Post Construction Support and Sustainability of Community Water Resources and Sanitation Facilities: The Case of Eastern Region of Ghana

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Abstract

In recent years there has been an increasing focus on, and understanding of, the design and implementation phases of Rural Water and Sanitation Projects as part of efforts to make projects more successful and work more efficiently. However, not much attention has yet been paid to the post-construction stage. The post construction support is not adequate which has negatively affected the performance of institutions put in place to ensure sustainability of the facilities. The study focuses on post construction support for sustainability of water and sanitation facilities which is gaining much prominence in the water and sanitation sub sector. The study discussed the existing situation of post construction support to water and sanitation projects and examined its effectiveness and how it can affect the sustainability of facilities.

Keywords: district, backstop, community boreholes.

Introduction

The National Community Water and Sanitation Programme (NCWSP), of the Government of Ghana, has as its development objective to increase the effective and sustained use of improved community water and sanitation services in small towns and small communities within the framework of the decentralisation programme. The decentralisation policy is backed by the 1992 Constitution and the Local Government Act, 1993, Act 462.

The decentralisation policy¹ aims at devolving central administrative authority and divesting implementation responsibility to district level. In order to achieve this, the policy fuses governmental agencies in any given region, district or locality into one administrative unit, through the process of institutional integration, manpower absorption, composite budgeting and the provision of funds for the decentralised services.
In 1994, the Government of Ghana formally launched the National Community Water and Sanitation Programme (NCWSP) and in 1998 by an Act of Parliament, enacted the Community Water and Sanitation Agency (CWSA), Act 564. The Act sets up CWSA as an autonomous public institution responsible for the facilitation of safe water and related sanitation delivery to small communities and small towns in Ghana. The major phases of the project cycle of water and sanitation programme are the formulation, mobilisation, planning, construction and follow up phases.

At the end of the construction phase, a number of areas of weaknesses are likely to remain concerning the capacity of relevant stakeholders to ensure the sustainability of the water and sanitation facilities and services. Many of the difficulties faced at the local level arise only after the start of operations and the day-to-day management of the facilities. Sustainability is the overriding goal of rural water supply and sanitation projects. In recent years there has been an increasing focus on, and understanding of, the design and implementation phases of Rural Water and Sanitation projects as part of efforts to make projects more successful and work more efficiently. However, not much attention has yet been given to the post-construction stage. Long term sustainability of projects may be undermined by a number of factors such as: the lack of follow-up support to help communities resolve disputes or to expand systems successfully as the population increases, the lack of affordable spare parts, the lack of technical skills to carry out preventative maintenance, a lack of understanding of hygiene linkages or the absence of refresher training courses. Lack of post-construction follow-up support can undermine sustainability and lead to the failure of systems. (Sara and Katz, 1997).

The main objective of the study is to establish the need for effective post construction support for sustainability of water and sanitation facilities. The study aims at achieving the following specific objectives:

- To identify components of post construction support;
- To examine the existing/current situation of post construction support;
- To establish the gaps in the current post construction support; and
- To suggest ways of ensuring effective post construction support. The study is organized in five Chapters. After this introduction, the second Chapter two deals with relevant literature review from both local and foreign sources. It dwells on relevant literature and theoretical frameworks by well known authors on issues of post construction support, generally identifying the need and addressing into details some problems and solutions. The next Chapter focuses on the methodology where sources of data, steps and instruments for data collection and tools for analysis have been elaborated. Chapter four covers the analysis and findings respectively. Chapter 5 presents the conclusions, recommendations, limitations and areas for future research based on the findings.

Chapter 2

Literature review

For several decades many rural water supply programs in developing countries have been characterized by poor performance. Water planners have searched for the underlying reasons why success in the rural water supply sector has proved so elusive. Engineers blame poor quality construction, anthropologists by lack of community participation, political scientists report rent-seeking and poor governance structures and economists complain of poor pricing and tariff design (Therkildsen, 1988, World Bank Water Demand Research Team, 1993). In the 1990s a consensus of sorts emerged that pre project planning procedures for rural water supply programs needed to be more “demand-driven.” The necessary components of a demand-driven process differ somewhat depending on who one asks, but most would agree that project planning should (1) involve households in the choice of technology and the institutional and governance arrangements; (2) give women a larger role in decision-making; and (3) require households to pay a larger share of the costs of providing water services (Sara et al., 1996; Sara and Katz, 1997; Whittington et al. 1998).

