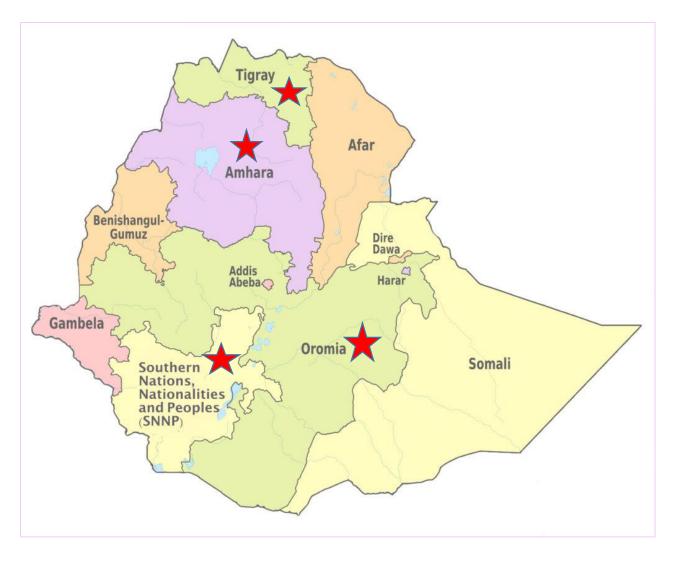
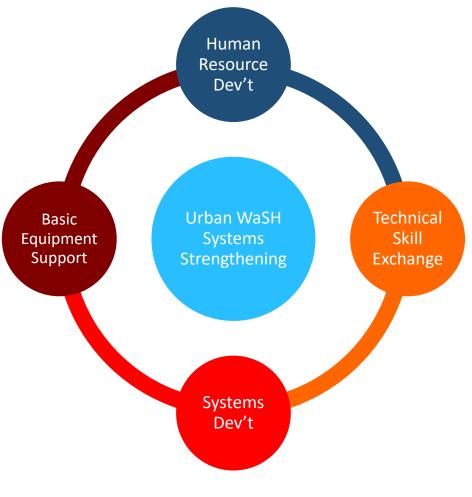


Scaling up Social Accountability to Enable Equitable Universal access in Ethiopia

Urban Utility Capacity Development with Yorkshire Water 20 Towns in 4 Regions

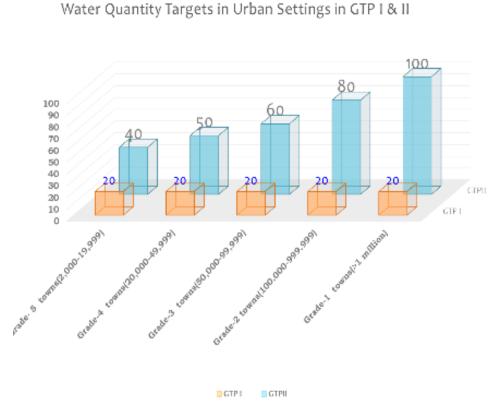




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Issues in WASH service Delivery in Ethiopia's Towns







Citizens Engagement for Universal Access

CHANGE IN THE MARGINALIZED (Mindset + Behaviour + Capacity)

LIMITED CHANGE (empowered, holding SP to account and deliver)

Domains of Change

- Awareness(info. knowledge, analytical skill)- Voice, influence

Systemic Change

Citizens enjoy equitable and sustainable access

The Ideal

- New/modified laws, regulations
- Adequate resources
- Sustainable access to WASH
- Strong citizens agency with responsive SP

CHANGE IN THE SERVICE PROVIDER (Mindset + Behaviour + Capacity)

LIMITED CHANGE (high customer dissatisfaction, no customer grievance mechanism)

Domains of Change

- Accessibility
- Transparency
- Responsiveness

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Strengthening Governance Structures: Customer Forums (1/2)





Strengthening Governance Structures: Customer Forums (2/2)



Pro-Poor Customer Connections (1/2)



Pro-Poor Customer Connections (1/2)



Customers' Forum in action





Registered Changes

- i. Trust conducive relationship between service provider & customers
- ii. Enhanced customer satisfaction significant reduction in customer complaints
- iii. Reduction in NRW loss speedy response to leakages
- iv. Shared ownership and participation over services reduced work load and burden of water utility
- v. Good governance institutionalized customers forum established as legal entity

Partnership to work together towards common goal

(Customers Forum Chair with Water Utility Manager, Debre Tabor)



Thank You for listening!

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