Harnessing the Power of Community Radio Broadcasting to Promote Accountability, Transparency and Responsiveness of Water, Sanitation and Hygiene Service Provision in Uganda
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Introduction and Background:

Lack of access to water and sanitation still present a global crisis with over 800 Million and 2.6 billion people having no access to safe water and sanitation respectively majority of which are in Sub-Saharan Africa and Asia. Major disparities still exist between the rich and the poor towards access to water and sanitation in the developing world. The poor pay from 5 to 25 times more than the middle and high income households connected to the municipal water system in urban and peri-urban areas. Further still in urban and peri-urban areas, much as half the water is unaccounted for and lost through illegal connections and excessive leakage.

In urban slum communities, the right of access to water and sanitation services is dependent on the right to land tenure as municipal water supply and sewerage systems stop at the entrance to slum communities while in rural communities, to enjoy the right to water means that women and children spend over 10 million hours a year, which could be used for productive purposes hauling water from distant unsafe streams and waterborne diseases kill millions of people each year due to poor governance and accountability in the water and sanitation sector.

While the poor consistently continue to voice their preference to affordable water and sanitation services, both the donor and recipient governments are only weakly responsive to these demands. Part of the explanation to this inelastic relationship between demands of the poor and responsiveness of the government and other service providers is that the heaviest burden of water and sanitation falls mostly on women, children and the poorest of the poor. It is also true that the degree to which demands for water and sanitation services is unheard is a function of lack of empowerment those excluded groups have in determining and directing the priorities of the political processes. Other explanations relate to sloppiness in water and sanitation governance and the most pervasive of all is corruption.

The radio therefore offers a unique opportunity for the poor citizens to adequately engage with the policy makers and politicians in improving the quality of WASH services and responsiveness of government.

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6 Reducing poverty by tackling social exclusion; A DFID policy paper: Published by the Department for International Development September 2005.
7 World Bank 2009.
10 Improving transparency, integrity, and accountability in water supply and sanitation / María González de Asís . [et al.] 2009.
Rationale for Radio

The radio is increasingly being used as a robust tool in promoting water and sanitation governance\(^{11}\). It provides an opportunity for the marginalized population to complain, demand and discuss their rights. Radio is also a mirror in the society and accelerates pro-poor people's attempt to arouse the response and accountability for service delivery in society by local administration, politicians and service providers\(^{12}\).

Community Radio is also a mouth piece of the general public especially the poor to enhance their participation and to Civil Society for accelerating the work of local government, create awareness in rural community regarding things to be done e.g. in drawing up local government's budget and lengthy planning, providing an opportunity to scrutinize the budget of local government and ensure transparency and accountability\(^{13}\).

Unlike traditional interventions, community radio programmes are widely accessible across broad geographic areas hence can create a multiplier effect beyond the target community, are inexpensive to scale up, allow immediate response on matters under discussion, can be delivered in a number of languages and can be tailored to a number of community issues.

Project Location:

WaterAid Uganda is working in partnership with Uganda Water and Sanitation NGO Network (UWASNET) member organizations in three regions [see Table 1] of Uganda to implement the community radio program.

<table>
<thead>
<tr>
<th>Region</th>
<th>Partner</th>
<th>Radio stations</th>
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<tbody>
<tr>
<td>Central region (poor urban areas)</td>
<td>Community Integrated Development Initiative (CIDI)</td>
<td>Ddembe FM</td>
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<td></td>
<td></td>
<td>Radio Two (Akaboozi)</td>
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<tr>
<td>Western and South Western Regions</td>
<td>Agency for Cooperation and Research Development (ACORD)</td>
<td>Radio West</td>
</tr>
<tr>
<td>(Predominantly rural)</td>
<td></td>
<td>Voice of Muhambura</td>
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<tr>
<td>Ruwenzori region.</td>
<td>Health through Water and Sanitation (HEWASA)</td>
<td>Better FM Radio</td>
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Project approaches:

WaterAid Uganda carried out prior preparation and capacity building of the partners in rooted advocacy\(^{14}\). This resulted into the formation of community advocacy structures, referred to as Policy Monitoring Committees or Pressure Groups in Western and South Western Regions, Advocacy Committees in Central Region and Field Monitoring Teams in the Rwenzori Region.

Preparation for the community radio programmes goes through a series of steps which include the following. However the order of these steps may change depending on the situation at hand but this is the most commonly used order and steps for the Ugandan case.

