

13TH INTERNATIONAL ANTI-CORRUPTION
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PROMOTING CONSUMER
ACCOUNTABILITY MECHANISMS IN
MOMBASA

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A stylized silhouette of a mountain range in shades of teal, located at the bottom right of the slide.

Background about Kenya Community Support Center (KECOSCE)

- ◆ Kenya Community Support Center (KECOSCE) is a local NGO based in Mombasa, Kenya.
- ◆ It promotes the practice of good governance at community level as a basis for sustainable socio-economic development through capacity building and creation of responsive community based structures.
- ◆ Has implemented projects related to natural resources management, water and sanitation, peace and security and youth projects in the Coast region of Kenya.
- ◆ Is governed through a board of directors and a secretariat of five full time staff and 30 volunteers.

Water and Sanitation Sector Reforms

- ◆ Water Act 2002: Water Sector Reforms de-linked policy development from regulation and service provision.
 - Ministry of Water and Irrigation (MWI):
 - Water Services Regulatory Board (WSRB):
 - Water Companies (Water Service Providers or utilities)
 - Water Services Boards (WSBs)
 - City Councils.

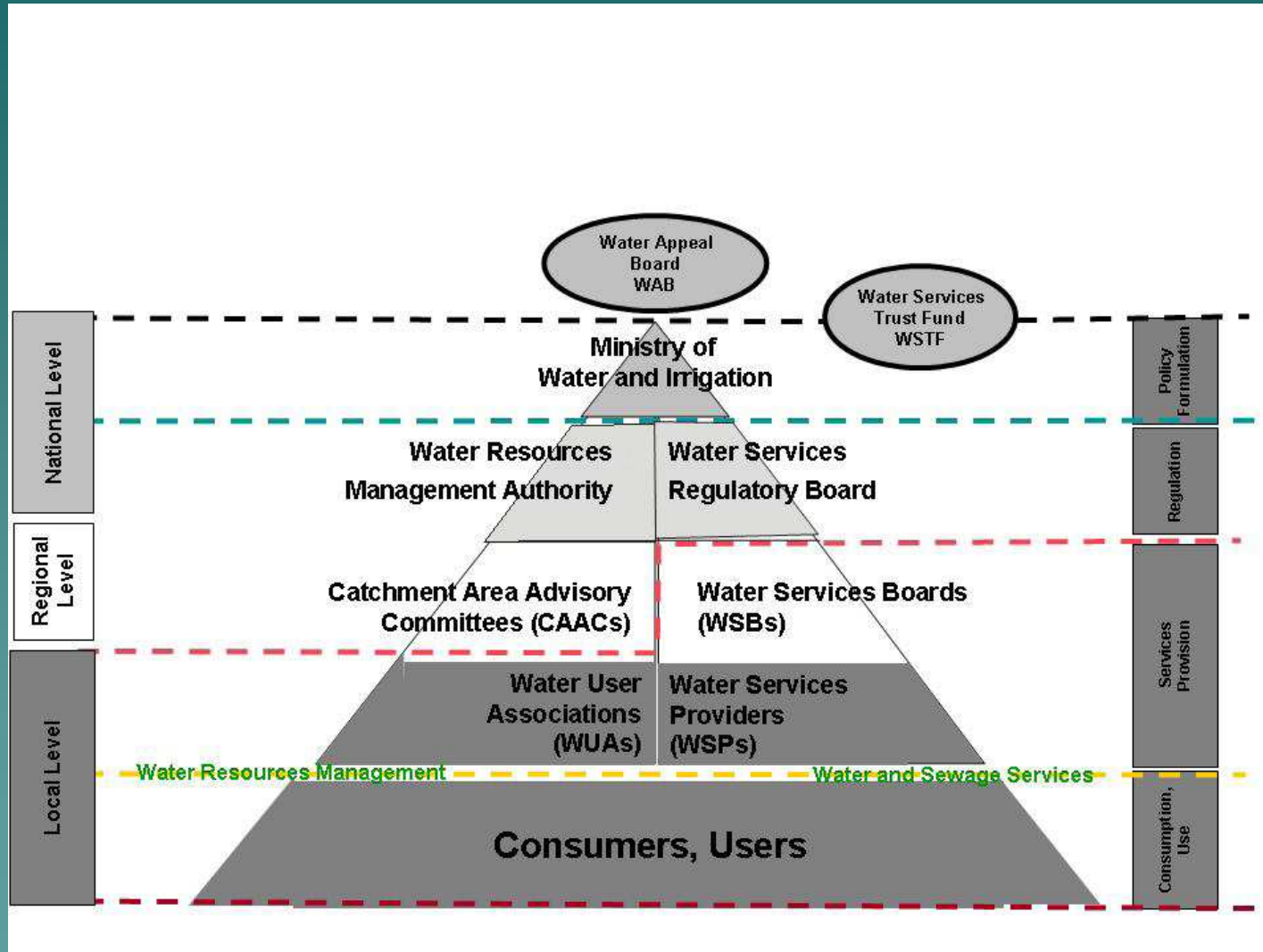
Slide 3

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How about using that pyramid slide and talking to it, rather than setting it all out in text?

potter; 14.10.2008

Water sector reforms



THE CITIZENS REPORT CARD PROCESS

- ◆ Undertaken in Nairobi: pop. 2.5 m Kisumu: pop. 480,000
Mombasa: pop. 826,000
- ◆ Stakeholder consortiums in 3 cities,
- ◆ Information on consumer views established
- ◆ Launched to public in May 07 2006:

KEY FINDINGS IN MOMBASA

Water

- ◆ The projected present water demand **160,000m³** per day
- ◆ Current production about **56,000m³/day**.
- ◆ Quality: Colour, taste and smell **pleasing** to most consumers, although treatment common
- ◆ Big role of **DPSP (kiosks, Self Supply)** to achieve access at 70%
- ◆ Hours of service: out of a possible maximum of **168 hours** of supply in a week, only **85 hours** is obtained during normal times, dropping to 72 hours during scarcity. 32% of those directly connected to mains reported interruptions of 24 hours.

