WASH Fact Sheet FS/14/2021

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SDG6 +5 Review of Routine Monitoring for WASH – A Case Study from Zimbabwe

SUMMARY

Five years after the introduction of the Sustainable Development Goals (SDGs), and with the SDG midterm review approaching in 2022/23 marks a critical point for the WASH sector in Eastern and Southern Africa, with many countries not on-track to achieve the SDG 6 targets. UNICEF, as the lead agency of a multi-partner approach across 21 member states in Eastern and Southern Africa identified that this point represents a moment for the WASH sector to take stock of progress towards SDG 6, understand the gaps in our current knowledge on levels of access, and take course corrective action to ensure that SDG 6 is met in the 10 years left to 2030.

As part of this broader SDG 6+5 review, UNICEF commissioned ITAD to explore and document the current state of monitoring for SDG 6 across all countries in Eastern and Southern Africa. This included a rapid assessment summarizing the status of WASH monitoring systems in all countries; as well as five case studies (of which this is a part) to provide a deeper analysis of the monitoring frameworks and systems, identify the enablers and barriers to strong monitoring systems, and to capture key learnings for the sector and region.

Zimbabwe was selected to further explore the coordination of monitoring in a strongly performing WASH sector, the sector level routine monitoring systems, and the extent of localisation of SDG 6. 1 and 6.2 in monitoring systems, and what elements had driven localisation of SDG 6.

1 Introduction

This case study is built upon the findings of the SDG 6+5 rapid regional review of monitoring systems for SDG 6 undertaken in 21 countries across Eastern and Southern Africa in late 2020. Zimbabwe was found to have one of the strongest enabling environments, and also had strongly performing WASH monitoring systems – in terms of data management, accessibility and financing for implementation. Zimbabwe is also one of the few countries to have fully implemented a single MIS covering all areas of (rural) WASH and recently, real time data collection via SMS has been introduced. The Rural WASH Information Management System (IMS) has been established across most of the country for several years, and our assessment indicated that there is funding in place for ongoing data collection and updating across most of the country.

The major areas of enquiry were:

1. Enabling Environment: Coordination of the M&E activities by the WASH coordination department at the Ministry of Lands, Agriculture, Fisheries, Water, and Rural Resettlement (MoLAFWRR) and the regulation of water utilities, sector financing and sector policy within which SDG 6 is being monitored.

2. Routine monitoring systems: The strengths and weaknesses of the Rural Water Information Management System (RWIMS), exploring how data for WASH in households, WASH in Schools (WinS) and WASH in Healthcare facilities (WiHCFs) is collected. We also explored the role of Service Level Benchmarking (SLB) systems in urban WASH monitoring.

3. Routine monitoring data alignment with SDG indicators: The status of WASH indicators alignment to SDG 6 indicators and what is being done to improve on the alignment (RWIMS, WinS and WinHCFs).

Data collection activities included first a review of key documents, policy and strategy documents for rural and urban WASH monitoring. In addition, the RWIMS and SLB excel based databases and reports generated from the system were reviewed. Key WASH sector stakeholders were interviewed and these included UNICEF staff, government officials from line ministries and WASH institutions and key development partners in WASH sector. Full details of key interviewees are in Annex 4 and a full bibliography/list of documentation in Annex 5. Findings based on this data will be validated in a meeting with UNICEF and key stakeholders and synthesised in this report.

KEY FINDINGS

- *The implementation of the national water policy 2013 is not supported by a strategic framework. A lack of a WASH action plan on which to base annual WASH budgets also constrains allocated funding for WASH monitoring.*
- *National Action Committee for WASH (NAC) is an effective model for coordination and monitoring of Rural WASH.. Establishing NAC on a statutory basis could help strengthen the coordination and implementation of routine monitoring.*
- *Rural WASH IMS is a solid foundation, but the data is not always utilised by relevant line ministries. Subsequently, operational funding is uncertain.*
- *Fragmented monitoring of WinS and WinHCFs leads to difficulties in consolidation of data for decision making. However, the creation of the WinS taskforce as part of the re-opening schools after Covid-19 era closures has provided an example of how strong monitoring of WinS is possible.*
- *Localization of SDG 6 in routine monitoring is limited, with only partial alignment to JMP service levels. Data available in the various monitoring systems does not allow for full monitoring of national targets for access to safely managed services.*

KEY OPPORTUNITIES FOR IMPROVED DATA

- *RWIMS could be further aligned to JMP 'basic' service levels, with the addition of two new indicators collected at household level: (i) time taken to collect water and, (ii) availability of water.*
- *Updating the SLB indicators to align to JMP for tracking progress and using existing SLB data for safely managed reporting*
- *Data included in the SLB could be combined with other data sources to provide additional insights on safely managed services.*
- *Add Hygiene indicators in urban and rural routine monitoring to track national targets*
- *Developing a WASH strategic framework and annual budget to leverage additional funding for monitoring*

1.1 Limitations

No major limitations were encountered. One limitation during the case study process relates to delay in scheduling key informants' virtual meetings with the relevant stakeholders. This delayed the start of the data collection phase and consequently the activities planned thereafter as per the methodology.

2 The landscape of WASH monitoring in Zimbabwe

2.1 Institutional Arrangements for WASH monitoring

Overall Sector leadership

Zimbabwe has a strong institutional enabling environment for WASH M&E activities comprised of committees, sub-committees and task forces, as shown in Figure 1. WASH sector coordination is led by the National Action Committee (NAC) which is responsible for sector monitoring, sector planning, policy and strategy formulation and implementation. MoLAFWRR is the secretariat and chair, of the NAC and provide day-to-day administration of the WASH sector on behalf of NAC. Other line ministries that are part of the national action committee also have dedicated focal persons that are responsible for supporting the WASH sector in monitoring activities. The NAC has various sub- committees including Rural WASH, Urban WASH and Water Resources Management.

