

Introduction

Below is a collection of some frequently asked questions from Phase I. If a question has been raised and has not been included here, NSA staff are encouraged to write in to the RWSSP-PMU, and this technical advisory note will be updated.

In what ways can we prioritise sanitation?

Prioritising sanitation will improve health far more than prioritising the water supply. It can be done by spending more time on, or adjusting PHAST and health education with different sections of the community, targeting children more, starting the project with sanitation, using sanitation activities as an incentive, emphasising the benefits of toilets rather than their construction, i.e. Community Led Total Sanitation methodology.

How can we encourage hand washing more?

By using PHAST after CLTS, informing the community about health statistics within the area, video shows and drama groups, posters, games, competitions, etc.

How can I ensure that we work with good communities, and we don't have any problems?

Selection of communities by a panel is likely to be less biased than selection by an individual. A criteria should be developed based on needs, access / logistics, commitment and sustainability, and the village or community can be assessed against this criteria. TAN 1.9 has more detailed information.

What should we do if the community is slow coming forward with their 10% community contribution?

Facilitate a community meeting to assess whether the community is likely to pay the full

amount within the time-frame of the project. The NSA contractual obligation with the contracting authority will come as a priority, and should be explained to the community and its leaders. If it is apparent that the contribution is not achievable, the NSA must either select a more committed community, and inform the RWSSP-PMU, or return the money to the contracting authority.

In what ways can I ensure better chances of sustainability?

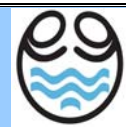
Understanding the project and ensuring objectives are understood is very important. The community is meant to 'own' the project, therefore as much community participation as possible is essential from the very beginning. Accountable and transparent community management structures combined with rules, replacement of committee members and by-laws will replace the reliance on the NSA to continue managing the project after completion. Good financial systems and good book-keeping will promote trust at the village level, when new funds are being raised. Women as main users, must also be involved and allowed to make decisions. Succumbing to a male dominance culture will reduce sustainability by up to 50%. Importantly, operation and maintenance responsibility belongs to the watsan committee.

Can we submit a proposal for a community that already has a water supply?

If this is an ongoing work where not all of the community has benefitted then it is possible.

However if the community has received support in the past and not maintained the water supply, then you have to ask are they likely to maintain the new supply and if not then we would not recommend further assistance. The NSA should gauge the

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community commitment and should only proceed if there is a demonstrable community commitment.

We also do not want to see an existing water supply abandoned in favour of a new water supply. Efforts should be made to rehabilitate the old system in conjunction with any new system that is put in.

Can I use the 5% contingency money?

The 5% contingency money can only be used if a request to use the 5% has been given to the RWSSP, including a justification for its use.

What is the 7% Administration budget line for?

The administration fee can be used entirely as the NSA wants. This budget line is the only expenditure which is not audited and does not require acquittal.

Can I transfer funds from one budget line to another?

Transfers between budget lines is ok within the same sub-heading. Transfers between sub-headings are allowed if less than 15% and if notification is given. Transfers above 15% require a request to, and a decision from the PMU.

When will the money arrive?

Based on experience of Phase I, it is better for NSAs to plan implementation schedules around specific milestones that specifically relate to the release of payments. A sequence of transparent procedures are followed which can often cause delays in payment by up to two month. It is best to keep in constant contact with members of the RWSSP-PMU team.

How many quotes do I need to get?

In order to present the budget estimate with the proposal, there is no procedural

requirement to present quotes, although it is highly recommended.

For actual purchases made after the contract has been signed, three quotes are required for any expenditure over Euro-5,000. Please refer to the



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