SANITATION

- ◆ Only two treatment works – malfunctional.
- ◆ Top priority **more public toilets**; the urban poor are **sharing** on site facilities it is difficult for residents to adhere to the national or municipal bylaws in the short run; support measures are needed for affordable and hygienic latrine emptying.

Sanitation and Solid Waste

- ◆ Problem with pit toilet emptying due to legal provisions, DPSP
- ◆ Given the dominant reliance on latrines by majority of residents.

SOLID WASTE

- ◆ Council high **dependence on DPSP** for both low and middle income. The poorest still lack service
- ◆ More enforcement required by Public Health Officers
- ◆ Use of other options **burying** and **burning** the rubbish and throwing the rubbish in the open.

Transparency of service:

- ◆ There is Minimal interaction with the utility
- ◆ 10% of those directly connected reported having been engaged in bribery with MOWASCO staff in accessing water services
- ◆ Limited knowledge about water sector reforms.

Transparency and accountability

- ◆ Illegal connections
- ◆ Uncontrolled kiosk prices:
- ◆ Corruption
- ◆ Waste water treatment facilities
- ◆ Politics and Political interests

Outcome of CRC Process

- ◆ Local capacity for sector dialogue, partnership and use of CRC as accountability tool
- ◆ Positive response to feedback
- ◆ WSS made detailed commitments to action
- ◆ Formation of KEWASNET in August 07– civil society sector accountability network focusing on governance
- ◆ MoWI invited CSO representation within Water Sector Working Group
- ◆ Demand for more institutionalized approach to feedback, as part of management practice within new institutions

THE MOMBASA WASTE ACTION GROUP ACHIEVEMENTS SIX MONTHS REVIEW

◆ 1ST JOINT REVIEW Public Hearing:

- ◆ Almost 70 people participated in the public hearing and over 20 comments were submitted concerning the water and sanitation services.
- ◆ Feedback given: All the three institutions gave feedback on what has happened for the last six months.
- ◆ A consensus was reached: All WSS providers gave commitments for practical interventions to be achieved in the next six months and consumers committed themselves to create awareness, monitor commitments made and report corruption cases experienced.