The NAC was formed by the four key WASH sector ministries with the support of development donors in 2010. Implementation was led by the permanent secretaries of the ministries with the lead being the then, Ministry of Water Resources Development and Management (MoWRDM) now called MoLAFWRR. The rationale for creating the NAC was to promote effective coordination of all sector players and their WASH interventions. The NAC was intended to provide a much clearer roadmap to sector recovery, restoration of sector leadership, clearer institutional responsibilities amongst government agencies, restructuring of the NAC to coordinate the entire WASH sector and supporting overall WASH sector development.

Although the NAC has become an effective sector coordination body at the national and sub-national levels, it is governed only by the coordination and management framework signed by the ministers and permanent secretaries in 2010. The NAC is not anchored in any water policy or the water act.

The role of other sub-committees and task forces, includes the Donor Sector Working Group (DSWG), jointly chaired by UNICEF and World Bank and the Information and Knowledge Management Task force (IKMT), which is responsible for WASH Monitoring are described in more detail below.

Regulators

Currently the independent regulation of WASH services is a key sector gap, with the regulatory role split between the MoLAFWRR, local authorities and ZINWA but the structures are not well defined. An independent regulator Water and Wastewater Services Regulatory Unit (WWSRU) (as enacted in the 2013 Water Policy) is not yet in place. The creation of WSSRU currently awaits Cabinet approval. In the last JSR held in 2019, the stakeholders agreed to adapt approved principles and bid for operationalisation of WWSRU in the budget proposal for FY 2021.

Sub-sector leadership for WASH performance monitoring

As described above the multi-sector coordination occurs at national level through the NAC. The sub-sector coordination and implementation of the M&E activities is split through various ministries and committees in rural and urban sub-sectors.

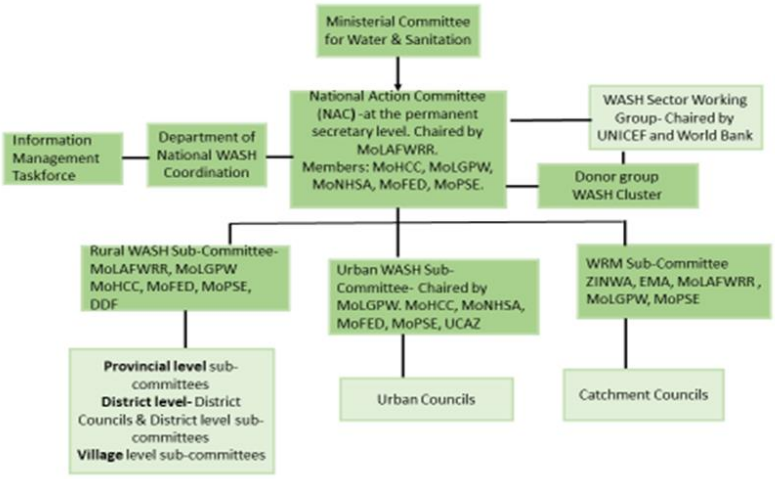
Urban WASH

- The Ministry of Health and Child Care (MoHCC) is responsible for implementing sanitation and hygiene programmes, through local authorities and the Department of Environmental Health. While the MoLAFWRR through the Zimbabwe National Water Authority (ZINWA) is responsible for provision of water.
- The Ministry of Local Government and Public Works (MoLGPW) is mandated to provide services to the urban communities, and are also responsible for monitoring, supervising and regulating the activities of the urban local authorities and utilities. At NAC, MoLGPW chairs the Urban WASH sub-committee, mainly responsible for urban water, sanitation and hygiene issues.

Rural WASH

- MoHCC chairs the National Sanitation and Hygiene taskforce, is responsible for monitoring water quality, as well as protection of wells, promoting safe water supply (at water points), excreta disposal and household hygiene practices. The draft water safety plan, supported

Figure 1: WASH sector institutional arrangement



by UNICEF and WHO, was due for validation and launching in May/June 2021. The plan will guide water quality practitioners in water quality monitoring and surveillance.

- The District Development Fund (DDF) chairs the rural WASH sub committee under the NAC. The District Maintenance Team monitors the water supply infrastructure in each district. Together with the key ministries, DDF has been involved in RWIMS. Trained by the national team, the DDF supervises district, provincial and national WASH and have been part of the provincial teams who provide training to district level staff on RWIMS.
- The monitoring of WASH service delivery is the responsibility of local authorities who are responsible for planning and budgeting for WASH with the support of the various government departments. However, central funding to local authority is mainly for capital development resulting in inadequate funding capacity for monitoring. Moreover, since local authorities create their own revenue, an inadequate billing system, and incapacity of communities to pay their bills affects revenue and funds available for monitoring.

WASH in Institutions: The Ministry of Primary and Secondary Education (MoPSE) has been part of the NAC and lead all activities that involve planning of WinS, including monitoring of WinS. MoPSE also monitors WinS through the Education Management and Information System (EMIS). Indicators for EMIS have been updated to reflect the new education SDG 4a indicator. WinS donors are also involved in monitoring WASH in schools, infrastructure development, WASH facilities, provision of Menstrual Hygiene Management (MHM) facilities and supporting WASH projects.

The Ministry of Health and Child Care leads the monitoring of WASH in Health Care facilities. Currently monitoring is through RWIMS, where reports are submitted through health centre authorities. Efforts are underway to strengthen monitoring of WiHCF by adopting the WASHFIT.

