International, national and regional level NGOs
- CBOs organized and operating at federal or regional levels
- Professional Associations organized and operating at federal or regional levels.

NGOs are the most predominant of the above three in respect of contributions made to the WATSAN sector. CSOs are known to complement government efforts through their engagement mainly in rural areas, and adopting development approaches that enable the involvement of the beneficiary communities in their programs.

The CRDA Water Working Group had recently identified the need for an updated assessment of the contribution of the civil society in the WATSAN Sector in Ethiopia. This was in recognition of the fact that existing such data and information are outdated and that there are no accurate figures for CSO financing of water and sanitation projects in the country. Subsequent to this, WaterAid Ethiopia, in collaboration with Intermon Oxfam and Kale Heywet Church, prepared a terms of reference to guide the tasks in the assessment, and jointly commissioned the work to an Ethiopian consulting firm called Burkitu Management Consultant.

The consultant, following the agreement entered with WaterAid Ethiopia, had carried out the assessment, and compiled the findings into this summary report. It would however be useful to note that there is a larger document with an elaborate discussion (supported by more tables, figures and also annexes) on data collection, analysis, findings and recommendations.

2. APPROACHES AND METHODOLOGY FOR THE STUDY

The objectives of the current assessment, as stipulated in the TOR for the work, are "to provide an updated and common understanding of civil society contributions to the WATSAN Sector. In addition, the assessment is expected to analyze the strengths and weaknesses of civil society involvement in the sector, challenges to greater civil society effective participation in the sector as well as opportunities for civil society in the current WATSAN Sector environment." The assessment is also expected to put forward a set of recommendations that help in the improvement of the contribution of CSOs to the Sector.

2.1 Approaches and Methodology

For the assessment to accomplish its tasks successfully, and to meet the objectives set for it, it was necessary to design a strategy/approach that would particularly enable the collection of reliable data. In this regard, there were a few lessons that were learnt from such earlier assessments, which this study had tried to review. Accordingly, the following approaches and steps were employed during the assessment.

1. First, the period of assessment was agreed to be 2002-2006. This was owing to the fact that the contribution of CSOs operating in the various sectors in Ethiopia in the earlier years had more or less been dealt with by other studies.
2. The methodology for the study was developed and data collection instruments prepared. They were presented at a meeting of the CRDA Water Working Group who had provided useful comments and recommendations for enrichment.
3. Data were then collected mainly from CSOs and line GOs involved in the WATSAN Sector. For the purposes of the study, CSOs were divided into two types, federal based and region based. Federal based CSOs refer to those CSOs based in Addis Ababa but implementing programs/projects in the various regions. Region based CSOs refer to international, national and regional CSOs with branch or head offices in the regional capitals.
4. Following data collection from the aforementioned sources, data entry, processing and analysis were done making use of appropriate computer application software. The analysis had been disaggregated by region and by GO/CSO; and also by category (international or indigenous CSO).
5. The final stage of the study was interpretation of the results and write up of the findings into a report. The draft report prepared at this stage had been distributed among CRDA WWG members and WATSAN CSOs that took part in a validation workshop aimed at discussing the findings. The draft was then finalized based on the comments obtained.

The methodology developed for the survey had taken into account the availability of the data to be collected, the time and effort needed by respondents to provide the data, and the resources & the time available for the study. The data collection methods mainly included the following.

- Documents review and secondary data collection
- Conventional survey method making use of open ended and closed questionnaires
- Discussion with purposively selected CSOs and GOs

Accordingly, appropriate data collection instruments (questionnaires, checklists and formats) were prepared to facilitate the data collection process.

2.2 Challenges and limitations

As indicated earlier, efforts had been made to learn lessons from earlier similar studies to enable overcome the hurdles of particularly data collection from so many organizations. Nevertheless, it must be noted that data collection was not an easy task; it had posed a great challenge. The various difficulties faced included the following.

- The identification of CSOs involved in the WATSAN Sector. This includes the difficulties faced in finding the physical location of many of the CSOs identified.
- Low level of cooperation and willingness to provide data by some CSOs and GOs
- Failure to follow instructions for filling data and information, and delayed return of completed formats and questionnaires

There were of course also highly cooperative organizations that fully appreciated the need for the study and were looking forward to see the findings; it would thus be important to acknowledge here their praiseworthy participation and collaboration.

The overall situation in any case was wearisome and at times frustrating. The challenges faced had thus been the major contributing factors limiting the number of CSOs that were covered by the study; this had been the main limitation of the study. It is hoped that the limitations posed by this situation would be minimized by the users of this report, who will hopefully be able to make inferences as to what the results would have been if it were possible to cover all WATSAN CSOs. Still then however, much of the findings (particularly those based on qualitative data) are not very

dependent on covering all CSOs; thus are considered to have been fully captured irrespective of the fact that it was not possible to reach all WATSAN CSOs.

3. CIVIL SOCIETY WATSAN CONTRIBUTIONS

3.1 WATSAN Institutions Covered by the Study

It had been indicated in the preceding chapter that the study covers those CSOs and GOs operating mainly from offices based at federal (AA) and/or regional capitals. The number of regions covered by the study is eight (one of them Dire Dawa City Administration). Gambella Region was not included in the study, owing to the fact that its contribution to the country level assessment was considered not very significant and that the resources for the study were limited. Addis Ababa City Administration had also not been fully included due to the fact that it was difficult to obtain data from the CSOs whose most water supply work is not new but extension from the existing water supply systems. Harari Region was excluded as well as it was not possible to get CSOs that were involved in WATSAN at the time of the study.

The total number of WATSAN CSO offices covered by the study was 49. Of these, 22 (45%) were international and 27 (55%) indigenous; 21 (43%) were federal based and the rest 28 (57%) region based. 15 of the 28 region based CSOs were branches of their mother CSOs in Addis Ababa; 5 of these federal based mother CSOs had been visited and data collected from. 48 of the CSOs visited were NGOs; who unlike the other CSOs are known to be non self serving organizations. There was only one WATSAN CBO that the study came across in Somale Region; there were no other federal or regional level CBOs or professional associations identified to have been engaged in the sector. Apart from two CSOs (namely WaterAid and Water Action) who are more or less focusing in WATSAN, all the rest undertake WATSAN activities as part of their wider multi-sector operations. At the time of data collection, there were 964 regular staff employed by the CSOs covered by the study. Of these, 583 (60%) were technical and 381 (40%) management and support staff. 655 (68%) of the staff were employed by indigenous CSOs and 291 (32%) by international. 476 (49%) of the staff had academic qualifications of diploma and above; and 244 (25%) first degree and above.