- Identification of the community issue by the Community Advocacy Structure. This is through enumeration of the slum communities (CIDI), water point mapping (HEWASA and ACORD) and/ or community dialogue meetings. These approaches generate important information about WASH problems facing the target communities

- Agreeing and on the issues to be undertaken for advocacy. The Advocacy committees during their routine meetings discus the issues rose by the different members and agree on which most pertinent issue to be taken on.

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\(^{11}\) Bazlur Rahman (2009) *The Role of Community Radio in Establishing Good Governance Through Right to Information in Bangladesh*

\(^{12}\) Lal Babu Yadav, *Role of Media in Promoting Good Governance*

\(^{13}\) Johanna Martinsson (2009) *The Role of Media Literacy in the Governance Reform Agenda*

\(^{14}\) Advocacy which involves the communities themselves in bringing about change (WaterAid Advocacy Source Book 2009)
• Selection of the radio station and time of programming: A radio station is chosen with consideration to the coverage, listenership and the audience it serves to host the radio programme.
• Pre field briefing. Prior field work a journalist is briefed on the agreed on problem and the community affected for him to have some background information before he/she sets off to the communities to capture voices.
• Documentation of the issue from the community (capture voices), a seies of evidence about the problem in form of community voices are captured by an independent journalist , who then edits the information and creates a script for radio play back during the show.
• Selection of the panelists to appear on the radio and making appointments,
• Radio programme promotion,
• Live broad casting and,
• Follow up on commitments.

**Steps in conducting a radio programme:**

1. **Selection and prioritization of issues:**
   During the routine dialogue meetings with all stakeholders, urgent issues are agreed upon and a clear work plans with specific tasks are drawn up. This sets the basis for the success of the radio program. Key roles include community mobilization, sensitization, and collection of community voices and follow up roles. People assigned tasks are mandated to report on progress in the subsequent dialogue meetings until the issue is completely resolved.

2. **Selection of panelists and appointments:**
   A maximum of four people are selected depending on the issue identified and structured into two groups, namely: the beneficiary community and service providers [e.g. local government officials both technical and political, private service providers like water utilities, health, and electricity] to maintain objectivity. Preference is given to people holding positions of authority and power who can influence decisions.

   The Local Partner Organization provides potential panelists with invitation, letters followed up with a phone call as reminder of the appointment. Included in the invitation letter is the topic of discussion and facilitation arrangements such as transport and per diem. However prior disclosure of the topic has been seen to be less effective where the targeted personnel have most times delegated their junior station with no power and authority to make commitments.

3. **Selection of the radio station, moderator and programme timing:**
   A list of radio stations available in the region is generated, focusing on their geographical coverage, listenership base, language and cost of radio programmes.

   The Programme moderator [who is an employee of the radio station] is selected depending on his knowledge and interest in the topic, personality and ability to moderate discussions by convergent groups of people on the same talk show.

   Timing of the radio programme is very important to the target listenership. Different regions have different prime times for example CID [10:00-11:00am on Tuesday], ACORD (8:00pm-9:00 pm on Friday) and HEWASA (---). This is then followed by negotiation of the costs with the radio management who have also been lobbied to offer a discount as part of the Cooperate Social Responsibility.

4. **Development of the community script:**
   There are three types of radio scripts developed for the radio programme:
   a. **Giggles**: These as they are called are short radio scripts between 1-3 minutes. Their principle is to: entertain to catch the listeners’ attention; create community awareness on key issues and have a call to action directed towards specific service providers and the local leadership. They are especially developed as alternatives when local leadership fail to turn up for the talk shows to address the community concerns. (available at WaterAid Uganda/HEWASA)
b. **Community voices:** A journalist/ the moderator interviews the local community about its problem, its causes and solutions. It is a recorded programme, which is edited and played on radio. The recorded clips are played during a live broadcast where the moderator allows in calls and texts from the audience to further comment about the problems and issues played in the recording. This sets the basis for the subsequent live radio talk shows. This script is slightly longer than others to around 7-10 minutes but played in bits. During this recorded script, there are no panelists but the community and the journalist. It is more else a community live radio programme.

c. **Live broadcast script:** Like all the other scripts, this is specific to particular issue, which is the centre of discussion on the radio programme. It is about 3-5 minutes long and in some cases they can be more than one during the show. A journalist records community views on the selected advocacy issue to have a community perspective and also to equip him/her self with facts to be used in the live broadcasting of the radio programme. Voices are edited to remove vulgar language, inciting statements, abusive words and all other voices which don't meet broadcasting standards on the community. The script is between 3-5 minutes long to avoid taking much of the time for the show.