2.2 Coordination and reporting mechanisms for WASH monitoring

The Information and Knowledge Management Taskforce, chaired by MoLGPW and coordinated by a member of the Ministry of National Housing and Social Amenities (MoNHSA), is mandated with developing and approving WASH monitoring systems used in the country. The IKMT responsibilities include 1) coordinating the development of WASH sector information management mechanisms, such as Rural Water Information Management Systems (RWIMS), 2) indicator harmonisation, and 3) overseeing the WASH SLB for monitoring urban WASH services. The Taskforce comprises of Government ministries and departments, development partners and the private sector.

WinS Taskforce: The MoPSE leads the WinS taskforce, that was critical in the re-opening of schools during the Covid 19 pandemic, and this has brought a renewed interest to strengthen the monitoring of WinS.

The Joint Sector Review in Zimbabwe has not been a consistent process. The first JSR in 2011 was followed by the 2019 JSR. The 2011 JSR stipulated several actions, but the progress of these actions was not reported. The JSR 2019 had 12 undertakings and one of them related to SDG 6 indicators; to consolidate baseline surveys to align national WASH targets to SDG 6 targets, develop a WASH-SDG plan, and strengthen monitoring. Prior to the 2019 JSR, WASH bottleneck analysis was supported by UNICEF.

There are two separate multi-sectoral WASH reports, for urban and for rural WASH. The information that is included in these reports is generated from the routine monitoring systems (RWIMS, SLB and other sources). Some components of the reports are added by National Coordination Department and the information is synthesised and analysed. The joint review meeting for the NAC and development partners is

independent from the annual Joint Sector Review (JSR).

Annual JSR meetings have not been held because of financing gaps, with meetings held in 2011 and 2019. However, the 2020 meeting was not held because of Covid-19. Therefore, is no WASH sector annual report. Plans are underway for the next JSR.

2.3 Policies and strategies

Zimbabwe's main policy document for WASH is the National Water Policy (2013), which sets out the main legal framework for water service provision. Having said that, the National Sanitation and Hygiene policy (2017 draft) is more specific to sanitation and embeds SDG 6 targets.

There is also the National Development Strategy 1 (2021-2025) which sets national priorities – and includes targets for SDG 6 and the 2030 agenda. This is supported by a National Monitoring and Evaluation Policy (2020), but is not specific to WASH. This shows that there are no updated strategic frameworks for provision of water, sanitation, and hygiene to provide actors with clear direction to implement and monitor the 2013 Water policy.

The WASH Sector M&E and Learning Framework (2016) was developed during the MDG era though yet to be updated. Like the above policies, it is not yet fully aligned with SDG 6 indicators and does not utilise the data from the rural WASH MIS. Moreover, the indicators in the framework do not align with MICS survey 2019 which forms the baseline for the SDG 6 monitoring in Zimbabwe.

However, the sector has updated the data harmonisation document that defines sector indicators in use and these are aligned with the SDG and JMP service level ladders.

2.4 Sector financing for WASH monitoring

At national level, as part of the NAC structure, there is a planning and budgeting sub-committee which is responsible for sector planning and budgeting, and it is chaired by the Minister of Finance (MoF). There is a technical committee at the district level that comprises the government and the development partners operating in that area.

The central government does not allocate a budget for routine monitoring, but irregular requests for joint monitoring visits are submitted. Sector monitoring systems (section 3) are mainly donor funded. However, in recent years RWIMS has been government funded.

Table 1: WASH policy and strategy documents

Policy/strategy	Focus area of policy/strategy
Policies	
Water Act (1998)	Gives provision for the development and utilisation of water resources of Zimbabwe.
Water and ZINWA Act (1998)	Sets out ZINWA's responsibility for provision of potable water to local authorities that are not able to provide their own services. Many of these are smaller, poorer towns where capacity of local authorities is weak (including rural centres). Councils buy raw water from the state through ZINWA, treat it, and sell to users.
National Water Policy (2013)	An act that provides legal framework for development and utilisation of water resources in Zimbabwe, and refers to the establishment of the independent regulator Water and Wastewater Services Regulatory Unit (WWSRU)
National Sanitation and Hygiene policy (2017 draft)	The policy is aligned with SDG 6 and stipulates that it is aims to provide enhanced standardisation of a national Monitoring and Evaluation Framework consistent with SDG 6 tracking and adapted to national priorities.
National Monitoring and Evaluation Policy (2020)	This is a national government policy that is anchored on the National Development Strategy 1 (NDS1) 2021- 2025. The developmental strategies are in harmony with existing international and regional commitments including the SDGs.
Development plans	
National Development Strategy 1 (2021-2025)	The NDS1 is the first 5-year Medium Term Plan aimed at realising the country's Vision 2030, while simultaneously addressing the global aspirations of the SDGs and Africa Agenda 2063. NDS 1 sets out the targets for WASH for 2025 and uses data for 2020 as the baseline.
Strategies and frameworks	
National WASH Monitoring Evaluation and Learning Framework (2016) *(outdated)*	WASH Sector M&E and Learning Framework aims to guide, harmonise and respond to the M&E and Learning needs of the WASH Sector in Zimbabwe.
National Data Harmonisation document	Provides guidance for WASH indicator definitions

3 Routine monitoring systems for WASH

The main routine monitoring systems in WASH sector are discussed below. In summary, a nationwide Rural WASH Information Management System exists for the rural WASH sub-sector, and an Education MIS runs parallel to the Rural WASH MIS. The monitoring of urban WASH service delivery is through service level benchmarking (SLB) and associated databases. The UNICEF supported Multiple Indicator Cluster

Surveys are important for data collection for JMP SDG 6 reporting.

