

The third document examined was the *District Operational*

Manual (DOM), which according to private consultant R.K.D. Van-Ess will “serve as reference document for the DA (District Assembly) in the implementation of WASH services.”

Giving an overview, he said the document is divided into seven chapters, namely National Community Water and Sanitation Programme; Coordination for WASH delivery in the District; Service Delivery cycle; Components of WASH; Planning, Procurement, Financial Management and Audit; Assets Management and District Data Management.

In essence, the DOM provides the practical steps for implementation of water and sanitation programmes and simplifies the institutional framework emphasizing on specific roles and responsibilities of stakeholders at every stage of implementation. In this sense it will contribute to building planning capacity at district level thereby empowering the District Assemblies to take control and ownership of project activities.

Even though there was no presentation on the **Framework for Assessing and Monitoring Rural and Small Towns Services**, Mr Gaze briefly introduced it as a document that is mainly to track functionality, service level and performance of service providers as they manage point sources and piped schemes.

In the introduction of the **How-To-Do Guide for functionality and service monitoring** it is stated that the document is based on lessons and experiences acquired in the testing and implementation of the Service Monitoring Framework, which was conducted between 2011 and 2013.

The objective of this Guide is to assist WASH sector stakeholders in Ghana to undertake water service monitoring in the community water sub-sector. It details the various steps and activities involved in carrying out water service monitoring geared at providing real time information required for planning, budgeting, resource allocation and remedial action.

Expected impact

CWSA CEO Bugase anticipates that “These documents...will contribute to the promotion of quality service delivery, enhance the processes that would even ensure adequate planning, monitoring and sustainability of water and sanitation interventions at all levels.”

He added that “Basically, the publication of the operational documents is to ensure harmonization and adherence to general standards and guidelines in the rural WASH sector.”

Recommendation and way forward

The support for the documents was unanimous but what

stakeholders wanted CWSA to do was to open up the channels of distribution to include non-traditional information dissemination modes. The following recommendations came out of the discussions:

1. Need for CWSA to link its WASH operational guidelines policies with national policies developed by the National Development Planning Commission (NDPC);
2. CWSA Monitoring and Evaluation plan to be synchronized with the M & E plan of the NDPC;
3. CWSA to consider incorporating its Asset Management Plan with that of the Ministry of Finance;
4. Need for stakeholders to read the documents, make notes, identify areas that spell out their roles, ask for explanation or support from CWSA on areas where they have challenges;
5. CWSA to try and mainstream information on the documents into district plans;
6. Need for DAs to own the documents especially the PIM and the DOM;
7. Soft copies of the documents (on CDs) to be distributed to the districts through the LGSS to make access to documents easier;
8. CWSA to engage with CONIWAS to disseminate the documents to local and international NGOs in the WASH sector and to the communities;
9. Need for CWSA to reach out to all water providers private sector, individuals and corporate organisations involved in providing water (eg the Otumfuo Foundation);
10. Need to get the DCEs through the RCCs to make political commitment to the implementation of WASH Projects;
11. CWSA to liaise with Local Government Service Secretariat (LGSS) to address WASH issues in the review of the Local Government Structure as stipulated in the LGS LI;
12. CWSA to develop 4-page briefing notes on the documents for quick and easy reading especially by the politicians;
13. CWSA to enforce sanctions provided in the CWSA 2011 Regulations, LI2007 on recalcitrant WASH Stakeholders to serve as deterrent to sector players;
14. CWSA to segregate data on coverage statistics indicating number of facilities provided by private sector, individuals and NGOs from those provided by government;
15. Need for CWSA to effectively disseminate the LI and to enforce it;
16. CWSA to consider the use of social media for dissemination;

At the end of it all, there was consensus that every WASH sector stakeholder must identify their roles in all these documents and take appropriate actions to ensure that the documents become really operational.

The NLLAP is a WASH sector multi stakeholder platform with the overall goal of improving sector learning and dialogue. It is hosted by the Ghana WASH Resource Centre Network (RCN). The platform offers learning and sharing opportunity for sector players as one of the practical approaches to improving sector engagements/sharing with the long term aim of achieving a knowledge driven WASH sector that delivers quality and sustainable services in Ghana. NLLAP meetings take place on the last Thursday of every month and opened to all interested parties. The discussions of each NLLAP meeting are summarized and shared with the wider WASH community. Information on past editions are available RCN website, www.washghana.net.

If you are interested to propose a topic for a meeting please contact us on,
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