5. **Programme promotion:**
Prior to the day of the talk show, the management of the radio station carries out a series of promotional advertisements informing the audience about the topic for discussion, invited guests and the slated time for broadcasting. This is meant also to increase listenership for the programme.

6. **Live broadcasting:**
Before entering the studio, all invited guests and the programme coordinator are encouraged to arrive 30 minutes before show time. During this time the moderator creates rapport with the guests by; getting to know them and their background information and their respective roles during the talk show. This is minimizes wastage of airtime.

- During the live show which lasts 45 minutes, exclusive of commercial breaks, introductions are made
- The moderator sets the pace of the talk show by playing the pre-recorded community voices
- Panelists are guided by the moderator to respond to the community voices
- Time is also allowed for listeners reactions through call in and text messages seeking reactions from the panelists.
- A way forward is most times agreed on between the two groups of the panelist either in form of commitments from the service providers or clear next steps to address community concerns raised on the radio.
- For follow up purposes, the management of the radio station, issue out a copy of the recorded talk show as well as text messages sent to the Local Partner Organization. These are used as evidence
to hold the service providers accountable for the commitments they have made on the radio.

- These materials are then passed on to the Community Advocacy Structures for follow up
- Other activities in the show include sensitization about water, sanitation and hygiene, and giving important information about upcoming community services

**Success factors:**

a) **Proper timing:** The timing [exact hour] when the programme is aired is vital for proper targeting of the beneficiaries. It should be prime time with little or no interruptions with competing demands on the time of the target audience. For example in the rural setting in Western, South Western and Rwenzori regions, the programme is aired between 08:00pm-09:00pm when the people are at home and done with their days work. In addition the duration of the programme is crucial to give the panelists and the callers an ample time to exhaust the issues raised in the recorded script. However, it should not be too long to bore the listeners.

b) **Effective stakeholder participation:** Involving all key stakeholders increases the effectiveness of the radio programme. The community whose rights and services are denied are represented either through recording of their real voices for the authenticity of the issues raised while the service providers are given chance to explain why the services are not available. This increases the credibility of the intervention/ programme and it will not be branded as biased.

c) **Consistency and frequency of the radio programme:** The ability of the radio programme to be aired frequently and regularly in the designated time creates a listening culture and attachment to the programme. People put it as part of their daily programmes and will always prepare to listen to the programme. However any deviations from the known time will kill the morale of the local population. Frequency alludes to the number of times the programme is aired. Caution should be taken not to be so frequent and not too irregular. A radio programme that is aired either once a week or every fortnight is consistent enough for the local people to listen effectively.

d) **The moderator:** The moderator either makes or breaks the radio programme. The moderator should be somebody who is: with interest in the programme, knowledgeable about the topic, one who has done extensive background work on the programme. He should be a good facilitator, objective and neutral, to allow balanced contributions by all panelists.

e) **Use of data:** Generating and use of factual information is good back up for the radio programme. This information is generated in a participatory manner from the beneficiaries and the service providers. This is done through enumeration, water point mapping and/or collection of community voices to give the real magnitude of the problem on: what is happening, who is affected, what is being done and what can be done to alleviate the problem.

f) **Choice of the radio station:** The radio programme will be as successful as the radio station that hosts it. If the radio station is having a wider coverage, therefore the community issues raised will also have a wider coverage; it must be a radio station with both wider geographical coverage and wide listenership. Other considerations may relate to the cost of the programme and audience category.

**Challenges:**

a) **Politics:** Good intentions of the programme sometimes turn into political when politicians use their political power to sabotage the programme. For example politicians may link the programme to political parties and label it as an opposition led venture against the existing political administration. In so doing they work towards closing the radio stations and threatening the journalists. However, this can be addressed with presenting factual based information at all times.

b) **Sustainability of the radio programmes:** Running a regular radio programme is an expensive venture especially for NGOs. For example it costs US$ 200-300 to run one programme, rendering sustainability a challenge. However innovations such as: seeking for sponsorship from private sector, using giggles which are less costly, negotiating for discounts from the radio stations and lobbying radio stations to take up the programmes as cooperate social responsibility (CSR) if they gather wider listenership from the community, have been identified.
c) Technocrats Vs politician Blame game: Often times, on the radio the politicians and technocrats turn the radio programme into an avenue for trading accusations, counter accusations and the programme ends without achieving its aim. As a result, some technocrats have ceased appearing on radio or delegated junior officers due to fear of being held accountable on the radio.