Rural WASH Information Management System (RWIMS)

RWIMS was developed in 2015 to enhance data management for rural WASH. RWIMS was initiated by the Government of Zimbabwe with support from UNICEF and funding support from the UK, Swiss and Swedish governments. It is principally an infrastructure database but also collects additional service level data. It is a multi-sectoral level project within the framework of NAC and coordinated by the DWSCC at District level, whilst the implementation of RWIMS is under MOLAFWRR and supported by the multi-stakeholder Information and Knowledge Management Taskforce (IKMT). RWIMS currently operates across seven of the eight rural provinces with plans underway for implementation in the remaining one province, once COVID-19 subsides. The RWIMS provides relevant data to stakeholders, for monitoring/reporting needs, which is a key incentive for ongoing update/utilisation.

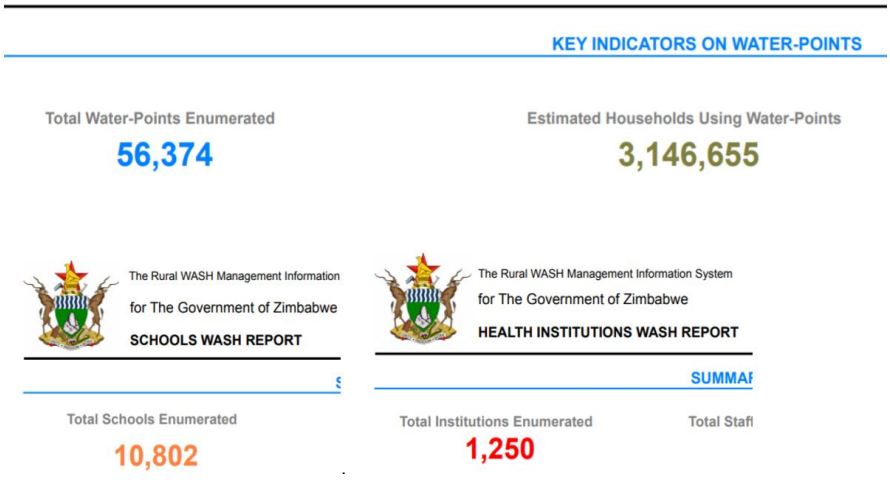
In response to the significant decline of donor funding to the rural WASH sub-sector in 2021; the DWSSCs - in all 51 Districts actively using RWIMS - have developed sustainability strategy plans for RWIMS. This includes sharing a RWIMS bulletin to all WASH district level stakeholders to further strengthen RWIMS data utilisation. It also includes a district WASH levy that is to be to be levied against all WASH projects and operated by RDCs to support financing. A national level sustainability strategy is under development as of late 2021.

In terms of coverage, water, sanitation and institutional WASH are monitored under the RWIMS system. A mobile to web-based RWIMS

To date, 2 million households, 13,000 schools, 1,400 HCFs and over 45,000 other institutions have been mapped in the RWIMS (see Figure 2).

The introduction of the RWIMS SMS Notification Response (SNR) see box 1 below, aims to provide real time updates at community level intended to improve communication between community informants, government extension workers and authorities responsible to improve

Figure 2: RWIMS SNR online dashboard



the status of rural WASH services. In support of the SMS notification and response system, the RDC has established a revolving fund for supply of borehole spares to enable communities access to spares for operation and maintenance of broken-down water points. This supports the response component of RWIMS where the facility downtime is reduced.

BOX 1.

RWIMS

This is an upgrade of RWIMS that was initiated in 2018. Community based informant at the village level provide real-time feedback on the quality of WASH services in the rural communities, through the short message service (SMS) notification response (SNR) – mobile technology that uses the open-source solution RapidPro.

HOW INFORMATION MOVES THROUGH THE RWIMS SNR SYSTEM

Step 1: The community key informant sends a WASH infrastructure update via SMS.

Step 2: The enumerator is notified of the updates sent by community key informants and is asked to review and approve.

Step 3: Enumerator reviews the update and once satisfied approves the update. Once approved the data is sent to the national database.

Step 4: If the update on Step 1 pertains to a breakdown of infrastructure , an SMS is sent to a registered WASH respondents (e.g., the village water pump mechanics used in this example) via SMS to solicit for a response to assess and restore service

Step 5: WASH stakeholders use RWIMS Online to analyse data and generate information products.

Step 6: District-based administrators use the RWIMS SNR administrative portal to manage WASH respondents and enumerators and monitor community key informant submissions and responses.

THE ADDED VALUE OF RWIMS SNR AND KEY RESULTS

- *Rights holders were able to demand WASH services directly from the Government;*
- *Faster water point repairs/reduced downtime and borehole management improved;*
- *Evidence-based planning of WASH infrastructure requirements improved;*
- *The Government gained insight for Sustainable Development Goal planning;*
- *RWIMS data supported decision-making across sectors;*
- *Strengthening of public private sector partnerships at community level through connecting RDC and Communities to local artisans such as Village Pump Mechanics.*

HIGHLIGHTED GOOD PRACTICES

- *The system fostered government leadership;*
- *The approach aligned with existing governance structures;*
- *Good programme planning enabled quality results – the Government worked with multiple stakeholders to establish clear objectives, baselines and expected results;*
- *Community engagement kept the government accountable;*
- *The technology was appropriate for users – RapidPro and SMS were easy to use, widely accessible and enabled the provision of feedback via mobile phones;*
- *Community key informants selected were already engaged in community services;*
- *Transparency and accountability were built into the WASH system;*
- *Having enumerators review data submitted by community key informants provide quality assurance checks on data;*
- *Local firms were engaged to provide technical support;*
- *Piloting, assessment, scale and iteration were embedded in the system design.*

KEY CHALLENGES

- *Poor Mobile and Internet connectivity and device management;*

- *High costs of maintaining the whole RWIMS SNR system especially high SMS costs;*
- *Currently the LAs do not have financial capacity to support WASH and RWIMS;*
- *Limited local funding for WASH infrastructure parts;*
- *System issues – relating to RapidPro not being hosted locally.*

Source: Summarized from UNICEF, 2021

The Service Level Benchmarking (SLB)

Service Level Benchmarking is a bench marking monitoring exercise, for urban WASH service utilities anchored on the International Benchmarking Network for Water and Sanitation Utilities (IBNET). It uses a set of indicators and a rigorous peer review process to compare the progress in provision of services. SLB data is not used for JMP SDG tracking.

