Lessons from Citizen Report Card process in Kenya

Improving performance through strengthened consumer feedback

Ministry of Water & Irrigation (MWI)
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Outline

• Objective of Sector Reforms in Kenya

• Role of Citizen Report Card Pilot

• Process and Findings of Citizen Report Card

• Impact and Way Forward on consumer voice
Kenya Water Sector

Water Appeal Board

Water Services Trust Fund WSTF

MWI

Water Resources Management Authority

Water Services Regulatory Board

CAACs

Water Resources User Associations

Water Services Boards

Water Services Providers DPSP

Water Services Providers

Water Resources Management

Consumers, Users

Policy Formulation

Regulation

Services Provision

Consumption, Use
Objectives of the Reforms

- **Separation**: MWI Policy formulation, Water Resources Management Authority, Water Services Regulatory Board
- **Decentralization**: 7 water service boards and 7 water catchment boards. Ring fenced providers
- **Participation**: Private sector, Community Based Organisations, Water Catchment Committees
- **SWAP**: Water Sector Working Group, Strategy and Sector Investment Plans
Role of the Citizen Report Card Pilot

Goals

• **Assess impact** of reforms from consumer perspective

• Improve stakeholders understanding of urban reforms and issues affecting them in both formal and informal service delivery

• Use the CRC to **strengthen citizen voice** and put in place mechanisms for dialogue on urban water, sanitation and solid waste reforms
Process of CRC

- Undertaken in Nairobi: pop. 2.5 m  Kisumu: pop. 480,000  Mombasa: pop. 826,000
- Stakeholder **consortiums** in 3 cities, 1 national which defined roles of civil society, utility and Water Service Boards. **Partnership spirit** embraced
- Information on consumer views established through Qualitative (**Focus Group Discussions - 40**) and Quantitative study (**Survey – random sample of 2905**)  
- Assessed **access**, **quality**, **reliability**, **cost**, **customer communication**, **satisfaction** and **priorities**, allowed **comparison** across cities  
- Launched to **public** in May 07 before over 300 people
Key Findings

WATER
• Nairobi leading in satisfaction, Kisumu leading in customer care
• Priority reliability, NOT reduced prices
• Colour, taste and smell pleasing to most consumers
• Big role of DPSP (kiosks, Self Supply) to achieve access

SANITATION
• Top priority more public toilets; the urban poor are sharing on site facilities
• Problem with pit toilet emptying due to legal provisions, DPSP

SOLID WASTE
• Council high dependence on DPSP for both low and middle income. The poorest still lack service
• More enforcement required by Public Health Officers
Outcome

• Official policy commitments made in response to issues from the Ministries of Local Government, Health and Water
• Nairobi, Kisumu and Mombasa Water and Sewerage Companies made detailed commitments to action
• Issue of need for DPSP regulation
• Consortium continue to monitor service provider action commitments; first round undertaken in Nov 07 in Mombasa, second round all cities in May 08
• Formation of KEWASNET in August 07 – civil society sector accountability network
• Media coverage intense – mostly highlighting weaknesses; some concern over political backlash
Way Forward

- **Institutionalisation** of consumer feedback through Water Services Regulatory Board
- Consumer Watch groups to monitor both domestic private sector and water resellers within SPA area, for improved regulation
- Capacity building of KEWASNET and of consumer watch groups to engage sector at all levels and in SWAP