



**Kinara for Youth Evolution
Water for Life project
April-May report 2022**

1. Project overview

Project Design

Kinara for Youth Evolution's "Water for Life" project was supported by Innovation for Change Africa as one of their We-Account Social Innovation Challenge 2018 grant winners during its pilot phase from March to November of 2019. From 2021 up to date the project is supported by individual donors. Our project addresses the thematic areas of Natural Resource Management and Accountability.

In Natural Resource Management, the project aims to increase the water efficiency of the supply of water from the Morogoro Urban Water Supply and Sanitation Authority (MORUWASA) to its customers in Morogoro Municipal. This is expected to translate to increased water availability for citizens resulting in the knock-on social impacts of better health and well-being, improved performance in school, more time for economic activities, and reduced domestic burden for girls and women.

Our primary method of reducing NRW is the identification, follow-up, and tracking of burst or leaking pipes in the MORUWASA system in full partnership and cooperation with MORUWASA, primarily their engineer, plumbers, and assistants in the field. Our innovation is the idea of giving citizens, specifically motivated young people in each administrative ward called Community Change Agents (CCAs), the responsibility of reporting leaks as a direct bridge between citizens and MORUWASA using the mWater platform (mobile application and desktop portal). Monthly household surveys are used to monitor local water availability and quality changes as the leak reporting system is adopted and improved. Although there are many factors, we expect that fixing more pipes on-time will result in better water services for citizens.

Our initial focus groups revealed a gap in communication and lack of trust between citizens and MORUWASA. There are no formal accountability mechanisms, and customer meetings are infrequent and not well-advertised. Besides the leak reporting and household survey components, we also host monthly project meetings between CCAs, their Ward Executive Officers (WEOs) to represent local government, and the MORUWASA project duty bearers. These meetings are meant to use the collected household and leak data to bring people together and generate productive, cooperative discussion. Thus, our CCAs also act as an accountability bridge between citizens and MORUWASA.

Project Implementation

Our project is implemented through the following activities: Leaks, household surveys, complaints, monthly meetings and complaints.

Goal and Expected Outcomes

The goal of the project is to improved water service accountability and sustainability of the Morogoro Urban Water Supply and Sanitation Authority (MORUWASA). Also through implementing the project we are expecting to have the following outcomes:

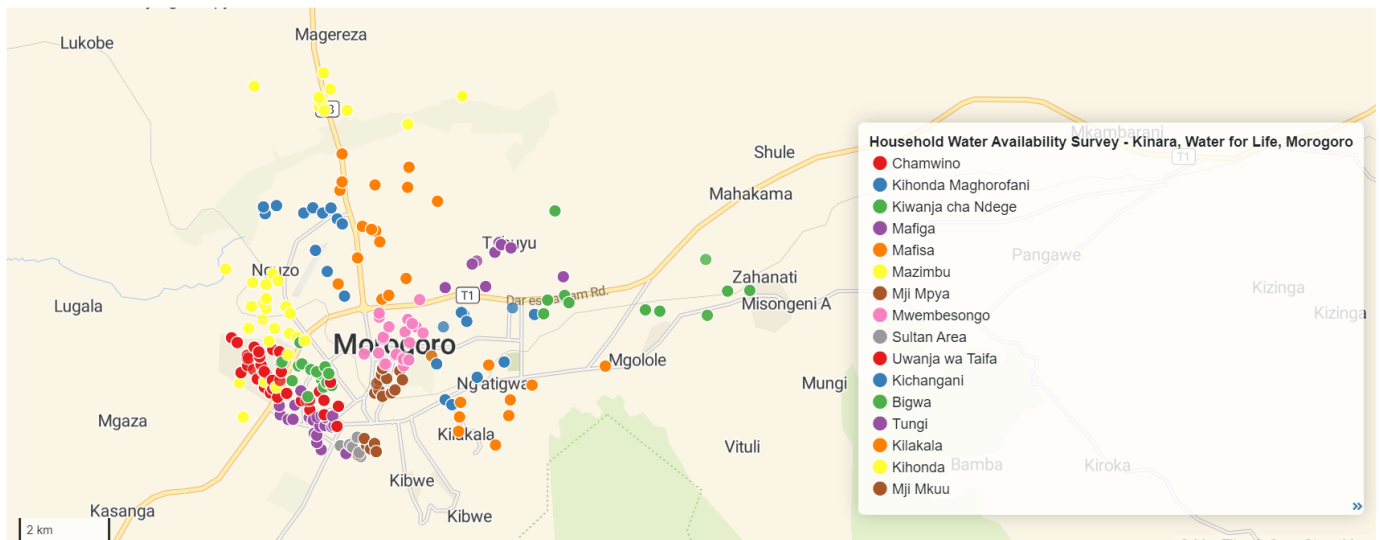
- i. Reduced water loss from pipe leaks in 16 project wards in Morogoro Municipality.
- ii. Increased household water availability in 16 project wards in Morogoro Municipality.
- iii. Improved customer relationships in 16 project wards in Morogoro Municipality.
- iv. Increased financial support for leak management system from MORUWASA

