



**Embedding integrity in water and waste management through social accountability**

**Results and insights from the Fair Water Futures Programme, Zambia**

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WRM institutions  
*the duty bearers*

Vulnerable water users  
*the rights holders*

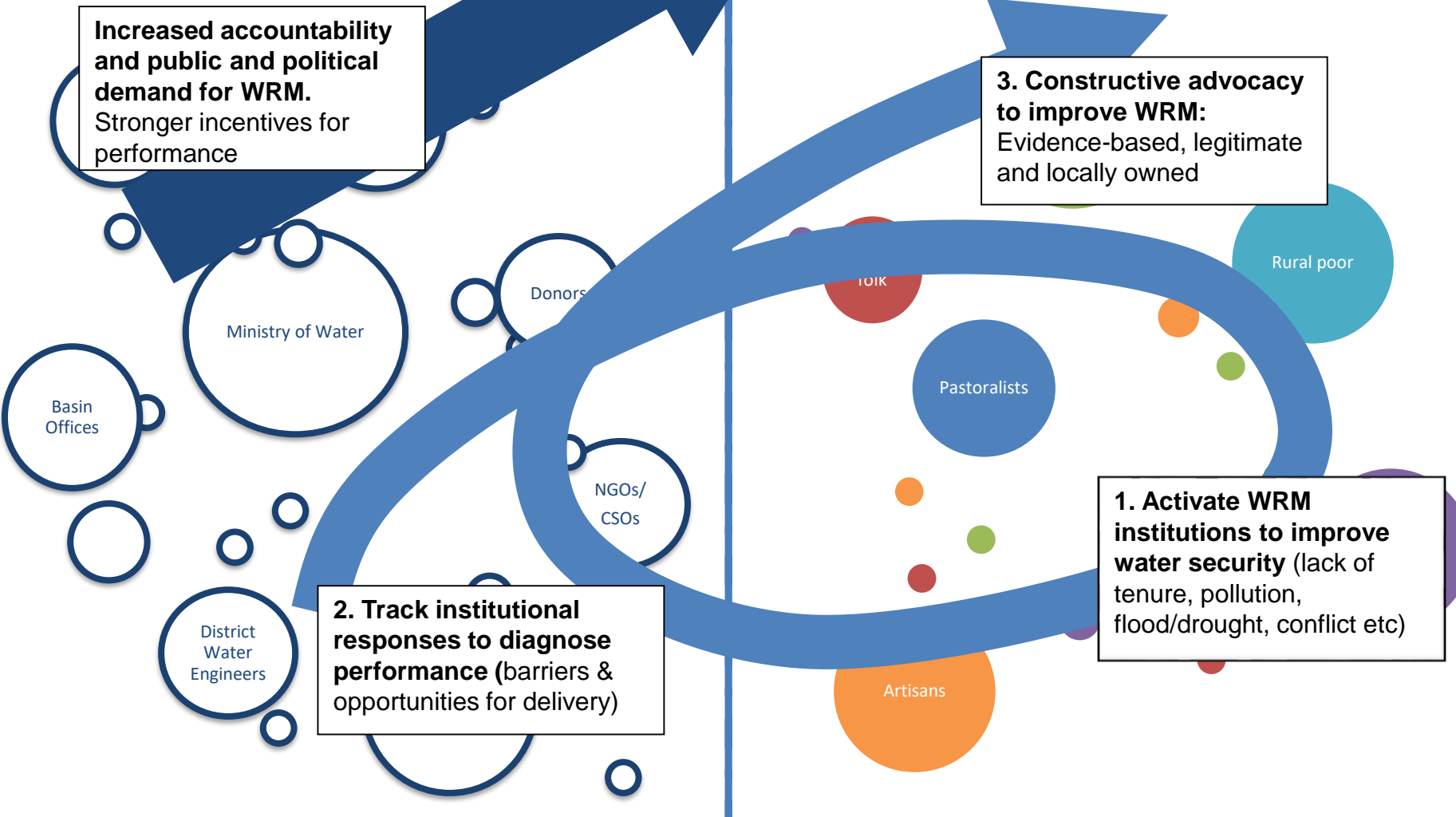
**Increased accountability and public and political demand for WRM.**  
Stronger incentives for performance