With initial funding from the World Bank until 2017, the SLB process currently is led by local authorities, with support from MoLGPW, Urban Councils Association of Zimbabwe (UCAZ) and the Zimbabwe National Water Authority (ZINWA). SLB operates across 32 urban local authorities in Zimbabwe. A Peer Review Steering Committee (PRSC) has been established which is chaired by the Chairman of the Town Clerks Forum of UCAZ. PRSC meets annually to review progress and then update on status.

In terms of data flow, there are three steps of data collection, consolidation and peer review:

1. **Data collection** is at local authority level. UCAZ has developed the services benchmarks for water, water supply, wastewater, wastewater management and solid waste management, with over 100 indicators. The SLB collects data at residential, commercial, industrial, and institutional level, including HCF and WinS. The SLB also monitors WinS but the indicators are not aligned with, education SDG 4a indicator on basic WinS.

2. **Consolidation of data** is done on spreadsheet-based databases.

3. The **peer review** is structured so that other local urban authorities' heads of departments visit a particular local authority and using the information on the performance of these services, provided by the local authority, they then interview these local authorities to see where there are gaps in terms of benchmarks and the actual performance. A peer review report is produced annually. UCAZ indicated that they intend to have the local authorities develop performance improvement plans based on the findings from the peer review process.

The World Bank highlighted several positive outcomes from the SLB process. These included increased coordination between council departments, and improved data management systems to be used for better management, decision making and service improvement. However, it was noted that at community level, the data collected does not lead to service improvement in the community. Similarly, despite the peer review process, information/lessons learnt from peer review does not lead to change. This may be related to information gaps and weak linkages between UCAZ and MoLGPW to ensure proper use of data for decision making in local authorities responsible for service provision. Likewise, there is no linkage between UCAZ and the MoHCC to strengthen monitoring and use of data for urban WinS and WASH in HCF.

The WASH coordination department is exploring ways to develop a stand-alone urban WASH information management system so that the urban local authorities do not necessarily rely on the annual peer review workshops. There is also discussion on extending the service level benchmarking beyond the 32 main urban local authorities to also cover the small towns and the growth points.

Education Management Information System (EMIS)

Data on WASH in schools is also collected through the EMIS. This includes data on the physical status of water and sanitation facilities. EMIS data is submitted by schools to the district level of the MoPSE on an annual basis and is reported publicly in an annual report. The EMIS system runs in parallel with the RWIMS, i.e. both EMIS and RWIMS include information on whether school water facilities are also used by communities. There have been efforts to link these two systems but with no results yet.

As part of measures to ensure that school environments were hygienic during the reopening of schools after closures due to Covid-19, the MoPSE collected regular data on the status of WASH facilities in all schools. This has improved the data collection process for the EMIS and there are now efforts being made towards monitoring of availability of handwashing facilities at the schools although this data has not been included in the EMIS – this data is currently only available in RWIMS (for rural areas).

WASH in HCF

T The healthcare MIS (the MoHCC run DHIS) does not include any data on WASH services in HCF (WinHCF). The only data available on WinHCFs is the sanitation and hygiene data collected through RWIMS (rural areas only). Data on WinHCF in urban areas is monitored through the SLB, but as this is aggregated under 'other institutional' it is not possible to monitor WinHCF separately. In 2021, MOHCC has begun modelling the WHO WASHFIT assessment in 100 health care facilties, with plans to scale up WASHFIT and incorporate WinHCF data into existing MOHCC data systems in 2022.

BOX 2.

SURVEYS

A MICS survey was done in 2019 and provides the baseline for the current SDG 6 monitoring. The MICS survey is guided by UNICEF and WASH indicators by the JMP team. In country, the MoLAFWRR involvement with ZimStat in designing indicators for WASH surveys has grown, and the 2019 MICS survey has shown improvement from the 2014 MICS in terms of inclusion of WASH sector stakeholders and improvement of WASH indicators. This included discussions on collection of the SDG 6 indicators given the country specific WASH situation. Population accessing safely managed water was found to be 10%. For sanitation, it was only possible to determine the percentage of population that can potentially be accessing safely managed services (27.5%) since additional information was required to determine whether faecal sludge and wastewater is safely treated. MoLGPW officials indicated that they are not involved in process of formulation of WASH indicators for the surveys that are done by ZimStat. It was also highlighted that some of the ministries in some cases do not prioritise WASH when it is not their core business and this may lead to lack of participation.

3.1 Localisation and alignment of national WASH targets and data with JMP indicators

Targets

Zimbabwe has committed to targets for access to safe water and access to sanitation are outlined in the National Development Strategy (NDS) (1 January 2021–December 2025), shown in Table 2 below. Separate targets are included in the result frameworks for three sectors: infrastructures and utilities; housing delivery; and health and wellbeing.

At present, there are inconsistencies in both the indicator definitions and the targets across the three sectors. The infrastructure and utilities sector use indicators based on whether or not facilities are improved (e.g. corresponding with JMP limited service levels) and the health and wellbeing sector appears to use the JMP definitions for safely managed services. However, the housing delivery sector uses language – "proper sanitation" – which does not reflect sector norms, and it is not clear what the precise definitions of the indicators is.