- **Implementation Narrative**

Identification of Wards and CCAs. Kinara management decided to work in the sixteen wards around our office location due to travel and familiarity considerations. We involved Ward Executive Officers to find for us the youth who will be committed in volunteerism in this project. Also, we collaborated with leak engineer to on identifying the wards which has high priority of leakages.

mWater Training. We have trained on how to use the mWater application. We trained on how to collect data on water availability to the household surveys and each ward we sample ten household, and also advised that we combine the water availability and citizen participation (or empowerment) survey questions into one survey to be conducted monthly. We then went to train our CCAs in conducting surveys and reporting leaks in mWater application together with a MORUWASA leak engineer, relation officer and three plumbers.

Monthly Surveys. In this three months we have conducted a monthly household surveys in ten household in each ward where the project is implemented. This surveys are being conducted by the CCAs. This households are being visited every month by taking the data of water availability, quality of water, time of water flowing and customer confidence in participating in improving water services. The table below shows wards where the project is implemented.



Leak Reporting. In this phase quarter we have started identify leak on April 2022. Our CCAs were able to identify 463 leak issues properly and 427 have been fixed. Also, we cooperated with MORUWASA plumbers on fixing leakages.

Monthly Meetings

- Kinara managed to conduct the meeting with water stakeholders who are 16 Ward Executives Officers, 1 EWURA CCC, 2 MORUWASA and 2 plumbers. Through that meeting we were able to discuss with them the progress of the project in this phase four. Therefore, through the meeting our stakeholders came up with following opinions which we can help to reach far especially water customers to receive well the water services.
 - i. To provide education to the street chair persons in each ward where the project is implemented on proper use of water, meter reading, rights and responsibilities of water customers. Through this it will help when they will have a meeting with their community to be easy to transfer the knowledge which they got. Also, it will be easy for the CCCAs to get more cooperation from the leaders.

So, the stakeholders were very happy to see the project is continuing again because the problem of water challenges especially on leaks are still a challenges in the community. Also, the project has helped somehow to reduce the complaints to MORUWASA and this is through providing community education to the water customers through meetings and sometimes passing house to house.

Also, during the meeting we shown the data of water through mWataer portal and see the whole progress of the project whereby they said this good to us to see the situation of water in each wards as well as to MORUWASA to see how we are continuing in fighting against leakages.

2. Project Data

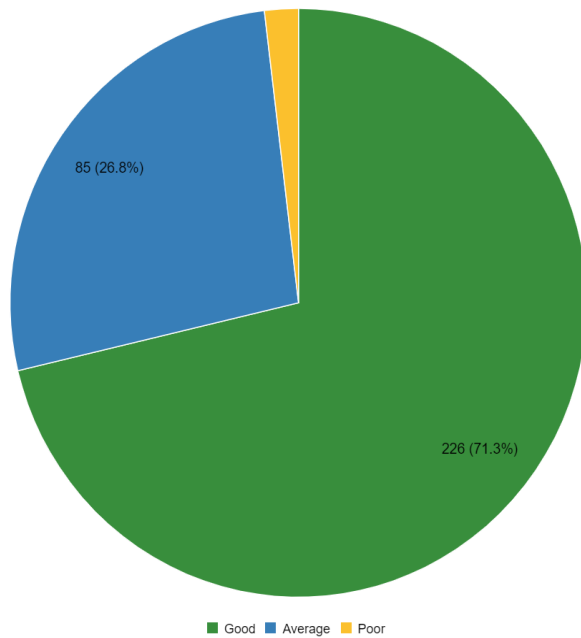
- Household Surveys

Through CCAs visiting household and collecting the data on Water availability in the week and the water customers replied and the data collected through mWater application. Therefore, ward averages ranged from 1.4 to 5.6 days per week, with an overall average of 3.36 days per week. *Figure 1 below shows Water availability and show number days of average per ward.*