d) Limited time: The radio programme by design is one hour [which includes commercial breaks]. This time is so short vis-à-vis the number of people hosted to make very meaningful deliberations. For example maximum of four people are hosted with a moderator. If the script is 7 minutes, the moderator 5 minutes to introduce the programme and set the pace of the programme. This leaves only less than10 minutes for each guest to express them selves and to respond to the call made during the show. This leaves many SMS and phone calls unanswered.

**Case studies**

**Story 1: Garbage management in Kawempe Division:**

The problem of garbage in Kawempe division is as old as the division itself and the greater Kampala especially in the slum areas. Majority of the informal settlements had poor garbage management practices such as indiscriminate dumping both in the road, on the road sides and the drainage channels. The local community was not aware of their roles and the bylaws governing garbage management while some communities had no bylaws at all.

The problem was escalated by the poor drainage systems, poor planning and delayed garbage collection from the few allocated garbage skips designated by the city authorities. This condition resulted into a number of health problems including cholera outbreaks, flooding of people's houses and eventually abandonment of those houses.

These problems first came to the attention of the Policy Monitoring Committees [PMC] during their routine meetings, where they recognized the plight of the poor people living in their community. Using the radio programme supported by WaterAid Uganda under the Governance and Transparency Project. The PMC with the help of the journalist recorded community voices about the problem and organized radio talk shows where the local leaders and service providers were invited to address people's concerns.

During the radio programmes:

- the community was sensitized about proper garbage management,
- the local government together with the PMC agreed on a few actionable steps e.g. the local government committed to increase the garbage collection trucks from one to three, budget for fuel for garbage collection
- with the help of the PMC, the parishes agreed on a garbage collection rotas with specific collection days for each parish
- Communities were encouraged to bring their garbage to designated collection centers on those designated days.

Other activities undertaken include: de-silting of the drainage channels where the local government has budgeted for fuel for the tractor
to de-silt the channels, mobilization of community cleanup especially in Nsooba and Nakamiro to ensure that the poor in urban slums live in a healthy and clean environment.

Although there are still challenges in garbage collection and management, the situation is much better than it was before the radio programme intervention.

Story 2: Pre-paid Meters in Kampala central (Makerere III and Kisenyi III) - Equity and inclusion.

The community enumeration exercise conducted by the community and CIDI with support from WaterAid Uganda, data showed that:

- The poor people were paying between Ug. Shs 100-Ug. Shs 200 per jerrycan\(^{15}\) of water which is three to five times higher than the designated cost and much more than the cost charged to middle and high income households.
- The cost of water and the billing procedure was unfair and a rigorous procedure for the urban poor,
- Some private providers provided for strict times of accessing water without flexibility, which was inconvenient to urban slum dweller who worked irregular hours
- Other private providers (water vendors using bicycles and private tap stand operators) were charging more than the recommended prices by NWSC
- Some places did not have access to water mains and relied on unprotected springs.

During the dissemination workshop and the radio programmes these problems were brought to the attention of National Water and Sewerage Cooperation (NWSC) and the Local Government of Kampala.

During the radio programme, NWSC committed to the following:

- Extension of the water mains to the urban poor communities in the next financial year (2009),
- Provision of 19 prepaids metered stand taps.

The Chairman Kampala Central committed to purchase of 14 metered taps which accesses water at a very rate of Ug. Shs 50 per jerrycan\(^{15}\). The prepaid metered taps have no billing procedures because users buy tokens with no middle man costs and water is accessible for 24 hours.

National water also established a liaison office for the urban poor in Kisenyi III and Makerere II with a hotline to report and handle poor peoples’ WASH complaints. The radio programmes attracted other CSOs like GTZ and JICA, Concern and AMREF to provide the urban poor residents with more prepaid metered taps and servicing of those which are broken down.

Story 3: Dealing with Illegal Connections on Nyabikungu Gravity flow scheme (GFS) in Rugando Sub county Mbarara district

Nyabikungu Gravity flow scheme which serves Rugando and Nyakayojo subcounties was constructed by the Government of Uganda through Mbarara Local Government using the District Water Supply and Sanitation Conditional Grant [DWSSCG]. The scheme with three reservoir tanks of over 20,000 liters,
71 public stand taps and serving over 45,000 people was constructed in the early 1990's.