For targets, under infrastructure and utilities there is a target for 77.32% of the population to be "using improved sanitation facilities" by 2025. By the same date, the health and wellbeing sector has a target of 80% of the "population using safely managed sanitation services including a handwashing facility with soap and water". The level of access to sanitation improved facilities cannot be less than the level of access to safely managed sanitation.

Data to monitor progress against these targets is taken from RWIMS and SLB, however there are clear gaps between the indicator definitions and the available data. Neither RWIMS or SLB currently include all the data needed to report safely managed water or sanitation services, so it is not possible to appropriately monitor progress on an annual basis for the health and well-being sector targets.

Sector alignment with JMP indicators

Despite broad agreements of national WASH targets, indicators and definitions there no clear roadmap on the alignment of SDG indicators and

Table 2: Localised targets for access to water and sanitation

Section of NDS	Indicator	2020	2025
Infrastructure and utilities sector	Percentage of population using an improved drinking water source	77%	90%
	Percentage of population using improved sanitation facilities	70.2%	77.32%
Housing delivery sector	Percentage Households with access to safe drinking water (urban)	77.3%	78.3%
National outcome-improved access to affordable & quality housing & social amenities	Percentage Households with access to safe drinking water (rural)	51%	61%
	Percentage Households with access to proper sanitation / sewerage system (urban)	43%	53%
	Percentage Households with access to proper sanitation systems (Rural)	34%	43%
Housing delivery sector (improved access to basic services)	Percentage of population using an improved drinking water source (urban)	77%	90%
	Percentage Households with access to safe drinking water (rural)	51%	61%
	Percentage households with access to proper sanitation / sewerage system (urban)	43%	53%
Health and well-being sector	Proportion of population using safely managed drinking water services	77%	90%
	Proportion of population using safely managed sanitation services including a handwashing facility with soap and water	67%	80%

integration into routine monitoring systems. Progress is ongoing, such as an alignment workshop, and the MoHCC and MoPSE strengthening WASH indicators alignment in EMIS. However, many key government institutions, including the MoLGPW, do not have information of the alignment process.

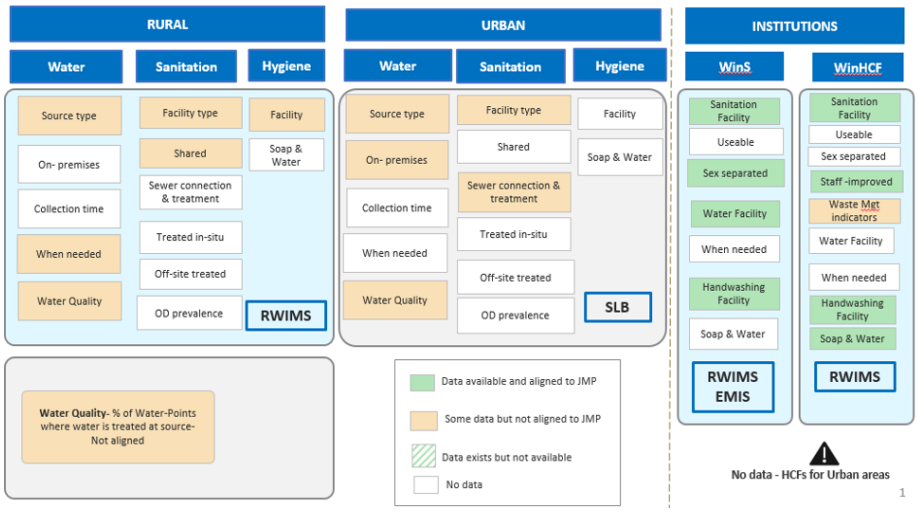
Figure 3 illustrates the key routine monitoring systems and ability to report against JMP indicators. Overall, SLB WASH indicators are not aligned with JMP indicators and the RWIMS is also only partially aligned to JMP SDG 6 indicators and thus Zimbabwe lacks the data required to track progress against the national targets. The key gaps are observed:

- **Urban water:** In general, the data is not available for households with access to safe drinking water in urban areas;
- **Urban sanitation:** Data on households with access to proper sanitation/sewerage system in urban areas is not collected. The indicator in SLB 'total number of occupied properties with access to individual or community toilets within walking distance (<100m) in the service area' is at property level and also combines shared and non-shared facilities;
- Indicators on faecal waste management are currently not being monitored in rural areas under RWIMS except OD prevalence. Therefore, partial data is available for the target indicator 'households with access to proper sanitation/sewerage system (Rural)';
- Although handwashing target is included in the access to sanitation in NDS, handwashing in urban areas is not routinely monitored and availability of water and soap is not monitored for both rural and urban areas; and
- There is no routine monitoring data for WinHCFs for urban areas.

RWIMS Alignment to JMP indicators

Sanitation: Whilst RWIMS sanitation indicators can report access to a 'limited' level, the data on facilities shared with other households is collected but this is not analysed to show the percentage of 'basic access' as per JMP indicators. OD prevalence can be derived from the data

Figure 3: Routine Data Management and alignment to JMP



'percentage of households without a toilet' but this seems to have a large discrepancy with the data from surveys and JMP data. All the faecal waste management indicators do not align with safely managed JMP indicators.

Water: The RWIMS water indicator collects data on improved and unimproved water sources, at the household level enabling it to report up to a 'limited' level. The RWIMS does not collect data on time taken to fetch water, which means it cannot report to a 'basic' service level. The RWIMS data is largely focused on water point indicators but limited data at household level and prevents reporting at 'safely managed' service levels. At the water point, the functionality is monitored, and this may be a proxy indicator for 'availability of water when needed' at the household. Likewise, the water point data collects water points that water is treated at the source but not household level data. The RWIMS water quality indicator is aligned with SDG 6.1.1. The indicator included in RWIMS is '% of Water Points with palatable water' and water safety that is based on results for microbiological and chemical tests. In practice this is based on physical (turbidity) and perceived palatability of water. However, the water quality monitoring system is not robust due to inadequate resources.