Wards	May-22	Jun-22	Total Average
Bigwa	5.8	5.4	5.6
Mafisa	5.33	5.1	5.21
Kiwanja cha Ndege	4.4	4.1	4.25
Uwanja wa Taifa	3.3	5.1	4.2
Mji Mpya	3.5	4.9	4.2
Mwembesongo	3.8	4.5	4.15
Kilakala	3.4	3.5	3.45
Kihonda Maghorofani	3.7	3.1	3.4
Chamwino	3	3.6	3.3
Sultan Area	3	3.6	3.3
Mafiga	2.9	2.9	2.9
Mazimbu	2.5	3.1	2.8
Mji Mkuu	2	2.2	2.1
Tungi	2	2	2
Kihonda	1.5	1.4	1.44
Kichangani	1.2	1.6	1.4
Average of Water by Month	3.22	3.51	3.36

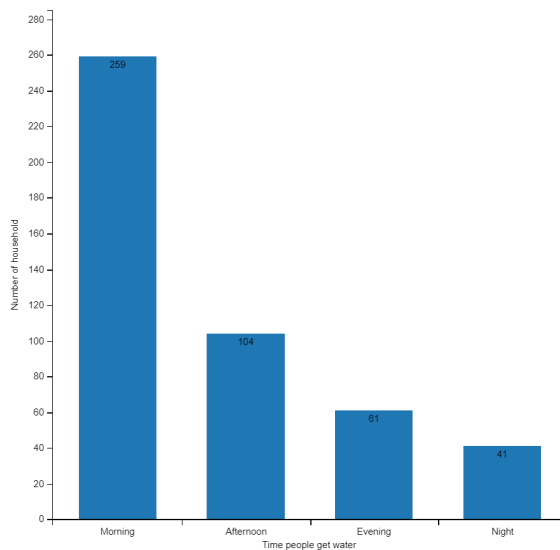
Water quality

Also, during household survey we asked the water customers the water quality whereby 71.3% said is good, 26.8% as average and 1.9% as poor. The most common reasons mentioned for an average or poor rating were in order: colored water, bad smell, cloudy water, and badly tasting water. *The figure 2 below shows the quality of water overall in 16 wards.*



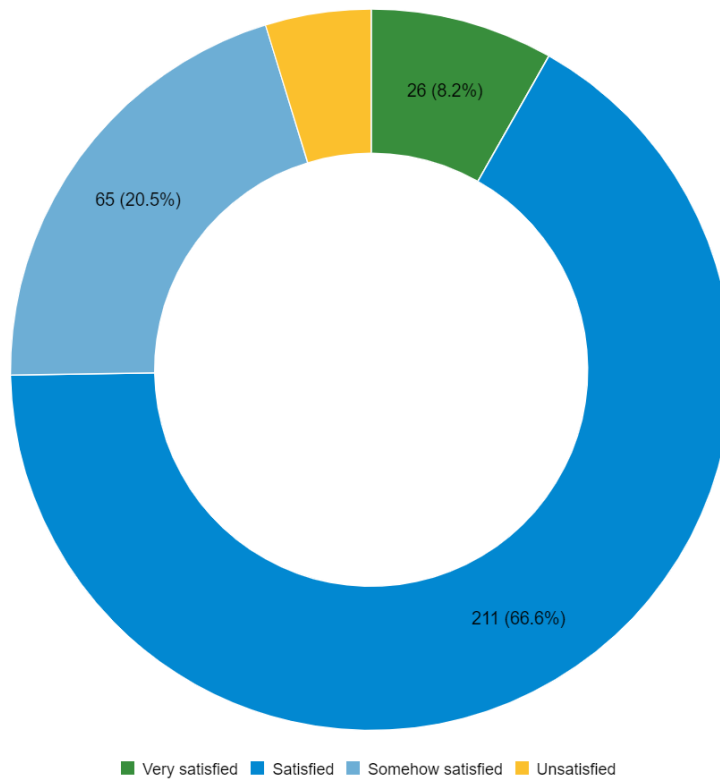
Usually time people get water

Also, during household survey we asked the water customers the time usually get water and most of the water customers answered is morning. *The figure 3 below shows usually time people get water in 16 wards.*