◆ **The results:**

- ◆ ***Awareness creation:*** Information on reforms shared, challenges facing institutions shared leading to better understanding.
- ◆ ***Better Service:*** Chlorination programme initiated, community involvement in environmental concerns were included as a recycling plan by the municipality.
- ◆ ***Strengthened Partnership:*** Forum provided space for dialogue between Services Providers and citizens.

ANNUAL REVIEW MEETING

◆ ANNUAL PUBLIC REVIEW MEETING:

- ◆ Almost 120 people participated in the public hearing and over 30 comments/Questions were submitted concerning the water and sanitation services.
- ◆ Political participation: Chairman of Water committee and 7 Councillors participated.
- ◆ Improved participation by services providers: the Chairperson of the Water Company attended backed by 6 officials from the utility, Municipal Council represented by Deputy Town Clerk and 5 officials, the regular represented.
- ◆ Consensus reached: Plans and commitments for next six months made.
- ◆ Financial Support by WSP.

◆ The results:

- ◆ Strengthened Consumer Voice:
- ◆ **Better Service:** 24hr solid waste plan, kiosk regulation committee, infrastructure improvement, reduction in UfW.
- ◆ Recognition by WASREB: Forum used as a mechanisms for increased monitoring and accountability.
- ◆ New Role of WAGS: To Provide 3rd party oversight on ongoing investment projects

Influencing decision making

◆ Mechanisms Applied:

- ◆ Generating Spaces for Dialogue between Authorities and Citizens: informative events, workshops and forums.
- ◆ Influencing Decision-Making through Media Communication to generate favorable public opinion in favor of policy reforms weakness on consumer voice in the water reforms
- ◆ Petition to Water Minister: Petitioned MOWI on nomination and appointment of utility board of directors.

◆ The results:

- ◆ Enhanced Consumer voice.
- ◆ Policy pronouncement on gender balance in water board
- ◆ Promotion of Democracy principles and compliance to guidelines.

Process of Formation of WAGs by WASREB

What has been done so far – the roadmap

- Concept development
- Orientation visit to Zambia
- Sensitization of stakeholders and incorporation of feedback
- Orientation workshop for Water Service Boards, utility and consumer representations on the value of consumer feedback in the context of their roles and responsibilities within the water reforms
- Discussion of the draft Terms of Reference of WASREB
- Preparation of an action plan for the piloting of consumer feedback mechanisms

Proposed objectives

- Represent the interests of the consumer in water supply and sanitation and contribute towards improving service provider orientation
- Ensure that WSPs deliver service according to the standards set out in the Licence and SPAs.
- Facilitate continuous stakeholder involvement in water supply and sanitation services

Proposed Activities of WAGs

- Monitor and report on consumer experiences and resolution of consumer complaints
- Receive and disseminate information relevant to consumers as obtained from WASREB and WSBs
- Build consumer awareness on their rights and obligations to optimize benefits under the Regulatory Framework
- Give systematic feedback on public opinion as it relates to issues of performance, access, and equity in investment planning and service quality.
- Be involved in pertinent issues like tariff reviews and public consultations
- Provide periodic reports for Water Service Board on adherence to the SPA and customer service standards.
- Promote awareness on WAGs

challenges

- ◆ Politics and politicians
- ◆ Limited knowledge of water reforms
- ◆ Culture of impunity
- ◆ Access to information

Lessons Leant

- ◆ Feedback can help utilities and decision makers better understand customer expectations
- ◆ Accountability in partnership promotes transparency, provides motivation for compliance and enhances service responsiveness
- ◆ Feedback tools can assist in targeting and tailoring service standards in line with customer expectations and improve overall satisfaction
- ◆ Authorities in Kenya are aware and willing to engage with consumers
- ◆ Public Awareness of Water reforms still low
- ◆ Partnership approaches are more effective than Combative approaches.
- ◆ Public Accountability Forums are effective as tool to promote Social Accountability, Promote democratic principles and offer space for dialogue.

Thank you

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