

Boots On The Ground

Lessons from the national asset mapping effort in Malawi

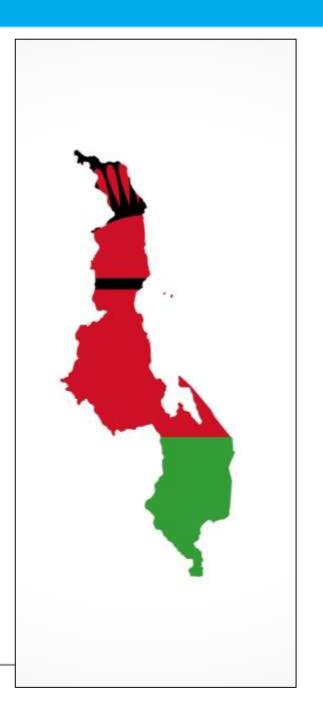
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Background

- 85% water coverage with 30% non-functional
- 2nd highest coverage rate in SADC (BBC, 2017)
- 71,717 water points approx.
- This is a best guess!
- Previous attempts e.g.
 WaterAid, UNICEF, ADB





Previous attempts: why did they fail?

No money to run it

Too complicated

Cost too much

No-one in

No-one

Politicial

Data disa

Too much d

No stationary

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know about it

NGOs aren't taking to each other

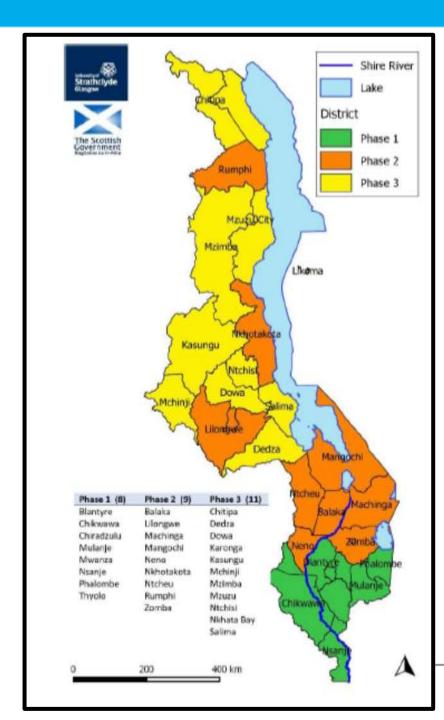
Someone disappeared with the system passwords

Data cannot be updated



.II. mWater





National Evaluation

- Multi-sectoral partnerships
- Government extension workers = enumerators
- All improved and unimproved water points
- Sources of contamination within 100 meters

Call Centre

- Training and selection of 124 enumerators
- Approval and Rejections of surveys (<5%)
- Remote/field technical support
- Effectiveness tracked through satisfaction surveys (88%)
- Had 2 Taskforce members seconded to call centre







Key Lessons

- Improved communication
 better quality data
- Invest time and effort in finding and working with the right people
- Mutual accountability builds trust and improves performance
- Adapt or die!
- Always keep this question in the back of your mind.....



Will the government sustain this system?