People satisfied with the water service from MORUWASA

Also, most of the water customers during the household survey 8.2% are very satisfied, 66.6% satisfied and 20.5% are somehow satisfied with services which MORUWASA providing to them. *The figure 4 below shows the customer satisfaction on water services from 16 wards.*



- **Leak Reporting System**

In this phase four we have started to identify and fixing leakages on April 2022. Our CCAs have identified 462 leaks out of those 365 have been fixed (79%) within three months. These leaks have been fixed by MORUWASA plumbers or CCAs on a small leaks. *The figure 5 below shows a table the leaks identified within three months.*

Wards	State			Total	% Resolved
	Open	Resolved	Closed		
Mazimbu	9	14	42	65	86%
Sultan Area			38	38	100%
Mji Mpya	1		35	36	97%
Kichangani	3		33	36	92%
Mafiga	11	2	21	34	68%
Tungi	14		15	29	52%
Kihonda Maghorofani	13	1	15	29	55%
Kiwanja cha Ndege	10		17	27	63%
Bigwa	14	10	1	25	44%
Uwanja wa Taifa	7		16	23	70%
Kihonda		21	1	22	100%
Kilakala		8	13	21	100%
Mwembesongo	6		15	21	71%

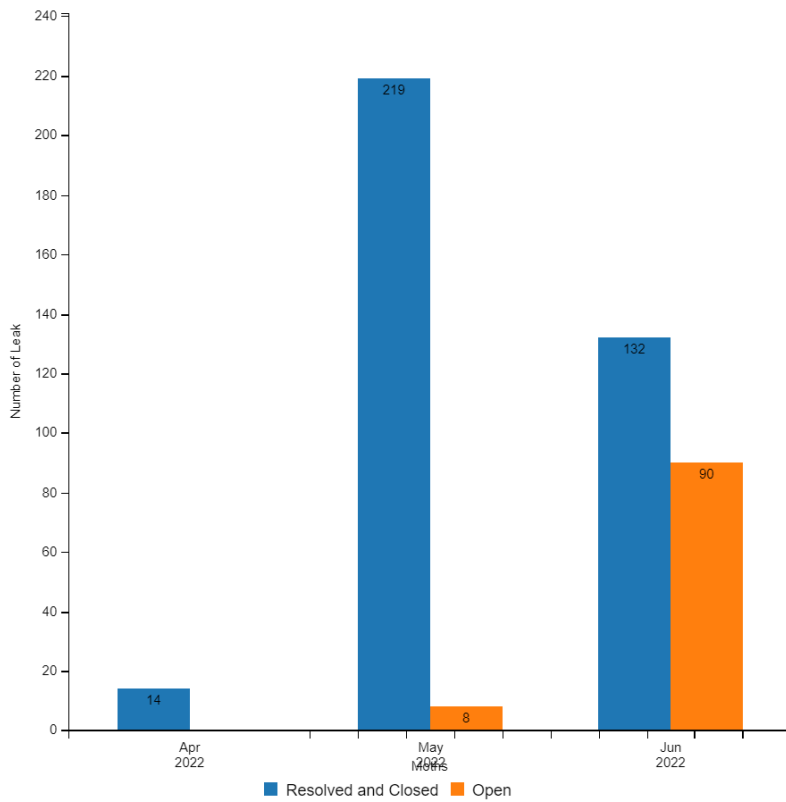
Chamwino	3	8	10	21	86%
Mji Mkuu	1	5	12	18	94%
Mafisa	6	7	4	17	65%
Other (please specify)			1	1	100%
Total Leaks	98	76	289	463	79%