Recently, some have argued that it is unrealistic to expect that government can leave rural communities to their own devices after a water project is completed, and that for rural water supply systems to be successful, communities need some post construction technical assistance (Lockwood, 2003).
Though a number of studies have focused on sustainability and the specific needs of post-construction follow-up, there are only a few studies that have been done to date that focuses on the post-construction stage of projects.

The concept of post construction support

The concept of sustainability and the post construction support is to assess the ability of communities and water committees to function on their own effectively for years and the most critical factors for sustainability. “Sustainability can only be ensured if tariffs generate enough resources to operate the system, finance the expansion of the service to new customers and ultimately replace the infrastructure after its useful life” (Paraguay ICR, 1999: iv).

Some form of external follow-up is critical to post-project sustainability. Such support can help communities as they face a range of challenges, including technical problems, organisational difficulties and the resolution of social conflict. The recognition of the need for such support is now gaining broad acceptance, both within the World Bank and in other sector institutions, as is evidenced by recent documents treating this issue (Rosenweig, ed. 2001, Lockwood, 2002, IRC 2003).

There is now a growing, if not predominant view, amongst sector specialists that community-managed RWS systems will require some form of external support over the long-term. Generally speaking there is a lack of systematic back-up support for communities after systems are constructed and few countries have adequate institutional frameworks to provide such support. In practice, some rural communities are able to receive post-project assistance, but this support is often provided on an ad hoc basis. The Environmental Health Project in particular has been closely involved with the development of models in the Latin American region and has documented some experiences and lessons learned (Rosensweig and Perez, 1996; Rosensweig 1998; Rosensweig ed., 2001 and Lockwood, 2002). On the basis of these case studies, EHP has drawn up a classification of institutional support models for the rural sector, which is itself based on the nomenclature of the decentralisation literature and the work of Rondonelli in the late 1980s (Rondonelli et al, 1987).

The EHP classification system for institutional support mechanisms is illustrated by a number of concrete examples from the Latin American region. These include a variety of institutions, such as government line ministries, local government, NGOs and Associations of water committees as the principal service providers (Lockwood, 2002:14).

In Ghana, two broad strategies for providing Post Construction Support have emerged. The first, “demand-driven” approach is to ensure that spare parts and technical services are available, but then leave it largely up to communities themselves to seek out such services and to pay for them when needed. The second is a more “supply-driven” approach – to provide unsolicited repairs, technical assistance, training, and trouble-shooting to communities. In Ghana, both “demand-driven” and “supply-driven” Post Construction Support systems exist, and both government and non-governmental actors are involved in support activities.

Once boreholes and hand pumps are installed, communities are expected to be responsible for borehole maintenance and repairs. The WATSAN committees and caretakers have access to a well-developed, multi-faceted system of post-construction support. A central actor in the post-construction support system is the District Water and Sanitation Team (DWST), a team primarily of engineers employed by the district government. DWST members are not supposed to do hand pump repairs themselves, rather to help the village WATSAN committees obtain the support and training they need to run and repair the systems, to help resolve any management and water use conflicts that arise, and to plan new capital projects. The DWSTs visit WATSAN committees on request, and assist communities in finding spare parts if asked to do so. They also visit some communities on their own initiative to check on conditions and organize training sessions on topics they consider to be relevant. However, the financial resources available to the DWSTs to carry out these functions are limited and vary across districts. Another important resource for WATSAN committees are the “area mechanics” living in the district. These are private individuals originally trained during the project implementation process to do routine maintenance or repair work on boreholes at the request of communities.
Area mechanics are frequently called upon to obtain the spare parts needed by the community and then to install these parts. Communities must pay for the services of the area mechanics from revenues collected from village households or money obtained in some other way. The DWSTs may help WATSAN committees’ link up with an area mechanic when major repairs are needed. Area mechanics, caretakers, and WATSAN committee members obtain spare parts from a well-developed system that includes a central spare parts warehouse in Tema, Ghana, and three sub national warehouse outlets in the northern, central, and southern regions of the country. The warehouses and outlets are needed to ensure the availability of pump parts for the four standard hand pumps used in Ghana (Nira, Afridev, Ghana-modified Indian Mark II, and French Vergnet). Efforts are underway to have at least one spare parts outlet in each region. The services provided by the area mechanics and the spare parts outlets are largely demand-driven forms of PCS in the sense that communities receive them if they request or seek assistance. Communities pay for the help of the area mechanics and for the spare parts. The work of the DWSTs is also largely demand-driven assistance (responses to community requests), though some villages also receive unrequested support.