Data and information were collected from GOs as well. The main reasons for this were to gather their views on CSO WATSAN operations, and to collect a few basic data on own WATSAN performances and facilitate obtaining better impression on the extent of the contribution of CSOs by way of rudimentary comparison. The GOs that were contacted for the purpose were those that were thought to have direct working relations with WATSAN CSOs. These included Water, health and Education bureaus and regional DPPCs (or their equivalents) who entered project agreements and worked in partnership with the CSOs. It was possible to collect data from a total of 17 federal and regional level GOs.

3.2 Project Work

A WATSAN project in this study refers to a project (or a component of an integrated multi-sector project) that is intended to carry out activities in water supply and/or sanitation & hygiene. CSO WATSAN projects usually tend to integrate water supply and sanitation & hygiene. In GOs, the two activities are more distinct; water supply projects are mainly implemented by water bureaus where as sanitation and hygiene activities are handled separately by health bureaus.

3.2.1 CSO WATSAN Projects

3.2.1.1 WATSAN Projects Implemented in 2002-06

Table-2 shows the number of all projects that were under implementation over the period 2002-06 by 48 of the 49 CSOs. The implementation of a few of these projects started before 2002, and carried over to the period 2002-06; There were also a few others whose implementation extended beyond 2006. The total number of the projects that were under implementation over the period was 267, of which 252 were completed by 2006 to provide the intended services to beneficiaries. The distribution by region of both is shown in Table-2. The study has revealed that although there were some important urban water supply schemes built by CSOs, their WATSAN operations were by and large rural.

The various types of water supply schemes built by the CSOs included spring development, hand dug wells, drilled wells, surface water development and RWH. The number of such schemes built by the 267 projects, as reported by 45 of the CSOs, was 4,688. Of these, 2,453 (52%) were pumped and 2235 (48%) not. Large majority (71%) of the schemes were spring development and hand dug wells; with hand dug wells slightly exceeding the developed springs in number. Developed surface water sources constitute the least. 38 of the CSOs had indicated that more than 80 % of the built schemes were operational providing the intended services. This figure is quite high, especially in view of the fact that most of them are pumped; one of the reasons for this could be the fact that the schemes are still new. The reasons that were given for those that are not operational were drying of water sources and technical failures related to workmanship during construction and breakdown of pumping units. It is important to note here that sustainability of WATSAN projects partly due to technical problems was one of the concerns expressed by CSOs during the study.

CSOs engagement was not limited to the planning and implementation of new projects only, but extended to the maintenance, rehabilitation and expansion of existing water supply facilities. 13 CSOs had reported that they had undertaken such activities at a total of 486 schemes, the regional distribution of these can be seen in Table-3.

CSOs were asked to complete a form that was intended to assess their involvement in the construction of sanitation facilities making use of own resources. The result as obtained from 45 CSOs shows that there were 44,567 HH/individual TPL & VIPL, 348 communal/public toilets, 148 shower rooms and 518 washing basins built by the 267 WATSAN projects. It is difficult to determine from these figures, whether the WATSAN projects had built enough latrines or not. Assuming that they are all built for demonstration purposes and that they are roughly evenly distributed among the WATSAN projects, the comparison of the number of latrines built and that of WATSAN beneficiaries indicate that quite considerable efforts had been made. Nevertheless, other parts of the study show that efforts in sanitation and hygiene education are lagging behind, and are not well integrated with that of water supply. This would imply that more resources and extended effort needs to be made in the work. The promotion of the simplest household latrine facilities (widely known as traditional pit latrines) is suggested here to be the most effective in respect of improving sustainable coverage with rural sanitation facilities.

3.2.1.2 Project Beneficiaries

This section deals with the beneficiaries of the new WATSAN projects built by 48 CSOs over the period 2002-06. It can be seen from Table-2 that the total number of people planned to benefit from the projects was 4,252,110. The number of planned beneficiaries by sex was 1,012,288 men and 965,282 women. These two numbers however do not add up to the total; the reason for this is that there are beneficiaries who were reported but not disaggregated by sex. The number of beneficiaries that were actually benefiting from the completed WATSAN projects was 3,993,027 people; these represent about 5.3% of the 75 million 2006 population of Ethiopia (CSA 1998). Readers can make their own inference what the five years contribution would have been if it were possible to reach and cover all WATSAN CSOs by this study.

There were however concerns expressed by the CSOs themselves that the number of people served by some WATSAN scheme was rather high. The relatively low per capita costs of projects shown in Table-2 also indicate that there were too many users reported to have benefited from the individual projects. It is important noting here that there were CSOs that had reported unit costs as low as Birr 11 and 14 per capita, these are rather too low figures to be acceptable. This is therefore a message to CSOs that they should observe standard (UAP) design criteria such as those referring to consumption per day per capita, distance traveled to fetch water and others.

3.2.2 GO Projects

There were a total of 68 projects that were implemented by 12 reporting GOs over the period 1994-98 Eth. C. Of these, 11 were on sanitation and hygiene implemented by 3 regional health bureaus and a sanitation and beautification agency. It can be seen that water supply and sanitation were hardly integrated in GO projects, and were separately handled by different bureaus. This could be agenda on advocacy for action; because everyone now a days knows and believes that these two have to be integrated; what is missing in many such cases is action. CSOs had also reported that many are confused as to whether it is water or health bureaus that are responsible/mandated for sanitation and hygiene activities. The MOU for the GO WASH program may have the answer, however this is an issue for CSOs to clarify for themselves and inform their staff (particularly those at lower levels). As confirmed by other parts of the study, it would also be necessary to orient/inform CSO (also GO) staff on all WATSAN related government policies, strategies, regulations and program matters.

GOs were engaged in both urban and rural WATSAN projects; and the study shows that urban WATSAN programmes were primarily the responsibility of GOs, as CSOs were mainly engaged in rural WATSAN activities. GOs, like CSOs, had indicated that more than 80% of the schemes they had built were operational at the time of the study. This could again partly be because the schemes were still new, and that the urban projects particularly were paid better attention and are better organized.

3.3 Project Financing

3.3.1 CSO Project Budgets and Expenditure

Table-2 shows the budgets and expenditures for all new projects that were under implementation by 48 CSOs over the period of 2002-06. A few of these projects had started prior to 2002; there are also a few other that had extended beyond 2006.