- Leaks fixed within two weeks**

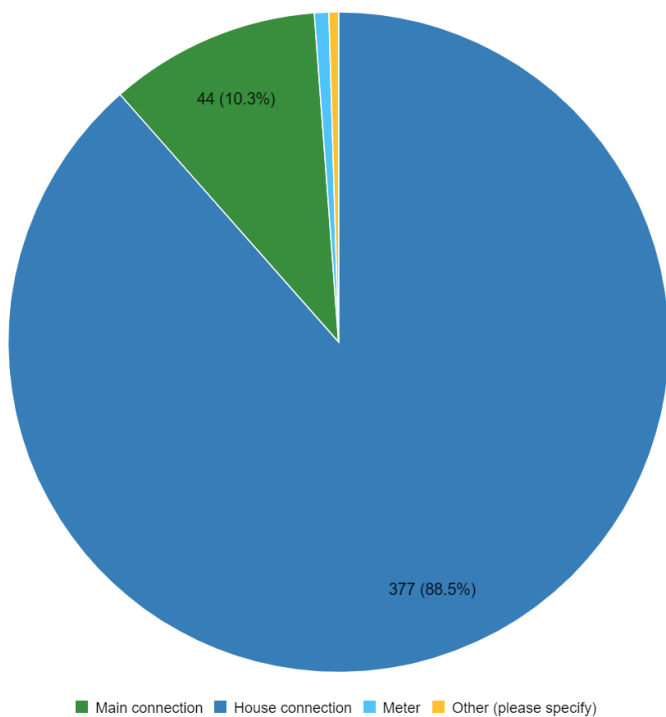
These are leaks identified and fixed from two weeks to five weeks. *Figure 6 below shows the table of leaks within a weeks.*

Wards	2 weeks	3 Weeks	4 weeks	5 weeks or more	Waiting to be fixed	Total
Chamwino	13	1	3	1	3	21
Kihonda Maghorofani	8	3	1	4	13	29
Kiwanja cha Ndege	9	5	3		10	27
Mafiga	13	6	3	1	11	34
Mafisa	9			2	6	17
Mazimbu	25	16	11	4	9	65
Mji Mpya	10	2	9	14	1	36
Mwembesongo	8	4		3	6	21
Sultan Area	25	13				38
Uwanja wa Taifa	9	5		2	7	23
Kichangani	32	1			3	36
Bigwa	5	6			14	25
Tungi	7	8			14	29
Kilakala	15	4		2		21
Kihonda	10		3	9		22
Mji Mkuu	10	1		6	1	18
Other (please specify)	1					1
Total	209	75	33	48	98	463

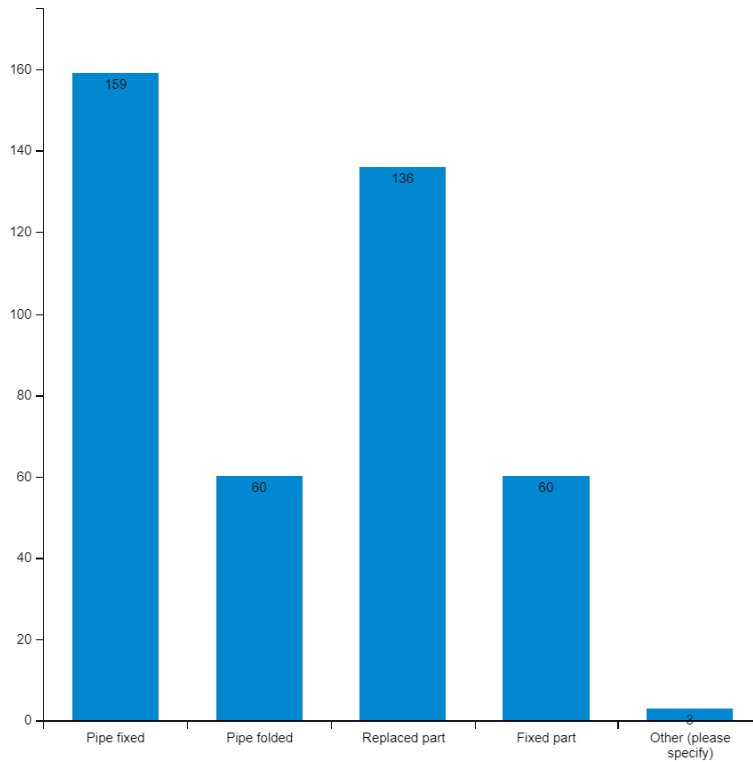
- Leak fixed within one a month. Below is the chart shows the leaks which has been identified in month.



- Leaks by Type of pipe. Below is the chart which shows the types of pipe which is being fixing to the community.