**3. Constructive advocacy to improve WRM:**  
Evidence-based, legitimate and locally owned

**2. Track institutional responses to diagnose performance (barriers & opportunities for delivery)**

**1. Activate WRM institutions to improve water security (lack of tenure, pollution, flood/drought, conflict etc)**

***Making duty bearers accountable for water security***



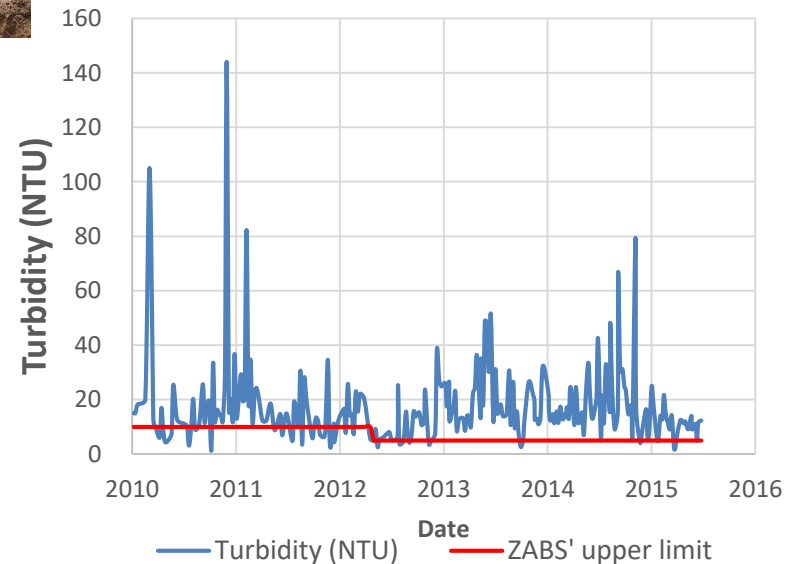
# Case studies

## Case Studies

- 1. Chingola
- 2. Lusaka
- 3. Chongwe
- 4. Kazungula

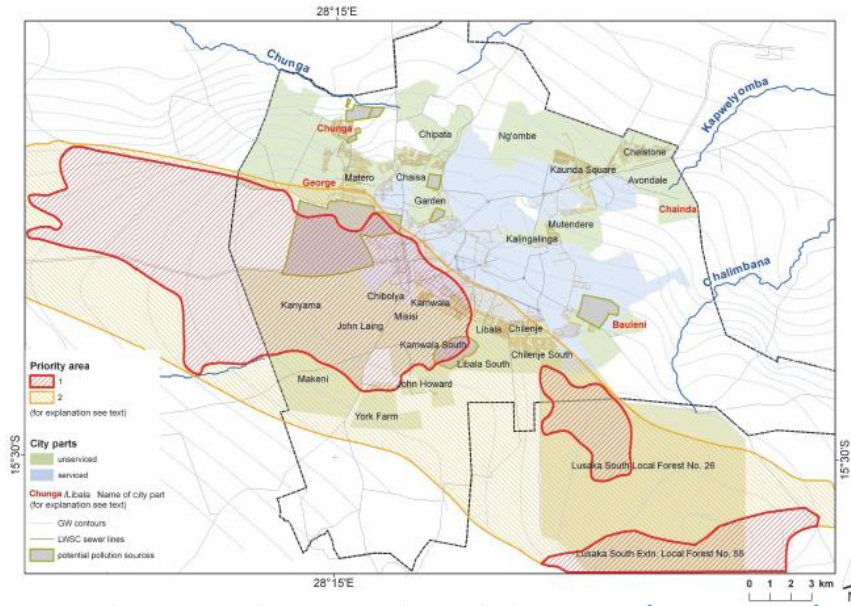


# Chingola: industrial pollution



**Turbidity of treated water from MWSC - KCM water treatment plant 2010 - 2015**

# Lusaka: sewage pollution



Lusaka groundwater vulnerability map (BGR, 2013)



# Approach



# Results and insights

- i) Communities engaged and active;
- ii) Some positive government change e.g. investment in water treatment
- iii) Overall the Government response remains slow;
- iv) Diagnosis of problems
- v) Renewed vigour for a joint JWSR supported by evidence

# Challenges and early lessons

## Challenges

- Engaging most vulnerable often the hardest to reach
- Fear of reprisal-community members were afraid to speak out
- Difficulty in striking a balance relationship with government
- Difficulty in access accurate and relevant information regarding public policies, programs, budgets, and expenditures
- Limiting timescale and resource
- Translating action to change (change in water security'
- Monitoring and attribution of impact

## Lessons

- Collective voice is louder than individual voices; NGO/CSO collaboration
- Invest in awareness raising on civil and political rights
- Access to accurate and relevant information regarding public policies, programs, services, budgets, and expenditures is essential.
- Transparency of government and its capacity to produce and provide data are important



**Thank you**

[www.actionforwater.org](http://www.actionforwater.org)