Table-2 CSO WATSAN Projects by Region, Number, Budget and Number of Beneficiaries

Region	No. of projects		CSOs' Project Budget (Birr)			No. of Beneficiaries				Cost per capita for completed
	Under Implem. (2002-06)	Completed	Planned	Utilized by 2006	Utilized for completed	Male	Fem.	Total	Total for completed	
Tigray	2	1	12,291,027	11,651,965	11,651,965	35,972	36,095	72,067	72,067	162
Amhara	27	27	29,638,156	29,638,156	29,638,156	232,691	223,559	456,250	456,250	65
Oromiya	55	53	39,543,749	34,527,799	34,097,799	44,762	45,851	207,620	201,350	161
SNNP	11	10	6,446,621	4,773,241	4,773,241	60,770	44,710	150,180	143,500	33
Afar	1	1	3,263,440	3,263,440	3,263,440			17,488	17,488	187
Beni-shangul	28	24	9,345,378	6,730,058	6,730,058	11,570	17,325	51,345	51,345	110
Somale	5	5	5,743,891	5,835,000	5,835,000	21,750	24,750	118,500	118,500	49

Dire Dawa	2	2	1,818,000	1,818,000	1,818,000	2,122	1,594	3,716	3,716	489
Federal based	136	130	200,278,121	180,779,650	173,993,993	602,651	571,398	3,174,944	2,928,811	51
Totals	267	252	308,368,383	279,017,309	271,801,652	1,012,288	965,282	4,252,110	3,993,027	61

Table-2 shows that the total budget allocated from CSOs fund alone (i.e. not including community and government contribution) for all the 267 new projects (to be spent starting from their commencement until their completion) was Birr 308,368,383. The actual amount spent on these projects until 2006 (for both completed and not completed by 2006) was Birr 279,017,309. We had seen earlier and here in Table-2 that 252 of the projects had been completed by 2006 and are benefiting a population of 3,993,027. The amount of money spent from CSOs' own fund on these completed projects by 2006 was Birr 271,801,652. The regional breakdown for all these can be seen in the Table-2.

Table-2 also shows that the average cost per capita of the completed projects was Birr 61. This is obtained by dividing utilized budget by number of beneficiaries, both for the completed projects. It should however be noted here that the "cost per capita column" of Table-2 is not a simple division of the "utilized for completed" column by "total beneficiary for completed" column. The reason for this is that there are beneficiaries that have not been reported for few completed projects whose budget expenditure had been reported; an account had been taken for this in the table. It can be seen in the table that the federal based, Somale and SNNP projects show the lowest per capita costs. This on one hand appears to be a good thing; while on the other; it shows that the unit costs were rather too low to be fair enough reflecting acceptable costs of projects reasonably meeting various technical and other requirements. Over estimated beneficiary count, and not well considered design criteria are two of the usual problems in this respect; it is recommended that CSOs examine their projects from this stand point. It would also be useful to remind CSOs that prices of particularly construction material are rising at a fast rate, and that it is probably a high time to find ways (technological) of reducing unit costs. This may call for a coordinated research, and learning from existing innovative experiences/best practices.

Table-3 below shows the actual amount of fund utilized/spent within 2002-06 alone. The expenditures shown here are a bit different from those shown in Table-2, in that the previous table includes expenditures made before 2002 for projects that had commenced earlier. But Table-3 shows those expenditures made within 2002-06 alone for all the 267 projects that were under implementation over the period. It also includes the expenditures made on the maintenance, rehabilitation and extension of the then existing 486 water supply systems. It is therefore a real measure of the financial contributions made by CSOs over the last five years.

Table-3 CSO WATSAN Projects by region, Number, and Budget Utilized over 2002-06

Region	Budget Contribution for New Projects (Birr)					CSO Budget (Birr) Utilized for Maintenance, Rehabilitation and Expansion		Total CSO Contribution (Birr)
	No. of Projects	Total Utilized Proj. Budget	CSO Contr.	User Contr. (all forms)	GO Contr.	No. of Schemes	Budget	
Tigray	2	12,433,294	10,951,965	1,481,329				10,951,965
Amhara	27	34,758,506	29,638,156	4,446,120	674,230			29,638,156
Oromiya	55	36,219,149	34,527,799	1,611,764	79,586	28	1,525,480	36,053,279
SNNP	11	4,773,241	4,773,241			13	446,000	5,219,241
Afar	1	3,263,440	3,263,440					3,263,440

Beni-shangul	28	7,077,058	6,730,058	347,000		93	1,703,469	8,433,527
Somale	5	5,985,000	5,835,000	150,000		104	2,566,313	8,401,313
Dire Dawa	2	1,656,000	1,467,450	188,550				1,467,450
Federal based	136	189,827,567	180,629,400	7,502,451	1,695,716	248	1,960,000	182,589,400
Totals	267	295,993,255	277,816,509	15,727,214	2,449,532	486	8,201,262	286,017,771

As can be seen in the table, the total budget utilization for new projects over the period was Birr 295,993,255. The contribution of CSOs in this expenditure from own fund sources was Birr 277,816,509. It would be interesting to note that 68% of the 277,816,509 Birr expenditure was made by indigenous CSOs reporting to this study; of course, much part of it had come from the international CSO funding partners. Please, note that all efforts had been made to do away with double counting of expenditures made by partnering CSOs. From the figures above, it appears that the two categories of CSOs are playing their due complementary roles; the international mainly as funding agencies, and the indigenous as implementing partners. The indigenous CSOs are also proving that they can play quite important roles if adequately supported financially or otherwise.

It was not possible to disaggregate the expenditures made between water supply and sanitation & hygiene, as most of the CSO WATSAN projects were integrated and disaggregating was not possible; nevertheless it is obvious that water supply components take the lion's share. The contributions of the beneficiary communities and the government in the total budget expenditure, as can be calculated from Table-3 were in the order of 5% and 1% respectively. The contribution of communities was mainly in the form of labor and material; while that of government was mainly in the form of seconded staff and at times material. Rarely, depending upon circumstances, both had been reported to have contributed in cash. One important thing here is that community and government contributions had been reported, not to have been recorded properly by many project holder CSOs. As this undermines the efforts/contributions made by all parties, it would be important to maintain proper records.

Table-3 also shows that CSOs had spent a total of Birr 8,201,262 (68% of which was by indigenous CSOs) for maintenance/rehabilitation/expansion of 486 then existing water supply systems. This makes the net CSO budget expenditure made within 2002-06 to be **Birr 286,017,771**. It is important to note that this does not include administrative costs.

3.3.2 GO Project Budgets and Expenditure

The total expenditure made by reporting GOs for the 68 WATSAN projects implemented by themselves over the period 1994-98 Eth. C. was Birr **1,049,294,597**. Birr 569,838,317 of the fund spent on 40 projects came from government budget; while the remaining Birr 479,456,281 spent on 28 projects came from international donors. Again these expenditures do not include administrative costs. GOs had also reported that all but one of the 11 sanitation projects was funded by external donors, and that nearly no government budget was allocated for the purpose. This could also be another agenda for CSO advocacy.