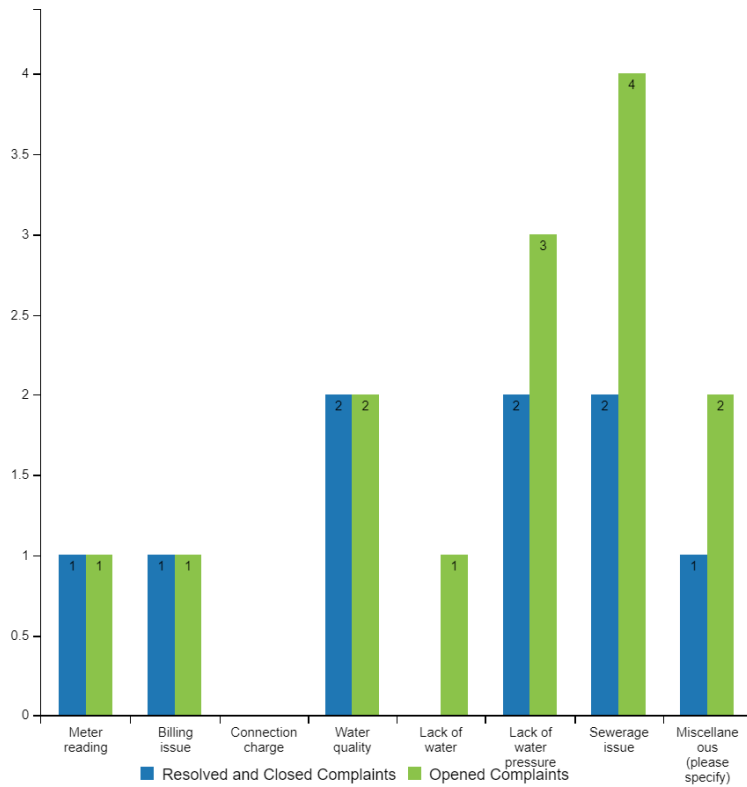


- Leaks by Repair Conducted.** Below is the chart which shows the leak repaired conducted during fixing the leakages.



- Complaints**

Complaints Types (by state). Below is the chart which shows the types of complaints which have been reported by water customers within three months.



Complaints by Wards

Below is the table which shows complaints by ward.

Wards	Open	Resolved	Total
Mji Mpya	1	3	4
Mazimbu	2		2
Kihonda			
Maghorofani	1	1	2
Kichangani		2	2
Kilakala		1	1
Bigwa		1	1
Mafiga	1		1
Chamwino			
Kiwanja cha Ndege			
Mafisa			
Mwembesongo			
Sultan Area			
Uwanja wa Taifa			
Tungi			
Kihonda			
Mji Mkuu			
Total	5	8	13

Also, other activities we have done are as follows:

- We managed to organize and provide community education based on the topics of the proper use and care of water infrastructure, Water conservation, reading meters ,Customer’s rights and obligations as well as how to reporting water challenges through Kinara CCAs, MORUWASA staff and EWURA CCC staff. Through community education we have reached 1,062 whereby female were 663 and male 399 and we reached this participants through street meetings and by passing to their house hold means door to door.
- Also, we managed to conduct community sensitization to 43 community on water Kiosk at Mazimbu ward through cooperating with street chairperson, Ward Executive Officer, MORUWASA staff and EWURA CCC staff as well as Kinara CCAs. Community were very excited to get such kind of education on how to use the water kiosk as well as taking care so that it can stay long and help more people. Also, they were so happy to receive fliers based on the proper use of water as well as right and responsibilities of the water customer.
- We succeeded to conduct the radio session in the media which is Planet Fm whereby our CCA, MORUWASA staff and EWURA CCC staff succeeded to educate the community on water issues and emphasizing to continue to use water properly and care of water infrastructure, Water conservation and customer’s rights as well so that they continue to get a better services on water. Also, the community was encouraged to participate in local forums to be able to understand various water issues in order to reduce water challenges. Audio
https://drive.google.com/file/d/1cV9ArFmZRS5D7z_GY3DgXSLl2X1762x7/view?usp=sharing
<https://drive.google.com/file/d/1sXEkgmMmmrICT47IUOzM93jxC-u857kV/view?usp=sharing>
- Through cooperation with MORUWASA we managed to get 200 trees and planting 191 trees to three secondary schools in Morogoro Municipality which are Bondwa, Mgulasi and Kauzeni and 9 trees at Kinara office.
 Therefore, we planted this trees by cooperating with our stakeholders from MORUWASA who are dealing with environment issues, teachers, students and other stakeholders like Morogoro Paralegal Centre and Kinara CCAs. Also, we provided environmental education to 215 students (Female 133 and male 82) on how they can protect the trees when they are at school so that it can help them to have shady trees and our slogan during planting trees was **“Study with a Tree”**
- Also, we succeeded to go to the radio session (Planet FM) with Environmental Engineer from MORUWASA, Kinara staff and CCA and educating community on how they can protect environment in their area and this is due to supporting the government efforts in ensuring our Tanzania become green by planting trees. Audio:
 1. https://drive.google.com/file/d/1fzOFUey9z0u1b0z_wMihbcP99oFo-P6W/view?usp=sharing
 2. https://drive.google.com/file/d/1jUCPMueobO-7wxJ4WdLHQ2_52kYgy2_c/view?usp=sharing
 3. <https://drive.google.com/file/d/1pZR2iorLdgVn6XOuomBVyjj7M4JbugUy/view?usp=sharing>