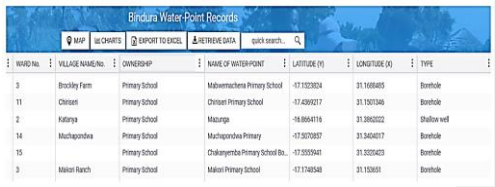
Figure 4: Sampled data from RWIMS-Water Quality

Hygiene: Currently, RWIMS hygiene data is partially aligned with JMP since it reports on availability of handwashing facility but does not report on availability of water and soap. As shown in Figure 5, RWIMS reports on handwashing facilities that are in use, facilities that are not used and handwashing facilities that are in process of construction.

Figure 5: Sampled data from RWIMS-handwashing facilities

WinS and HCFS: RWIMS indicators for WinS are access to improved sanitation and access to handwashing facility (but with soap and water not included). Access to water indicator is monitored for WinS but the summary of this data is not easily generated.

Figure 6: Sampled data from RWIMS-access to water in schools



In RWIMS, for WinHCFs, there is no indicator for access to water. The sanitation indicators included are access to improved sanitation and separated staff facilities. Hygiene indicators align with JMP i.e. availability of handwashing facility and availability of soap and water.

SLB alignment to JMP indicators

Sanitation: The SLB can report partially against 'safely managed' levels based on SLB indicators for efficiency, adequacy and quality of sewage treatment. However, the SLB does not capture information on treatment and disposal in situ. Also, while SLB monitors coverage of toilets and sewerage network services up to 'limited' there are several areas where data is not reported. The SLB does not collect data on type of facilities, or whether they are shared, meaning it cannot report to 'basic' level. The data is not collected at household level – but in premises include residential, commercial, industrial and institutions.

Water: The SLB can report partially against safely managed 'level' based on the SLB indicator for water quality and property level coverage for direct water supply. However, the SLB does not gather information on whether water is available when needed and is therefore only partially aligned.

WinS and HCF: Data on WASH in Healthcare facilities and schools is collected through the SLB but is aggregated and reported under the single category of 'other institutions'. As a result, the SLB cannot provide information on access to WASH services in schools or healthcare facilities.

EMIS alignment to JMP indicators

Water: EMIS can fully report against 'basic' level based on indicators for improved water source at school level.

Sanitation: The data gathered in EMIS aligns to basic level – based on indicators for access to improved sanitation facility, sex separated facilities and learner and teacher to toilet ratios.

Hygiene: EMIS does not monitor availability of handwashing facilities, but the recently revised data collection tool will now capture handwashing facilities.

4 Key Findings

Zimbabwe's rural WASH IMS provides a solid foundation for routine monitoring of progress towards SDG 6. The RWIMS platform is well coordinated, updates regularly and the significant demand for the RWIMS data is evident across the relevant stakeholders. Addressing some key issues could improve the utility of RWIMS for monitoring progress towards SDG 6:

a. Although RWIMS is the primary monitoring system for rural WASH parallel systems still exist. This means that line ministries do not always utilise RWIMS data, instead relying on internal data systems. This internal data is not integrated into RWIMS.

b. Historically RWIMS has been supported through donor-funded projects. Where these have finished the future operational funding for RWIMS is uncertain. Whilst the WASH Levy proposed by MoLAFWRR and to be collected by districts may go some way towards meeting the costs of maintaining RWIMS, this has not yet been finalised.

c. The costs of data collection have been reduced where Government Extension Workers are used as enumerators (rather than independent enumerators) but the government extension workers are not sufficiently available in all the districts.

d. Despite a well-run system, operational issues remain – data collection devices break, and districts struggle with internet connectivity meaning they are not able to effectively make use of the SNR system.

Zimbabwe, through the NAC, has an effective model for coordinating monitoring of rural WASH. This has been achieved even though the NAC is not backed up by policies and legal standing. Establishing the NAC on a statutory basis could help strengthen the coordination and implementation of the routine monitoring systems.

The implementation of the national water policy 2013 is not supported by a strategic framework. Consequently, there are no WASH action plans on which annual WASH budgets should be based and it is difficult for the government institutions to get budget allocation for WASH monitoring. Insufficient financing or budget for routine monitoring constrains robust sector monitoring, specifically for RWIMS, and leads to irregular and incomplete data collection.

Fragmented monitoring of WinS and WinHCFs has led to difficulties in consolidation of data for decision making. WinS and WinHCFs are

monitored in two separate sub-systems; the RWIMS gathers data on institutional WASH monitoring, the SLB captures WASH in institutions urban areas consolidated under 'other institutional'. This means it is not possible to disaggregate data and understand specific problems in schools/HCFs in urban areas. The creation of the WinS taskforce as part of the schools re-opening after Covid-19 closures has provided an example of how strong WinS monitoring is possible.

Integration of rural and urban routine monitoring systems is constrained through institutional and technical issues. The separate sub-sector mandates for rural and urban WASH prevents harmonisation at an institutional level, whilst differences in indicator definitions and data collection pose challenges for technical integration of data for urban and rural services. As a result, it is difficult for decision makers to access consolidated national WASH data from routine monitoring systems.