It would not be very meaningful to make comparisons in terms of percentages between CSO and GO WATSAN project expenditures, as not all CSOs and GOs reported their expenditures; nevertheless, one can have an impression of the situation by having a look into the absolute figures.

3.3.3 The Role of Bilateral and Multilateral Donors in CSO WATSAN Projects

One of the questions CSOs were asked was to provide with the list of organizations collaborating with them, along with the corresponding types of collaboration as donors, implementers, technical backstopping and others. This was one of the areas where CSOs did not respond very well. From the responses, it appears that CSOs were more interdependent among themselves in all aspects including project funding. Particularly indigenous CSOs appear to be mostly dependent on their international CSO counterparts for their funds.

Still then however, there were quite a few international (non-CSO) donors who had been providing funds to CSOs. Those whose names had appeared in completed questionnaires were the following: the European Union; UNICEF; the Red Cross Society; Embassies of Ireland, Britain, Japan, France and the Netherlands; CIDA, USAID, GTZ, JICA and UN Habitat. Data had not been collected on the extent of the funds provided by these donors.

It is known that many multilateral and bilateral funding agencies are providing a lot of resources for WATSAN development in Ethiopia. Their major partners as far as this study is concerned are GOs. On the other hand, fund raising for CSOs, especially the indigenous, has always been one of the most cumbersome tasks. It would therefore be worthwhile and sensible if international donors could consider providing more support to CSOs complementing government efforts. This would enhance the fund absorption capacity of the country and helps CSOs to flourish in the country. The view shared among many GOs that “CSOs should look for additional sources of fund instead of scrambling over already committed funds” does not appear to be plausible. Local CSOs have proved that they can play a real and significant role if provided with the necessary support. CSOs may need to consider this issue as an agenda for advocacy with the government and the international non-CSO funding agencies.

3.3.4 CSO Future WATSAN Project Plans

The CSOs covered by the study were asked to provide data on their project work and expenditure plans over the coming five years starting from Year 2007. The result as obtained from 41 of the 49 respondent CSOs is the following. There are a total of 518 WATSAN projects (443 and 71 reported for rural and urban respectively) planned to be implemented. The total project expenditure plan is Birr 585,008,810; Birr 471,271,379 (81%) coming from the federal based CSOs alone. The expenditure plan when disaggregated by category is Birr 411,512,131 (70%) for indigenous and Birr 173,496,679 (30%) for International CSOs. Please, note that the total plans in all cases are greater than the sum of the totals for urban and rural; the reason is that there are some CSO plans reported without disaggregating. In any case, it can be seen that most CSO plans are aimed at rural WATSAN development. It should be noted again that these plans do not represent the total work and expenditure plans of the WATSAN CSO sector as a whole; they are only partial. Readers are therefore expected to extrapolate what the actual expenditure would be.

It had been indicated in Chapter 1 that the government foresees CSOs to contribute about Birr one billion (10%) of the seven years budget estimate required for the implementation of the UAP in rural Ethiopia. Will CSOs be able to meet this expectation? This is a difficult question to answer based on the limited data obtained for this study. Nevertheless, the study provides with a clue to comment on the issue. The total actual CSO project expenditure during the last five years, as shown in previous sections is over a quarter of a billion birr; the future five years plan is over half a billion.. If we conservatively assume that the study had captured about half of the CSO actual figures, then, their past five years performance shows that they will have difficulties in meeting the expectations of the UAP. On the other hand however, their future plans show that they are close to being able to meet the expectations somehow. Overall, the situation is such that WATSAN CSOs will not be having an easy time of fund raising; the wheels of fund raising are said to turn slowly. The UAP, ambitious as it stands, appears to have ambitious expectations from

WATSAN CSOs as well. CSOs are also expected to operate increasingly in remoter parts of the country. It is therefore apparent that CSOs have to work much harder both in fundraising and in the planning and implementation of efficient, impacting and sustainable WATSAN projects.

3.4 Other Forms of CSO Contribution

In preceding sections of this chapter, we had seen the contributions made by CSOs in the planning, implementation and financing of projects that are aimed at the provision of water and sanitation facilities along with associated software activities such as hygiene education and capacity building. Their contributions however were not limited to such projects, but extended further to other forms. In this section, we will have an overview of these contributions over the past five years to the extent reported by respondent CSOs.

3.4.1 Assets Acquired for the Sector

CSOs need various assets of permanent nature to assist in the implementation of their projects. Furthermore, CSOs also procure assets in order to transfer to partners such as woreda level GOs as part of their strengthening programs. Accordingly, CSOs had acquired diverse assets over the last five years for use in the WATSAN Sector. The assets included items such as water well drilling machines, dump trucks, the construction of building blocks such as training centers and offices, various types of WATSAN related equipment, vehicles and motor bikes. Items such as computer software programs are also included here. From the responses obtained, CSOs do not appear to have provided the full information required in this regard. Nevertheless, the assessment shows that the monetary value of the assets acquired for the sector, by 18 reporting CSOs, to be Birr 94,296,727. Much of the contribution was made by Federal based CSOs.

3.4.2 Manuals and Publications

Capacity building/training and awareness creation are among the traditional activities of CSOs at all levels, federal to woreda and community. In addition, CSOs have been communicating and disseminating various experiences, research findings and advocacy messages among partners and other stakeholders. All these require media of communication such as written/published material, video tapes, CDs/DVDs, and radio & TV broadcasts. In this regard, the study shows that CSOs had produced about 70 types of varied reading and other material over the past five years. These include, among others, training material, manuals on technical and social aspects of projects, awareness creation materials such as posters and leaflets, and bulletins.

The study shows that CSOs are making quite useful and praiseworthy contributions in respect of manuals and publications. Nevertheless, the coordination/collaboration in such efforts, like many other areas, would have quite a number of advantages as follows.

- It helps do away with the duplication of efforts. There are so many similar and excellent manuals, training and awareness raising materials already existing within the CSO sector and outside, in-country and abroad. It would not be a wise decision to go for reinventing the wheel (unless of course this adds value) and spend a lot of time, energy and money, just to repeat and do something that had already been done by someone else somewhere else.
- There are various useful material already produced for the sector by so many organizations since long ago. These material, however useful they may be, had only served limited purposes over limited spans of time, and have since been forgotten and/or their tracks lost. Coordination of the effort enables the collection of such material from wherever they are for an extended use.
- If new materials have to be produced, coordination enables a concerted effort, better quality work, shared costs and wider use/dissemination over an extended period of time.

Of course here, particular/specific needs can be handled by the concerned individual CSOs themselves.