Due to population and economic growth, the scheme started experiencing intermittent water flows, which led to poor hygiene and sanitation hence raising the peoples' concerns.

The community through their local leaders contacted the Local Government authorities in the respective Sub Counties and the District. However there was no intervention. In 2009, ACORD and Kyera farm school through the Policy Monitoring Committees with support from WaterAid Uganda learnt about the problem and conducted an in-depth inquiry.

The inquiry established that the scheme had 177 connections up from the designated 71, an indication of 106 illegal connections. These connections reduced the pressure and water could not reach the main reservoir tanks to support the intended beneficiaries. The survey also established that the designers did not provide water to people in whose land the pipelines passed which forced them to connect illegally.

ACORD in partnership with Radio west, Kyera Farm Training Centre (KFTC) with support from WaterAid Uganda conducted a series of radio programs where local government, service providers (Aminzi Marungi Mbarara) and the community were invited to discuss the problem. Other important activities on the radio programme included, mobilizing and sensitizing local communities on water resources use, sensitization about water and sanitation and the proper process of accessing water from the GFS.

Through the continuous radio programmes, the following success has been recorded at the scheme:

- All illegal connectors have been brought on board to discuss their status and they have ceased being "illegal connectors" to "private water users".
- Private water users have agreed to pay connection fees of Ug. Shs 150,000 for O&M of the scheme. 15 private water users have already paid.
- To maintain flow of water, gate valves have been instituted [using the money collected from the private users] to ration water to the different areas and a rota has been agreed upon by the communities of when they will have access to water.
- People have been sensitized to build water tanks and store water during their access days and use during the days of scarcity.
- A new Central Management Committee has been setup with a caretaker to manage functionality and implement the resolutions of the scheme committee. The scheme is in the process of forming an association, opening a bank account and metering to be able to bill the private users. This is to promote sustainability of functionality of the facility.

The scheme is now functional and access to water has improved in the area though there are some action points that have not been undertaken to completion.
Story 4: Menace lagoon in Kisoro

The “Menace lagoon” in Kisoro Town Council was constructed in 1995 with a primary intention of treating sewerage generated by the town dwellers. The lagoon was a pre-condition from the Austrian Government for funding a water supply system of Kisoro Town council. The town council authorities were asked to devise means of setting up a sewerage treatment system in order to benefit from this funding.

However the process was marred irregularities. Due to corruption tendencies, for example:

- The lagoon was given only two instead of four chambers;
- The PE pipe is diverted into the inlet channel,
- The screen was not provided for
- No Environmental Impact Assessment (EIA) for the facility\(^6\).

These technical errors combined with poor management and operation of the lagoon, led to problems such as abandonment of homes around the lagoon, closure of schools, outbreak of diseases like cholera and un pleasant smell\(^7\).

The problem of the lagoon first came to light in 2005, during the kick poverty out of Kisoro survey conducted by Good Samaritan Community Development Programme (GOSAP). The survey established that the community had formally raised their concerns to the local councils through writing letters in vain.

Later GOSAP in collaboration with WaterAid Uganda and ACORD Mbarara conducted a survey to further understand the problems of the lagoon and set a ground for rooted advocacy. Through rooted advocacy, the GOSAP in partnership with ACORD took on the radio programme to further create awareness of the problem. The programme was hosted on Voice of Muhambura the most listened to radio station in Kisoro district. The radio programmes hosted the water operators, Local Government and other Development Partners who later reached an agreement and the following achievements have been recorded:

- The water operator agreed to do Operation and Maintenance on the lagoon
- Agreed to re-adjust the structural design to reduce the smell and improve on the efficiency of the lagoon
- The management of the lagoon was immediately suspended although through a court battle the contractor was reinstated due to contractual terms.
- Spraying of mosquitoes in and around the lagoon was undertaken
- The district and the town council agreed to relocate the lagoon and land has been identified for that purpose.
- The district committed to budget for the lagoon in the subsequent years 2011/2012.
- A pressure group was formed to further advocate for the relocation of the lagoon.

However, although these steps have been undertaken, the lagoon still remains a community menace with unpleasant smell and is yet to be relocated.