3. Case stories and Key Quotations

Case Story #1

Program Name: Citizens Participation

Project name: Water for Life

Success Story Title. “Decrease in complaints”.

Challenges

My name is Mbaraka Mchome a staff from MORUWASA I manage a debt unit and making sure there is no debt to the community. In the beginning MORUWASA were providing education on water issues to the community but the reception of the people was difficult. But nowadays people have changed because of being providing more education even through media like radio, Television, normal announcement and brochures so a little understanding comes to people different from the beginning. The good thing which help us in reaching people with education is through passing one house to another which help us in spreading the education in water issues like meter reading. But also, we are continuing to prepare the brochures which every citizen can have it. Also, previously people were digging near to the water sources which leads to the depth of the water lost which leads to water to be few. But we thank people nowadays have been educated somehow they are not digging near to the water sources and we are still educating people to protect water sources.

The intervention

Kinara for Youth Evolution through its project Water for Life has helped a lot in educating community in the street and they have made the leak parts able to be report and be able to work on it. So as MORUWASA we are happy to work with them because they are helping us a lot in reducing complaints to water customers.

Success

First the leakages have decreased, second education is widely distributed by reaching ward to ward where the project is implemented. Also, the good thing the youth for example Gaitano from Mji Mpya was solved a meter problem of the customer by fixing it and lead to water customer to continue to get water. Overall we are enjoying the service which Kinara are doing because they are giving us big support in helping community in getting better services in water issues.

Current situation

Kinara seems to push us to work with quality. In addition Kinara continue to push us in improving our services. We are begging Kinara to continue to do this so that the education can spread more and reaching more people.

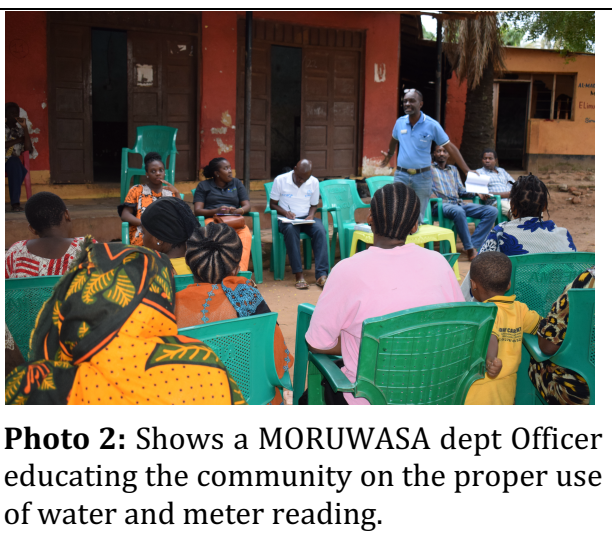


Photo above shows Mbaraka Mchome who explained how the project helped in reducing Complaints to MORUWASA.

Interest in learning

Contact information: +255620350798/+255786552223

Audio: <https://drive.google.com/file/d/1Z1De0dihNAHpiGBMhALQ-tRlZW7DzUdL/view?usp=sharing>

Other key quotations

- One of our Community Change Agents (CCA) from Kiwanja cha Ndege ward visited Mr. Ramadhan Shomari’s household and realized that family did not manage water properly nor did they understand the reading of water meter. CCA had to educate Mr. Shomari’s household on better water management and how to read their water meter, its units and the costs associated. They were also helped to understand the importance of making sure the water tap remains closed when they are not using water. Through this education the problem of water management at Mr. Shomari’s household was resolved. Now their family has been championing and helping other community members to reduce water wastage through educating them on better water management and meter reading.
- Eva Yustin Anatori one of water customer at Mafiga ward encountered shortage of water challenge for four months. When our CCA visited Eva’s area was informed on the water problem and decided to look for a solution. The CCA communicated with the plumber who came to investigate the issue and realized Eva’s water pipe was blocked by other people. The plumber corrected the issue and since then Eva started to get water regularly. She is very grateful that Kinara has helped her to get water service back to normal.