- Coordinated effort enables the search and wider in-country use of useful material and experiences from all over the world, though either networking internationally or the internet.

It is however known that coordination is not an easy task, but the CRDA Water Working Group has a real role to play in this respect.

3.4.3 Non-Financial Contributions

WATSAN CSO non-financial contributions take a number of interrelated forms that include innovation, advocacy, networking, Training and research. The various non-financial contributions made over the last five years as reported by respondent CSOs are discussed as follows.

1. Successful innovative ideas/approaches tested and promoted by CSOs include:

- Large gravity water supply systems for rural communities
- Community management of schemes, including large water supply systems
- The integration of water supply with hygiene and sanitation, and the promotion of an approach known as 'total sanitation'
- The promotion of RWH as an alternative source of water
- Technology for the treatment of water with high fluoride content
- Technology for the treatment of water making use of biological sand filters (BSF) for household water treatment

2. CSOs had reported to have carried out quite a lot of advocacy and lobbying in respect of policy issues, new/innovative approaches, and resources mobilization for the sector. The advocacy effort had been taking various complementary forms such as policy research, workshops, experience exchange visits, and the production of advocacy materials. While the extensive work done in this respect by many CSOs is praiseworthy, there are of course also concerns expressed by respondent CSOs.

- CSOs have not been participating enough in the formulation of national and regional level WATSAN policies, strategies, legislations and sector development programs/plans.
- Their advocacy efforts have been unilateral, fragmented and uncoordinated.

CSOs and the CRDA WWG would therefore need to coordinate for a joint, coherent and effective advocacy efforts.

3. CSOs had reported to have somehow benefited from networking. CRDA and other international and national forums are among the higher forms of networking from which CSOs in Ethiopia (WATSAN CSOs included.) had benefited. The CRDA WWG is also a specialized forum through which WATSAN CSOs have been networking at national level. The WWG has however been not so effective in the past, and has recently been merged with other CRDA working groups, endangering networking among the WATSAN CSO sector.

Although there were some networking activities reported by some CSOs, the SWOT analysis part of the study has revealed that internal WATSAN CSO networking is the most important weakness expressed by respondents. The concern expressed in this regard was nearly unanimous such that it appeared as though all WATSAN CSOs had suddenly networked to tell through the study, to who ever is listening/concerned that they are not networking at all. The networking problem was also reported to get graver down the ladder starting from the national level to regional and woreda level CSOs. Many had also reported that the relation and coordination of CSO work with GOs is better than that existing within CSOs. This calls for a prompt and appropriate action by WWG and others that have concerns/responsibilities on such matters.

4. The capacity building/training of partner GOs and beneficiary communities had been an important component in CSOs projects. CSO respondents had however stressed the need to do more in respect of training own staff. The study has also been able to gather the fact that WATSAN staffs receive better training in software aspects than technical. It is good that training in subjects such as participatory approaches, gender, M&E are given to CSO staff, as these had in the earlier years been lacking, and the training had brought all the difference in the success of CSO projects. Nevertheless, it would also be important to provide technical training to staff as the technical sustainability of schemes is highly determined by the quality of designs, construction, operation and maintenance.

5. There were no research activities as such properly reported by CSOs, but it is known that quite a few CSOs were involved in such activities. CSO WATSAN research can help at least to try and/or adopt new/imported/innovative technologies and approaches. The promotion/extension of successful research findings is also a means of scaling up new ways of working in WATSAN. It is recommended here that it would be of an important contribution for CSOs to engage more in research and promotion/extension activities both in water supply and sanitation & hygiene. The CRDA WWG can coordinate/facilitate efforts in this respect.

4 VIEWS OF CSOs AND GOs ON CSO WASTSAN OPERATIONS

The findings in this chapter are based on the questionnaire parts of the data collection instruments which were completed by nearly all CSOs and GOs that the study had covered, and interviews/discussions held with purposively selected GOs and CSOs, both at federal and regional levels. The closed parts of the questionnaires were used to request respondent CSOs and GOs to rate a particular issue/item as high, above average, average, below average or low. The responses obtained were then analyzed and tabulated making use of the SPSS application software. The open ended parts of the questionnaires and the discussions held also formed important basis for the qualitative analysis of responses. Unlike the preceding chapter, the views expressed and discussed here are thought to be representative to all WATSAN CSOs and GOs, although they were not all covered by the study.

4.1 Government Policies and Regulations

The first item CSOs were asked was to rate the “conduciveness of policy and regulation to enable the CSO to fulfill its mandates”. The results obtained from the analysis of the data collected had revealed that CSOs consider WATSAN policies and regulations to be conducive. The reservation CSOs showed in this regard was that there had been nearly no participation of CSOs in the formulation of policies, although this would have added to further enrichment and sense of ownership. The UAP is viewed to be too ambitious by many CSOs, and also requiring an enormous amount of fund. The UAP was also considered to have treated rainwater harvesting inadequately. There had also been a view that policies need to support the private sector better than they do now. Apart from these, the overall view of respondents towards policies, as revealed by this study, is very positive; it had also been considered to be an opportunity in the SWOT analysis as will be seen later.

The next item CSOs were asked in relation with policies was on the “clarity of rules and regulations”. The results show that the overall response was average at a rating of 55%. The discussions held with sample CSOs and GOs had revealed that, although the policies are good as they stand, they were however not disseminated well enough; and as a result, the knowledge of CSO and GO staff as regards with policies and regulations is limited. The discussions had also revealed that there prevails confusion as to the responsibility/mandate for sanitation and hygiene, whether it lies with line ministries/bureaus for water or health.

The third question asked here was on the “cooperation/support by government structures” to CSO WATSAN operations. The overall picture here was that there was a reasonable level of government cooperation/support towards CSO WATSAN operations. Discussions and other parts of the study also confirmed improvements in this regard irrespective of irregularities and regional variation.

4.2 Sector Coordination and Collaboration

The first question asked in relation with the heading in this section was on the level of CSOs “coordination and collaboration with government organizations in the planning and implementation of projects”. The question was forwarded both to CSO and GO respondents. The overall CSO rating in this regard was average and above, with a maximum score of 43% at average. The overall GO rating was more or less distributed across the various responses; however GO rating for a number of regions was low.