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\(^6\) SWUWA-Kabale, Constructed Wetland waste treatment Plant, Problem Assessment Technical Report

\(^7\) The Environmental Health Report of the Lagoon Situation in Kamonyi Village, Kisoro Town Council
Story 5: Management of Mukunyu Gravity Flow scheme:

Mukunyu GFS is one of the sources of water to thousands of people living in the sub county of Mukunyu in Kyenjojo district. The scheme was constructed by the Government of Uganda through the DWSSCG. Proper sensitization and software activities were not carried out before the construction of the scheme, which resulted into management problems a few years after completion of the scheme. Among the problems were:

- The perception that water was free good and this was further fueled by the politicians,
- Poor operation and maintenance of the scheme,
- Corruption among the water board members who connived with local water masons to disconnect some communities and collect money under the excuse of O&M whenever they were broke while private users were connected at fee payable to the board chairman.

This resulted in intermittent flow of water and resulted in hygiene and sanitation crisis such as cholera out breaks. The problem was then brought to the attention of HEWASA who later studied it and started on rooted advocacy using radio programmes on Better FM located in Kabarole.

Prior to the radio programme, the advocacy committee under took a survey to understand the problem and equip them selves with the necessary information about the problem. The radio programme invited local representatives, politicians and the district technocrats to discuss the issues on the radio. Through a series of radio programmes communities were sensitized about their obligations to the scheme, roles and committees were selected to manage the scheme.

Out of the radio programmes, the scheme which was previously down has managed to achieve the following successes:

- New management committee has been elected and tap stand committees formed to manage water issues.
- Gate valves have been installed to ration water to the different parts of the sub county and a rota has been agreed on.
- To generate revenue for O&M of the scheme, all illegal private connectors have been sensitized about the need to pay for water and are currently being charged Ug. Shs 1,250 per unit while the public at the community taps are paying Ug. Shs 50 shillings per jerry can.
- A new clear system for connection has been agreed on which starts from placing an application to the water board, the board studies the application, when passed with recommendation from the community, a connection fee of Ug. Shs 50,000 plus a meter at Ug. Shs 25,000 is paid. After these conditions, a water board plumber undertakes cost estimation of materials to connect water to the household is done and finally water is connected.
- The water board has metered all tap stands and tap stand management has been privatized where the contractor is supposed to follow the prices fixed by the water board.
- The scheme has also registered with the South Western Water and Sanitation Umbrella Organization, which offers spare parts, training, water meters and tool boxes at discounted rates to its members.
The scheme has opened a bank account, with clear books of accounts like payment vouchers, receipts and currently the scheme has over ten million Ugandan shillings on the account.

- The scheme has also passed a resolution to reduce the cost of water to the public and institute a flat rate of 25 shillings per jerrican to all water users.

**Story 6: Rights to water-Butiti GFS Kyenjojo district:**

Butiti GFS with 15 public tap stands was built in 1993 by UNICEF to supply water to the communities of Butiti Sub County in Kyenjojo. As a community project, it was later handed over to the community to take care of the project with support from the Local Government. However, with time, the scheme started experiencing management challenges, which included:

- Illegal connections fueled by local politicians who ordered the management board to connect people on political grounds.
- Politicians discouraging payment of O&M fees
- Technical errors made during the construction e.g. use of bat joints which are very hard to replace.

These challenges resulted into intermittent water flow and subsequently total collapse of the scheme in 2009. The local leadership with the water board management committee complained to the district to intervene on the problem and nothing was done. This problem escalated when the local community started vandalizing other schemes which tap water from the same source [which is in Butiti] for example Mukunyu and Kayihura GFS claiming that there was no way water was being taken to other areas from their community sources when they (Butiti residents) did not have access to water. This caused tension between the three Sub Counties, which forced HEWASA to intervene.

Using the weekly radio programme on Better FM, HEWASA invited the local politicians of the affected sub counties, technocrats and the local communities who worked out ways of resolving the problem. They agreed on the following:

- The schemes are redesigned to provide water to the community of Butiti by diverting some water into the reservoir tank at Butiti Sub County,
- Gate valves were installed on the water mains to ration water
- A new water management board of the scheme has been instituted and more effective
- All private connections have been identified and asked to pay monthly fees although they have not been metered
- The community has been sensitized about the need to pay for water to maintain its flow
- Vandalism of the water mains has been addressed and water is now flowing.
- A new source has been identified in Butiti to further boost the current sources