Ghana also has one official PCS program that is not linked to demand for PCS services: MOM (Monitoring of Operations and Maintenance). This is a program of quarterly visits to communities by the district Environmental Health Assistants (EHAs). During their visits, the EHAs do a technical assessment to determine how well the boreholes are functioning, review financial records, and check on payment practices.

The records of these quarterly audits are compiled at the district level, in theory giving district-level officers a systematic picture of what is happening in the district.

In 2002 and 2003, the Danish aid agency DANIDA funded MOM in the Volta region. Since 2004, the responsibility for the program has fallen to the district governments in Volta.

Only four districts continued the MOM audits on a quarterly basis after the program reverted from DANIDA back to the district governments. Other districts have reduced the frequency of these EHA visits due to resource constraints. (WEDC 2008).

Chapter 3
Methodology

The design of the study was based on informant interviews, focus group discussions, face to face and self administered questionnaires. Sets of questions were designed for Communities, District Assemblies and key Sector personnel. The participants at the community level include Caretakers, Area Mechanics and WATSAN/WSDBs. At the district level the participants were Planners, District Coordinating Directors, District Chief Executives and District Water and Sanitation Teams whilst the key sector personnel were Technical Assistants for projects, representatives of the Ministry of Water Resources Works and housing, CWSA, Development partners, Consultants and NGOs.

The sample for the study was taken from five zones in the eastern region, considering the various project areas making sure all project communities have the chance of being selected. The questionnaire schedule included both close and open ended questions and was self administered. A pre testing was done to ensure effectiveness of the study. A tape recorder was used for the focus group discussions to facilitate proper note taking.

Chapter 4
Findings and discussion

Post Construction Support as explained by respondents is based on the general assistance or back up support provided by an individual, a group, institutions or local structures put in place after water facilities are handed over to communities. The major support constitute components such as technical backstopping and monitoring which form 40% and 28% respectively, as shown in Table 4.1. Apart from these main components, capacity building, financial support and administration and managerial support are also identified as important components of post construction support.

There were also components like water quality, data management, social and environmental issues and
existence of framework identified as part of the post construction support. In order of priority, monitoring was however put ahead of technical backstopping. The districts and the communities explained that regular monitoring gives the opportunity to discuss problems and find solutions to them. In the communities they mentioned that it also gives them the confidence in the pursuit of their activities.

The analysis of the results support the fact that water quality and other socio-economic factors are also important for post construction and must not be overlooked when planning for post construction support. (Lockwood et al 2003) The understanding of post construction support could also be inferred from the analysis that post construction support should not be limited to monitoring and provision of technical support only.

**Existing/current situation of post construction support**

**Adequacy of post construction support**

As far as the adequacy of post construction support is concerned, most respondents, i.e. 77%, disagreed that the existing post construction support is adequate whilst only 23% agreed that it was adequate. This assertion correlates with 84% of the respondents disagreeing that there exist an institutionalized or established arrangement for post construction support.

This shows the strength of disagreement that the sector has not recognized or established post construction support direction which has contributed to the assertion of the inadequacy of post construction support. This finding was supported by the reasons that whatever post construction support system is in place is not being used nationwide and there is inadequate commitment and interest from stakeholders at the national, regional and district levels.

The districts and regional staff are not adequately trained in post construction support activities. In addition both districts and CWSA do not have the required funding, time and staff to carry out post construction support. Besides, the sector has over the years focused on the delivery of new facilities to increase coverage with little attention to post construction support.