Discussions held with purposively selected CSOs and GOs showed that GOs collaborated with CSOs through secondment of staff to their projects. This was very much so particularly in respect of sanitation and hygiene components of WATSAN projects, but also in water supply components. It had also been reported that there are a number of woreda level forums where CSOs and GOs meet together to discuss issues jointly. There were however complaints from both sides as well. CSOs said that project agreements take long and bureaucratic processes for appraisal and approval. They also said that safety net projects under implementation in many parts of the country had negatively affected community participation during the implementation of CSO WATSAN projects, as payments made by the safety net projects for community labor was dramatically reducing free community labor contribution. While recognizing the need for the safety net program, the CSOs believe that coordination and discussion in this regard would have resolved the issue. GOs on the other hand complained that coordination and collaboration with CSOs deteriorated once project agreements were signed; they also had reported poor and delayed regular reporting of CSO work. Apart from these irregularities coordination and collaboration between GOs and CSOs had been acknowledged by both to be better than that existing among the CSOs themselves.

The second question asked was regarding the level of “coordination among CSOs in the planning and implementation of projects”. The overall CSO view in this regard, including that of federal based CSOs, was not encouraging, with a maximum rating of 32% at below average. The same view was shared by GOs with maximum ratings of 29% each for low and below average. As indicated earlier, coordination and collaboration with GOs was in a better position than that existing within the CSOs themselves. This, as reported during discussions, had resulted in duplication and sometimes even conflicting situations, and in differing project approaches and strategies. The study has found that this issue needs an immediate attention by the CSOs themselves.

The third question asked was on the view of CSOs in respect of their “collaboration with international organizations supporting the WATSAN Sector”. The result showed that the maximum rating in this respect was 24% at the level of average, but with most of the rest of the respondents leaning towards above average and high. On the whole, the relative rating here indicates that CSOs have to do more in respect of strengthening their relations with their international funding partners.

The last question forwarded in this section both to CSOs and GOs was regarding the degree of “collaboration of the beneficiaries with CSOs in the planning and implementation of projects”. CSO responses here showed that there had been encouraging community collaboration with CSO projects, with a maximum rating of 38% at the level of high. The highest GO rating for this

question was 33% at the level of average. This shows that the two groups had somewhat varying views on this item. Apart from this, it appears the overall view was that communities collaborate with CSOs in their projects

4.3 Community and Women Participation

Community and women participation in CSO WATSAN projects, and the effectiveness of community management of completed projects had been assessed for the five years covered by the study. The results are presented in this section.

The question here started with the “level of participation of CSOs in the WATSAN Sector as compared with other sectors (e.g. education, agriculture, etc)”. The results obtained from both CSOs and GOs show that CSO participation in the WATSAN Sector as compared with that of others was generally average and above.

The second question asked was regarding the degree of “involvement of communities in needs identification, project planning/formulation and decision making”. CSO rating of community participation at the planning stage of projects was very good with a maximum score of 36% at the level of high. GO response was more or less distributed across the various responses, with maximum scores of 29% each for high and average. During discussions with sample CSOs, they said that they use PRA methods to enhance community participation. Communities as a result were said to be willing to participate. GOs also acknowledged that CSOs involved communities in their projects. The general conclusion of the study is that CSOs had made good efforts to involve communities during the planning stages of their projects

The third question asked was again on the “level of involvement of communities in project implementation”. The overall view of CSOs in this respect was very good, with a maximum rating of 38% at high. Nevertheless, the CSO SWOT analyses and the discussion parts of the study showed that community participation is low when it comes to cash contribution. GO rating of community participation during implementation was quite contrasting with that of CSOs with a maximum score of 35% at low. This revealed that although there appears to be good community participation during implementation, there were however also some mixed views in this regard.

The fourth item which CSOs only were asked to rate was the level of “involvement of communities in O&M of completed schemes”. The overall view was that community involvement in community management of schemes was generally good with maximum rating of 30% each at the levels of high and above average. CSOs had reported that they form community elected committees or boards (depending upon the size of the schemes) for community management. Technical staff or caretakers are employed for operation and maintenance. CSOs provided them with training and in many cases also with initial tools and spares. The committees/boards set and collect water tariffs for use in the financing of the O&M work. Community management had however been reported to be limited to water supply, with a no reported involvement in sanitation and hygiene. This calls for a review of the roles of community management, starting from their name which needs to be amended to WATSAN committee/board. Furthermore, the relative rating level of community involvement in the management of completed schemes was lower than that of involvement during planning and implementation. These imply that more work is required in this respect.

The fifth question both CSOs and GOs were asked in this section was very much related to that of the previous, and was regarding the “effectiveness of the beneficiaries in the operation and management of completed projects”. CSOs said that community management was effective to a certain degree, with a maximum rating of 32% at the levels of average and above average. The rating here was however much lower than those for the previous three questions of community

participation in projects. In addition, CSOs had reported in other parts of the study that there had been poor post implementation follow up of completed projects. GO rating for the effectiveness of community management ranged between less than average and above average, with a maximum rating of 41% at average. It appears from the findings of the study that more needs to be done in terms of establishing stronger and effective community management of completed schemes and post implementation follow up of projects.

The last question CSOs and GOs were asked in this section was on the level of “the participation of women at all phases of the CSO WATSAN project cycle”. The CSO rating was more spread over the various responses, but tending to be generally good with a maximum rating of 38% at the level of average. It should be noted that CSO rating for women participation was relatively lower than those for the general community participation indicated earlier for planning, implementation and community management. GO view in this regard was also spread over the various responses, but had a bit overall lower rating than CSOs with a maximum score of 29% at average and below average. Discussions with purposively selected CSOs and GOs revealed that communities in recent years are supportive of women participation; nevertheless, they have also indicated that there are still plenty of cultural barriers to be dealt with by CSOs and other development organizations.

4.4 Project Impacts and Sustainability

The WATSAN projects under consideration were only built within the past five years, and sustainability would thus be a bit of a premature issue to investigate. Nevertheless, a question was raised both to CSOs and GOs in respect of the “extent of the sustainability of CSO WATSAN projects” with the intention of getting an idea as to what the situation is like at this relatively early stage. CSOs rated sustainability largely as average and above average, with a maximum score of 34% for each. The overall rating across the responses provided was however lower when compared with that of community participation. Some CSOs had indicated that there had been no adequate follow up and support for completed projects, and that there are spare parts availability problems for use in the maintenance and repair of WATSAN facilities. GO rating for the same question was average; furthermore, GOs during discussions, had expressed concerns on issues of sustainability. It would thus be necessary to note that sustainability is a ground for concern.

Another issue raised with CSOs was related to the impacts their WATSAN projects had created in the lives of beneficiaries. CSOs provided a range of qualitative responses that well correspond with all possible impacts that are known for WATSAN. They are put together and presented as follows.

