Using the water kiosk to increase access to water for the urban poor in Kenya

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Delivery challenge
Trigger of water sector reform in Kenya in the late 1990s

- Increasing failure of Local Authorities to ensure sustainable water supply in urban areas
- Situation particularly desperate in urban low-income areas
- Publicly owned water utilities formed under Companies Act

source: http://databank.worldbank.org
Situation before water sector reform – 1990s

Insufficient pro-poor orientation, e.g. responsibilities for low-income areas
Lack of information on population and service coverage in low-income areas
Lack of experience with adequate service provision for the urban poor
Failure of large investment projects to adequately respond to the needs of the poor
Unregulated services in low-income areas

Up to 20 times more expensive than public utility water supply
Water Act 2002 – New institutional framework

- Separation of policy making / regulation / service provision
- Establishment of Regulator and Water Services Trust Fund (WSTF)
- Services in low-income areas to become part of regulated water supply

Delivery challenge
Providing drinking water in urban low-income areas using low-cost technology while developing the formal sector
Tracing the implementation process
Key features of the implementation process supported by GIZ

Political framework for pro-poor approach

Regulatory framework

Pro-poor financing mechanism
(Water Services Trust Fund - WSTF)

**how** to finance
procedures & risk management

**what** to finance
technical standards
(e.g. water kiosks)

**where** to finance
data on low-income areas & project monitoring
Development of political framework for pro-poor approach (2005 - 2009)

Development of comprehensive pro-poor approach championed by Reform Secretariat in Water Ministry

GIZ through long-term advisors supported

- **study tour to Zambia** where sector had already developed pro-poor approach
- **strategic dialogues** between Ministry and other sector stakeholders on development of pro-poor approach for urban water supply
- development of **National Water Services Strategy** (2007) and **Pro-Poor Implementation Plan** (2009), stipulating principles for service provision in low-income areas and pro-poor focus of Water Services Trust Fund

Success factors:  
Strong leadership by Reform Secretariat 
GIZ advisors involved from beginning of reforms
Development of regulatory framework (2006 – ongoing)

The newly established water services regulator incorporated pro-poor aspects in regulatory tools

- developing **information system**, including reporting on services in low-income areas
- **redrawing of service areas** of utilities to include low-income areas
- introduction of **pro-poor indicator** (2018)

**Opportunities:** New institution, therefore no significant “change processes”
Developing Capacity of Water Services Trust Fund (2006 – ongoing)

Water Services Trust Fund (WSTF) initially focused on rural areas

Long-term advisors at WSTF to support development of urban approach incl.:

- **internal procedures** for fund management and risk management
- procedures for call for proposals and project selection
- **technical standards** for low-cost, high-quality infrastructure in low-income areas (water kiosks, yard taps, public toilets), incl. technical drawings
- **training material** for water utilities and water kiosk operators

Success factors: Placing long-term advisors in the institution helps to curb the risk of political capture and poor governance
TOOLKIT FOR URBAN WATER SUPPLY PROJECTS

Modules
- Introduction to the Toolkit & the UPC
- Data Collection
- Project Implementation
- Operation of Water Supply Schemes
- Project Evaluation
- Design, Technical Drawings & BoQs

Project Implementation
- Cover and Introduction...
- Task Team & Programme Preparation...
- Mobilisation & Sensitisation (Examples)...
- Kiosk System Implementation Reports (Example)...
- Health & Hygiene Mainstreaming...
- Operator Recruitment & Training...
- A4 Kiosk Posters and Announcements...
- Purchases and Allowances...
- Informing & Training Service Provider Staff...
- Adapting the Business Hours of Kiosks...
- Metering Concept (Example)...
- Social Welfare Assistance Scheme (SWAS)...
- Field Monitors Role & Reporting...
- Reporting on Projects by WSPs...
- Procurement Guidelines...
- Standard Tender Documents (PPOA)...
- Tender Document and Contractor Contract...
Poorly designed water kiosks
Need to change negative perception

Water Services Trust Fund kiosks
Piloted with 3 utilities (2007)
Water sold at regulated tariff
Customer satisfaction survey
National baseline survey on urban low-income areas (2009 – 2010) - MajiData

Approx. 2,000 low-income areas mapped and assessed

Basis for financing through WSTF and reporting to regulator

Challenge: up-dating
National database on urban low-income areas - MajiData

Geo-referenced inventory of all WSTF financed infrastructure
Results

646 water kiosks financed in 47 water utilities

more than 70 out of 95 utilities implemented WSTF projects

approx. 2 Mio people reached with water supply and sanitation

Pro-poor units established in an increasing no. of utilities

> 35 Mio USD invested in urban low-income areas
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