Generally most respondents were of the view that existing approaches being used for post construction support activities are fragmented. It was further explained that the approaches are yet to be synthesised into a comprehensive plan or guidelines. Specifically reference was made to the MOM approach, the guidelines for small towns and the newly developed Project Implementation Manual and AFD post project approach. It was also emphasised that there is no national guidelines per se, however there are some post construction guidelines which are regional based and approaches used in the implementation of these plans are also not consistent with what exist in other regions. The contents differ from one another and that different projects supported by different donors have different ways of carrying out post construction activities.

Those who agreed (16%) that there is a kind of arrangement in place for post construction support also pointed out some lapses. They accepted that Monitoring of Operation and Maintenance (MOM) Units are now the recognized arrangement for post construction support. However, the MOM Units have been established in a few regions like Volta, Eastern, Central and Greater Accra but yet to be operational in all regions. In regions where the MOM Units have been established they are mainly project driven. It was acknowledged that the existence and training of WATSAN/WSDBs, caretakers and area mechanics are measures put in place as part of the post construction support arrangements, even though refresher training has not been given a priority. Spare parts distribution network has also been established however spare parts outlets are not adequate at all the local (district) levels and not available nationwide.
Support of external agencies for sustainability of post construction support

As far as the support from external agencies were concerned, 80% of respondents agreed that support of external agencies (support outside the communities) to sustainability of post construction support is critical because communities are limited in certain capacities and therefore need the support of external agencies in the areas of technical advice and refresher training. The sustainability of facilities could be ensured by service providers under the supervision of the District Assemblies with backstopping from CWSA. It is therefore necessary for external agencies to be involved in post construction support. Thus with effective and proper planning and adequate funds District Assemblies and CWSA can ensure that facilities are sustained through monitoring and technical support.

Key players of post construction support

As shown in Table 4.2, respondents identified six key players of post construction support, with CWSA and District Assemblies being the major players and represented by 31.7% and 35% respectively. This shows the extent to which state institutions are expected to play a major role in post construction support, even though certain structures may have been put in place at the community level.

Challenges of the existing post construction support

Respondents identify five challenges (four key with others) on the existing post construction support as shown in Table 4.3.

<table>
<thead>
<tr>
<th>Challenges</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inadequate Funding</td>
<td>60</td>
<td>50</td>
</tr>
<tr>
<td>Low commitment</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>Inadequate service providers</td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td>Inadequate staff</td>
<td>28</td>
<td>23</td>
</tr>
<tr>
<td>Others (Unclear policy, low awareness etc)</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>120</td>
<td>100</td>
</tr>
</tbody>
</table>

For post construction support to be effective the above challenges must be addressed. Among the lot, inadequate funding was identified as the major challenge, followed by low priority for post construction support. Inadequate funding for post construction support according to respondents has resulted in the provision of fewer resources to support the process. The existing post construction support is threatened by low commitment at both national and district levels to reinforce the structures put in place with human and financial support. Furthermore, respondents explained that the existing post construction support system is not effective due to the absence of a clear policy, dedicated staff (especially technical staff at district level), lack of awareness for post construction support and limited dissemination of manuals or guidelines. Other challenges include difficulties in accessing spare parts and maintenance services because service providers are not adequate and not evenly distributed across the country. The fact that post construction support is not an integral part of project design was also identified as a challenge to effective post construction support.

Gaps in the current post construction support

From the survey, three main gaps were identified in the post construction support. These were:

<table>
<thead>
<tr>
<th>Players</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CWSA</td>
<td>38</td>
<td>31.7</td>
</tr>
<tr>
<td>DA/DWST</td>
<td>42</td>
<td>35</td>
</tr>
<tr>
<td>Private sector</td>
<td>15</td>
<td>12.5</td>
</tr>
<tr>
<td>Communities</td>
<td>18</td>
<td>15</td>
</tr>
<tr>
<td>Others (NGOs, Development Partners)</td>
<td>7</td>
<td>5.8</td>
</tr>
<tr>
<td>Total</td>
<td>120</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 4.2: Key players for post construction support.