- Improved health and reduced outbreak of WATSAN related diseases. Children were reported to have benefited most
- Reduced drudgery in terms of time and energy spent in fetching water (women and girls benefiting most)
- Improved productivity, production and hence better food security
- Reduced harassment, rape and abduction on women and girls fetching water
- Higher school enrolment and attendance of girls, reduced drop out rates
- More time available for social and income generating activities that address poverty and contribute to improved quality of life
- Improved awareness and change in attitude towards sanitation and hygiene
- Empowerment and improved role of women (and men) in decision making
- Capacity building and transfer of technology and skills
- Built sense of community ownership of WATSAN projects

It is apparent that properly installed WATSAN facilities impact the lives of beneficiaries in some of the ways listed above. It would however be useful to note that there are some schemes reported to have too many users threatening the possibilities for the desired impacts to take place. There could be various reasons for these; however, whenever opportunities permit it would be important to adhere to criteria for WATSAN coverage such as some level of water consumption per day per capita and reasonable distances to be traveled to fetch water from improved water supply facilities.

4.5 Capacity Building and Information Sharing

CSOs, side by side with engaging in activities like the provision of WATSAN facilities and advocacy, were also committed to building the capacity of communities, GO and own organization/staff through training and other means. Both CSOs and GOs were asked to rate the performance of WATSAN CSOs in this respect. The findings are presented as follows.

The first question asked in this regard was “the role of CSOs in the capacity building of the communities” they are serving. CSOs generally rated their performance as good, with a maximum score of 38% at the level of average. GOs rated CSOs performance to be average and below average with a maximum score of 41% again at average. It appears that CSOs were performing just about right in this respect, apart from some improvements they have to make in some regions as reflected mainly by GO ratings.

The same question was asked as regards with “the role of CSOs in the capacity building of government partner organizations”. The results showed that CSOs rating on this issue is more or less average, with a maximum rating of 48% at average itself. GO rating was however below average with a maximum score of 47% at low. This had been found to be the lowest rating of GOs on WATSAN CSOs performance. It would however be important to note that discussions with GOs had also revealed that they appreciate the training provided by some CSOs in project management, computers, and also in the construction of offices and the provision of facilities.

The third question CSOs only were asked in relation with capacity building was on the level of “commitment of CSOs to upgrade their staff through local or international courses”. The rating of CSOs in this regard was distributed across responses, reflecting variation in performance from CSO to CSO. The maximum rating was 31% at above average. Discussion with selected CSOs had revealed that they are less satisfied with their performance in this respect when compared to that of their capacity building efforts with communities and GOs. Some had indicated that CSOs have to do more in respect of both short and long term training of their staff. CSOs are recommended to investigate their particular situation in this respect and take actions as felt appropriate. In total, it appears that CSOs are not performing up to expectations in respect of capacity building of particularly GOs and own staff.

In relation with, and as an integrated part of all their other activities, CSOs are expected to organize and disseminate information to users. Information in this context could be on own performance of community services, innovations, promotion/sensitization, capacity building (training material), advocacy issues, research results, etc. The last question CSOs were asked in this regard was on the “level of organizing and disseminating information to users”. The result showed that CSO performance in this respect is generally on the better side. The maximum rating is 30% at average and above average. Although the question here encompasses a broad range of interrelated activities, the response does not appear to be in coherence with the almost unanimous view that CSOs are not networking (and sharing information) within themselves, and with that of GO complaints that CSOs do not submit satisfactory and timely regular reports. The difficulties faced in collecting data for this study also do not prove that CSOs were doing enough to disseminate information at least in respect of their WATSAN project performances.

4.6 SWOT Analysis and Qualitative Views on CSO WATSAN Operations

The findings in this section are based on the open-ended qualitative parts of the questionnaires and the interviews held with purposively selected GOs and CSOs. The overall country level findings as derived from the analysis of region level views are compiled in Table-4 below. Efforts have been made to present those views that are considered to be representative. A view is considered to be representative when it is reasonably repeating or is consistent with other findings of the study. The views obtained have been disaggregated between GO and CSO. The sequence of the presentation of the views in the table does not show any order of priority, views had mostly been listed in the order they were encountered. It would also be a difficult and more of a subjective task to attach priority.

In addition to the SWOT analysis, there had also been useful views expressed by CSOs and GOs in respect of lessons learnt from projects and recommendations given for the improvement of CSO performance in WATSAN. To do away with redundancy, readers are kindly requested to look into Table-4 for the details. Chapter 5 also provides with a set of recommendations as provided by the study.

Table-4 Summary of SWOT Analysis and Other qualitative Views on Country Level WATSAN Operations

Item	CSO Views	GO Views
Strengths	<ul style="list-style-type: none"> -Participatory work/approach (both women and men beneficiaries) -Reach rural/remote/ marginalized communities -Community & women management of schemes -Less bureaucratic and more efficient in their work -Innovative activities; try new approaches -Integrate water supply with sanitation and hygiene. Integrate WATSAN with other food security and development sectors 	<ul style="list-style-type: none"> -Participatory work/approach -Working in rural/remotely areas -Provide training to WATSAN committees
Weaknesses	<ul style="list-style-type: none"> -Poor coordination and networking among CSOs -Poor organization & dissemination of information -Less follow up after handing over completed projects -Weak information management system; poor documentation of baseline surveys, monitoring and evaluation reports -Poor contribution/participation in national/regional policy formulation -Limited support to the rehabilitation of non-functional schemes 	<ul style="list-style-type: none"> -Poor coordination/ collaboration among CSOs and with GOs -Delayed submission of annual plan of operations and quarterly reports -Limited fund raising capacity
Opportunities	<ul style="list-style-type: none"> -High demand for WATSAN than for other sectors -Good WATSAN policy environment, and decentralization -Improving GO and CSO collaboration -Diverse experience within CSOs -Opportunities for coordination through CRDA WWG and other forums 	<ul style="list-style-type: none"> -Enabling environment for CSOs -Regional government facilitation and assistance
Threats	<ul style="list-style-type: none"> -Population pressure, poverty, drought, and dependency syndrome -Environmental degradation and poor conservation/development -Differing planning and implementation strategies (e.g. Safety net payment for labor) -Donor dependency; disinterest of most funding agencies to provide funds for institutional strengthening, research and software activities as compared to hardware -Poor infrastructure/roads to reach communities and transportation problems -Increasing prices of construction material; high rate of inflation 	<ul style="list-style-type: none"> -High WATSAN problem compared to coverage -Lack of adequate fund
Challenges	<ul style="list-style-type: none"> -Less trust/partnership feeling of government towards CSOs -Long time, resources and effort required for project agreement with GOs -Limited capacity of CSOs for the prevailing problem -Shortage of qualified manpower for WATSAN -Attitudinal change very challenging needing extended effort -Issues of sustainability -Lack of coordination between all levels of line water and health bureaus/ministries, institutional instability, and high turnover rate of GO staff -Fragmentation of CSO advocacy work -Poor availability of tools and spares for O&M -Increasing costs of construction material -Inability to scale up best practices due to changing priorities of funding partners (i.e. changing donor's policies); piecemeal project funding -Limited financial resources to sustain and develop local CSOs 	<ul style="list-style-type: none"> -Delay in signing project agreements
Lessons Learnt	<ul style="list-style-type: none"> -Community and women participation and management of schemes contributes to sustainability 	