The chairperson of Maelewano B at Uwanja wa Taifa is very grateful to Kinara through this Water project for being able to fix the leak which was chronic and long lasting as it was a nuisance to her street and even caused some household to run out of water. Therefore, right now the leak is completely fixed and people who were not getting water are now getting water without any problems.

4. Marketing and Communications

We have promoted our project activities through different social media pages for example Facebook, Twitter and Instagram (@kinarayouth) by cooperating with social media team. Therefore the following below are some photos which have been posted.

	<p>Instagram Twitter Posted 29 April, 2022</p>
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Photo 1: shows the plumber fixing the leakage.



Photo 2: shows the community member contributing to the argument during the provision of water education.

[Facebook](#)
[Instagram](#)
[Twitter](#)
[Posted 17 May , 2022](#)



Photo 3: shows our stakeholders in our project who are EWURA CCC and MORUWASA educating the water customers

[Facebook](#)
[Posted 25 May , 2022](#)

on the proper use use of water, meter reading ,rights and responsibilities through radio session at Planet FM.



Photo 4: shows project team learning the mWater application to increase the knowledge in using it.

[Facebook](#)
[Instagram](#)
[Twitter](#)
[Posted 02 June , 2022](#)



Photo 5:Shows MORUWASA staff educating the community on the proper use of water during the water sessions to the street.

[Facebook](#)
[Instagram](#)
[Twitter](#)
[Posted 10 June , 2022](#)

 <p>Photo 6: Shows a students planting tree during a campaign of planting trees.</p>	<p>Facebook Instagram Twitter Posted 24 June , 2022</p>
 <p>Photo 7: Shows a teacher thanks Kinara for planting trees at our their school.</p>	<p>Instagram Twitter Posted 24 June , 2022</p>

5. Lessons Learned and Actions Taken

- Through provision of street water education we see it has been very helpful in reducing complaints to water users for example water bills. This is different compared to the beginning when we started the project because most of people were not aware of the proper use of water. So, the action taken we will continue educating more people by passing door to door, radio session and even using street meeting.
- We have also learned that the direct involvement of local leaders greatly helps to reduce the leaks challenges or complaints in the community as it will greatly help to provide immediate information to Kinara CCAs or MORUWASA. Therefore, the action we will strive to hold meetings with local chairpersons and educate them further to continue to address water challenges.

6. Recommendations and Way Forward

- We will continue to cooperate with you MORUWASA as our partner in this project and other stakeholders who are dealing with water issues in providing better services on water like identifying and fixing leakages as well as reaching more people with education in their areas all in all to decrease the Non-Revenue Water to MORUWASA.

7. Activities Planned for the next month

- Manage leak reporting system in 16 wards
- Prepare quarterly leak report to MORUWASA
- Manage household surveys in 16 project wards
- Conduct project meetings with project duty bearers.
- Prepare quarterly household water availability report to MORUWASA
- Organize and conduct community education sessions on meter reading, proper use of water and Rights and responsibilities of water customer
- Organize and conduct community education sessions on Water kiosk
- Conduct local radio sessions and events
- Post messages, photos, and videos on social media
- Write and post blogs on Gender issues
- Video production /conducting video campaign on Gender issues
- Conduct project meetings MORUWASA (Managing Director)

8. Personal Statement from the Project Coordinator

- In collaboration with MORUWASA plumbers and CCAs we are continuing to fix leaks to ensure we reduce water loss in Morogoro municipality as well as providing education to the community so that to reduce water challenges to the community or MORUWASA customers.
- We will continue to work closely with our stakeholders: MORUWASA, EWURA CCC and Ward executive officers as well as street chairpersons so that we can reach the goal of the project.
- Another lesson learnt is that the community needs to be educated frequently on water services and how to report the challenges that they will be facing concerning water to the respective people.
- Also, will continue using Kinara social media channels (Facebook, Twitter and Instagram) to advertise our work and educating other people whom we have not reached directly with our services by posting our activities.