The communities confirmed this assertion by stating that they do not have all the expertise for post construction activities and that the support from CWSA and the District Assemblies gives them confidence, encouragement and direction on some post construction issues and even strengthen the support given by the general community to the management structures.
1. The inadequacy of comprehensive water policy to address issues of post construction support;
2. Performance of CWSA and Districts on Post Construction Support;
3. Capacity of Existing Post Construction Support Structures for Long term Sustainability;

The results from the survey indicate 87% do not accept or agree that the water policy addresses the issues of post construction adequately whilst only 13% responded in affirmative. Those who are in favour explained that, the policy has a focus area for operation and maintenance which dovetails into issues of post construction, and that, at the policy level details are not required. Furthermore, the need to strengthening district capacity and organisational structures for supporting operation and maintenance, training of the private sector for spare parts and service provision and establishment of mechanisms at district level for monitoring, functionality and the ability of community to pay for them are all stated in the policy. Those who disagreed pointed out that, all of those issues mentioned in the water policy hide under Public Private Partnership and Operation and Maintenance for sustainability Focus Areas in the water policy, however, these do not give clear direction for post construction support. The majority of the respondents were of the view that Post Construction Support entails other critical issues apart from operation and maintenance, and therefore, the water policy does not adequately address all issues relating to post construction support. It was also mentioned that whether deliberately or by omission the policy does not specifically mention post construction support as a focus area at all.

The performance of CWSA seems to be below expectation of respondents. This is because, 90% of respondents rated CWSA’s performance as satisfactory whilst 80% were not satisfied with the districts’ performance. None of the respondents rated the performance of both CWSA/DWST either very good or even good. In support of this rating respondents explained that the post construction support is sporadic in most regions and neither systematic nor strategic. The MOM Units in some regions give oversight responsibilities and thus provide advisory support on complex technical problems. However, the workload on RWSTs and inadequate resources are cited as factors that affect the regions ability to provide effective post construction support. It was concluded that CWSA does not have the resources and any comprehensive plan in most of the regions to address post construction issues. CWSA according to respondents is weak in follow up activities and thus have difficulties in undertaking regular post construction support activities.

The performance of the Districts Assemblies was rated poor with explanation that the districts are yet to recognise the essence of post construction support and therefore have no commitment to it. As a result of limited commitment very little or no provision is made for post construction support activities. Post construction activities are not a priority to the districts. It was recognised that some districts provide extension and technical support to communities but in most cases where even the DWSTs are willing to do so lack of resources do not permit regular monitoring. The respondents emphasised on inadequate logistics, time and financial resources for post construction activities at the district level. It was also noted that apart from districts not having enough staff capacity to provide appropriate support to communities the districts also do not have any comprehensive plans for post construction support. These negatively affect the post construction support being given at the district level.

From the respondents, there seems to be inadequate capacity for long term post construction support. This is because 77% of the respondents disagreed that the existing post construction support structures have the capacity for long term sustainability. The explanations given were that the prevailing structures are weak and unsustainable. MOM units are not well established to function as it was designed. The arrangement by CWSA to establish the MOM Units for monitoring of operation and maintenance is not working. This is because the MOM Units which were established are collapsing as a result of withdrawal of project funds (ER, CR, GAR). The District Assemblies are required to be responsible for monitoring the operations and maintenance of facilities and give the necessary back up support. Unfortunately, most districts lack capacity in terms of human and financial resources to carry out this function. After construction or handing over of the facilities, the support to the DWSTs for
back up support to the communities becomes leaner. The DWST do not receive adequate support from either the districts or CWSA. Community level structures like the WATSAN Committees and WSDBs are largely voluntary organisations and some are not likely to withstand the test of time without any support. There are situations where the committees have become ‘one man’ committees. In addition the availability of spare parts, area mechanics and spare parts outlets are not up to the capacity to serve all communities.

Chapter 5
Summary, conclusions and recommendations
Summary
The research discusses the existing situations of post construction support to water and sanitation projects and examines its effectiveness and how it can affect sustainability of facilities. The objectives of the research have been fulfilled by the research results. The research has revealed that not much progress has been made in institutionalising an effective post construction support for the water and sanitation sub sector. It is evident from the research that Post Construction Support is crucial for delivery of water and sanitation projects and sustainability of the facilities. Unfortunately it has not been given the attention that it deserves. These were observations of the respondents based on the analysis of the current state of post construction activities.

The components of post construction support indicated in the research reflect the understanding of post construction support by stakeholders. The understanding of post construction support goes beyond provision of technical backstopping and monitoring. Post construction support is understood by the respondents to be an all inclusive support which cut across technical, social, environmental, financial and institutional issues.