	<ul style="list-style-type: none"> -Importance of coordination, collaboration and networking among stakeholders -Software/attitudinal and behavioral change aspects of WATSAN projects more challenging needing extended effort and resources -Inadequate integration of water supply with hygiene and sanitation adversely affects health impact -Women hygiene promoters play significant roles in community hygiene promotion and other WATSAN activities -Short period projects are less sustainable -Need for GO, communities and own (CSO) capacity building -Need for follow up during O&M of schemes -WATSAN closely linked with food security 	
Recommendations	<ul style="list-style-type: none"> -Coordination, collaboration, networking and joint forums for CSOs -Minimize GO bureaucratic project agreement processes -Strengthen fundraising strategy, widen donor base -Better integration of water supply with sanitation & hygiene -WATSAN CSOs need to play more holistic roles -More concerted effort in advocacy -Proper documentation/database, and experience sharing forums to exchange innovative ideas and approaches -Projects should be planned and implemented only if there are community needs and priorities -Focus on activities that can easily be adopted and sustained -Post implementation follow up, and step by step phasing out -Capacity building of lower level GOs (e.g. woreda water desks) -Development is a long term process, implying the need for longer term commitment of donors to partner CSOs and their projects, beyond one or two years -Donors need to fund project studies and institutional strengthening, need also to consider costs for post implementation follow up -Government needs to use CSOs and the private sector to improve its fund absorption capacity -Popularise & operationalise the Universal Access Plan -RWH can and should be regarded as suitable and highly potential contributor towards addressing WATSAN issues. -Standardize items like generators, pumps and equipment to minimize problems of availability of spares 	<ul style="list-style-type: none"> -Clear project handover and phase out strategy -Regular forum/review meeting among CSOs, and between CSOs & GOs -Integration and collaboration at national, regional, zonal and woreda levels -Simplify agreement procedures, delegation to zones and woredas

5 RECOMMENDATIONS

Many observers agree that civil society in Ethiopia is maturing and is making a praiseworthy contribution to the sector (EUWI 2006); but here, the study tries to give more attention to those areas that need consideration for improvement. Some of the recommendations are not totally new as such, but rather a consolidation of opinions already established. They are addressed primarily to the CRDA Water Working Group Members and CSOs operating in the sector, however, GOs and donors may also find them useful to consider and support the civil society in its endeavor to improve its work and contribution to the sector.

1. The contributions of the CSO sector in general and that of WATSAN in particular have not been reasonably and regularly assessed and documented, with an entity assuming the responsibility, and an M&E and data base systems put in place. Furthermore, as reaffirmed by this study, data availability and other survey related problems have been constraining such efforts. It is therefore important that the WATAN CSO sector assumes a joint responsibility for the purpose. In this regard, the CRDA Water Working group (WWG) is considered to be an ideal existing forum to consider the proposal provided here, and to assume/facilitate the recommended joint responsibility.
2. Networking, coordination and collaboration are the most lacking and most expressed weaknesses of the WATSAN CSO sector. Again here, the CRDA WWG is considered to be the best existing potential center available for the purpose. The CRDA WWG is also recommended to play additional coordination/facilitation roles in CSO capacity building/training, fundraising, advocacy, and research activities.
3. The study shows that water supply needs to be integrated better with hygiene and sanitation. In compliance with the Hygiene and Sanitation Protocol issued by MoH, communities need to be encouraged to build their own hardware/latrine facilities (without subsidies). In relation with this, it would be useful to adopt the “total sanitation” approach and to promote the simpler, cheaper

and more sustainable traditional household pit latrines. WATSAN should further be integrated with rural/community roads to address the increasingly remote rural operations; and also with a number of cross cutting issues to make the intervention more holistic.

4. The study has revealed that there had been quite a good level of community participation. But women participation, community management and effectiveness along with the sustainability of projects require further attention and work. Additional options such as outsourcing schemes' management to local private operators are suggested to be tested. A further study on issues related to community management and sustainability of completed schemes is also recommended.
5. The study has revealed that capacity building was more said than done, especially for GO partners and CSO staff. CSO staffs, in addition to the training provided to them in software aspects, also need upgrading in the design, construction, and maintenance of WATSAN schemes. The training of woreda GO staff, and local artisans also needs to be strengthened further.
6. The role being played by international CSOs in fundraising, financing and implementing WATSAN projects is quite considerable. The difficulty of raising funds had however been reported to be one of the main threats/challenges faced by CSOs, particularly the indigenous. The CRDA WWG is considered to be able to assist individual CSOs in this respect. There should also be more advocacy that needs to be done among international CSOs, GOs and non-CSO international donors to consider providing more financial (or otherwise) support to indigenous WATSAN CSOs. Replacing the existing mainly piecemeal project planning/funding approach by an area based program approach where a number of interrelated components are holistically integrated, and a package of coherent projects (reinforcing one another) are planned and implemented over a longer period of time is strongly recommended. In this regard the creation of consortiums/coordination of partner donors of individual CSOs would also be useful, as this allows better organization of efforts over extended projects' life span for a more effective and sustained work.
7. CSO WATSAN advocacy activities were reported to be fragmented and unilateral, limiting the extent of its efficiency, coherence and effectiveness. CSOs therefore need to coordinate their efforts (federal to woreda levels) in this respect. The CRDA WWG is best positioned to play a vital coordination/facilitation role in this regard.
8. Historically, there has been a sense of mistrust between CSOs and GOs; the present study has however revealed that relations are improving. Nevertheless, it would be necessary to assert the fact that the overall climate is not yet to the full satisfaction of both sides; there are still measures that need to be taken by both sides to build more confidence and trust. The creation of a series of forums (federal to woreda) to discuss and root out the problems hindering healthier GO-CSO relationship would be helpful. It is through discussions and constructive dialogues that many such problems can be solved. Still then however, it is important to realize the fact that improvement of relations is a process and not a fortnight project; and that part of the rule (of the game) is to learn to be tolerant. It would also be necessary to bear in mind that there is no other way out (if GOs & CSOs are sought to work together) apart from improving relations, and enhancing better coordination and collaboration.