

Boots On The Ground

*Lessons from the national asset mapping effort in
Malawi*

Muthi Nhlema

muthi@baseflowmw.com

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 charge of it
- No-one knew about it
- Political
- Data disappeared
- Too much data
- No stationary toner in the printer
- NGOs aren't talking to each other
- Someone disappeared with the system passwords
- Data cannot be updated

ALL OF THEM!



mWater

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?**