The study revealed some gaps in the existing post construction support among others. The major gaps identified are unclear direction for post construction support in the water policy, lack of national framework and comprehensive plan or guidelines. Capacity building in relation to logistics, refresher training and data management are all some of the gaps identified.

Spare parts and service providers were also found inadequate.

There was a general indication that the existing post construction support being given is not adequate. The existing arrangements are seen to be ad hoc and project driven. The Monitoring of Operation and Maintenance (MOM) Units according to the research are simply not functioning. The research also noted that existing structures that have been put in place without any support are not sustainable.

The study revealed that the performance of CWSA and District Assemblies leaves much to be desired whilst the support for post construction activities is generally non-satisfactorily.

Conclusions
The issues raised by the research point to the fact that the arrangement for existing post construction support is not adequate. There are challenges in relation with funding, service providers, staffing and clear policy which must be addressed. The provision of post construction support should be a responsibility of all key stakeholders but state institutions should take the lead and give directions. The support should be at all levels.

There are fragmented guidelines and ongoing support arrangements for post construction activities, but these will not be sufficient unless there is a national framework and harmonized guidelines. The absence of comprehensive guidelines is a major lapse for any effective post construction support.

Post construction support has been reaffirmed by the research as an important element of NCWSP that should complete the process of provision of water and sanitation facilities. Any efforts towards achieving long term sustainability should recognize an effective post construction support as an integral part of the delivery process for implementation of water and sanitation programme. Tracking the functionality of water and sanitation facilities could be achieved through effective post construction support which can contribute to the achievement of the MDGs.

Post construction support is the backbone for sustainability of water and sanitation facilities and therefore any inherent weaknesses in post construction support affects progress in achieving sustainability.
The challenges of post construction support can be addressed if the institutions of government responsible for post construction support have the will to address issues of post construction support adequately. The issues raised should not be taken for granted, CWSA is in the right direction of recognising the post construction as a milestone but it should expedite action on it.

**Recommendations**

In order to have effective post construction support a national framework should be developed for post construction support. The framework should take into consideration factors like clear policy, sustainable source of funding, clear roles and responsibilities, capacity building, availability of service providers, licensing and authentication of service providers, availability of staff, availability of spare parts and user friendly Monitoring and Evaluation system.

Every project should consider post construction support as an integral part. Planning and budgeting at district, regional and national levels should include post construction support activities. There is the need for long term funding since most of the post construction activities are not undertaken due to lack of funding. The government should make enough financial allocation to the sub-sector of water and sanitation to meet the demands of post construction support. At the district level the proposed District Development Fund can be considered. In addition the government should make adequate budgetary allocation for CWSA to support post construction activities. The CWSA Sector Investment Plan should make provisions specifically for post construction support.

All existing guidelines on post construction support should be harmonisation and widely disseminated. To ensure operationalisation of post construction support guidelines, there will be the need to identify focal persons at all levels and also train all key stakeholders. This should be supported with an effective monitoring and evaluation system.

**Limitations of the study**

The scope of this study was limited since it basically studied only communities in the eastern region of Ghana. Secondly, the focus was only on one phase of the community water projects, which is post construction support and sustainability.

The study could not interview all the key sector personnel and all the districts in the region and all the members of the selected district due to time constraint. Those who collected the questionnaires to be administered by themselves also took a long time to do it. It took several visits and prompting before the questionnaires could be filled. In the communities there were interruptions due to farm activities and election activities.

There were some apprehensive tendencies as to whether the questions will have any relations to the elections and how the outcome will improve upon their lot. In one instance an area mechanic discourage a group of people from participating in the focus group. Reluctance on part of respondents to give out information even though the purpose was made known to them. Generally the cooperation from respondents especially at the district level as regards this study was not encouraging. However, some individuals were helpful.

**Future research directions**

In terms of future research, it would be interesting to compare and contrast the challenges during the construction and the post construction phases. This would help policy makers to understand the problems at the construction stage too not only the post construction aspect. In addition it would be interesting to identify all the existing guidelines on post construction support for harmonisation and dissemination to ensure operationalisation of post construction support guidelines.

**Notes**

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