Localisation of SDG 6 targets is limited. Although Zimbabwe has established national targets for WASH, there is duplication of targets between sectors and inconsistencies in the indicators and targets used. There is only partial alignment of and the JMP service levels used for monitoring progress towards SDG 6. The data available in the various monitoring systems does not allow for full monitoring of national targets for access to safely managed services. Both the RWIMS and SLB include some elements of the data needed to monitor safely managed services, and the inclusion of some additional indicators could improve alignment. Although the SLB is largely intended as a tool to strengthen data management for decision making and service provision, the data included in the SLB could be combined with other data sources to provide additional insights on safely managed services. This may be achieved through current efforts to develop a stand-alone urban WASH information management system.

Data use from routine monitoring for identifying gaps and informing planning and resource allocation is limited due to gaps in the frequency of data updating, and the indicators covered in the systems. Currently, periodic surveys (such as MICS) remain the most reliable data sources for tracking SDG 6 indicators.

4.1 Opportunities for improving WASH monitoring in Zimbabwe

4.1.1 Quick wins

Improve alignment between RWIMS and JMP service levels: The RWIMS could be further aligned to JMP 'basic' service levels, with the addition of two new indicators collected at household level:

- The time taken to collect water;
- And availability of water.

Using SLB data for safely managed reporting: whilst the SLB is not complete it can be aligned to JMP indicators to enable Zimbabwe to report against JMP. The existing data provides an opportunity to fully track SDG 6 safely managed water and sanitation progress in urban sub-sector. Since the system is already in place to collect data, the local authorities should consider updating the indicators to align with JMP. The information taskforce could lead on the gathering and alignment of data. In urban WASH, separation of data for healthcare facilities and schools from 'institutions' is critical.

Add Hygiene indicators in urban and rural routine monitoring to track national targets. At present there are no specific national targets for hygiene – hygiene is integrated in the safely managed sanitation indicator for the health and well-being sector.

Roadmap for the digitisation of urban WASH data: there is need digitalize the process in terms of data collection tools, submission of the completed questionnaires, the analysis of the questionnaires and the results should be in one

database/system. There are plans to digitalize SLB and this will facilitate real-time data collection and fill the gaps relating to completeness of data and it will be possible to get most updated data any time since the current SLB system is only routinely updated at the local government level and UCAZ gets the reports annually.

Strengthen District and Urban Water and Sanitation sub-committees: The Department of National WASH Coordination should lead on the strengthening of the urban sub-committees to be more active and support routine monitoring and data collection processes. This can be done through regular meetings, advocacy for funding, participation is sector wide coordination meetings and strong link with UCAZ.

4.1.2 Suggestions for improvements in the longer term

Developing a WASH strategic framework and annual budget to leverage additional funding for monitoring: Include an update as well the WASH monitoring framework – including decentralised arrangements for monitoring. The framework should include the SDG 6 targets, indicators, and strategies to monitor and achieve the current WASH targets.

Actual digitisation of urban WASH data – as per the roadmap/strategy that is developed in the short-term action plan.

Basic water supply and **Limited water supply** indicators cannot be established using the routine monitoring systems, as the water collection time is not yet established in the routine monitoring systems. It is recommended to explore how existing country-wide surveys may be used to bring this information together.

Water quality monitoring – the water quality monitoring procedures should be strengthened. Safely managed water indicator is monitored where microbiological and chemical tests are done but this is not routinely. Water quality data is available for some water facilities while many of them are recorded as not done.

4.2 Learning points for WASH monitoring in Eastern and Southern Africa

- RWIMS SNR – A successful nationwide system that is based on real-time data collection method for rural WASH. The system was initially a paper based system that was upgraded to mobile to web system where data was being entered into the system at the village level through government extension workers, and eventually upgraded to real time SMS based data collection and response system involving community feedback.
- RWIMS helping to further strengthen public private sector partnerships at community level through connecting RDC and communities to local artisans such as Village Pump Mechanics and partnering with private technology companies and mobile network operator.
- Use of technology in WASH monitoring – RWIMS has some distinct lessons on use of innovative technology. The system uses technology that is appropriate for users – RapidPro and SMS which are widely accessible and this has enabled sending feedback to users via mobile phones.
- The WASH coordination structure led by the NAC is a good avenue for mobilization of resources because development partners may find it difficult to reach out to individual ministries and departments. When WASH Sector is well coordinated it is easier to access resources from various donors, the resources are distributed according to the need in the sectors based on work plans presented.

Annex 1 – Details of routine WASH monitoring systems

Routine Monitoring Systems	RWIMS	SLB	EMIS
Lead organization	MoLAFWRR	UCAZ/Las	MoPSE
Scope of System (Water/Sanitation/Hygiene)	Water/Sanitation/Hygiene Rural WinS and Win HCFs	Water/Sanitation	Water/Sanitation/Hygiene WinS
Type of system	MIS	Excel based databases- data sheet compiled, analysed by Las	MIS
Indicator(s) used	<u>Water point level</u> Specific location of facilities Nature of the pump installed Functionality status Distribution of facilities by ward and village Age of facilities vis-à-vis performance Reasons for non-functionality Coverage vis-à-vis access Existence of WASH management structures (e.g., water point management committees) Water source type; *Artisan well, borehole, dam, deep well, rainwater harvester, river, sand abstraction, shallow well, spring, other* Protection status Water source functionality Water source seasonality Water treated at source Number of GI Pipes Water Quality tested Water quality test results Presence of a functional water point committee Number of households using the water source WASH infrastructure downtime	<u>Water supply</u> Property level coverage of direct water supply Per capita supply of water Extent of metering of water connections Extent of non-revenue water (NRW) Quality of water supplied Efficiency in satisfactory response/reaction to customer complaints Operating cost recovery in water supply services Efficiency in collection of water supply-related charges Maintenance Coverage ratio <u>Sanitation</u> Coverage of toilets (total number of occupied properties with access to individual or community toilets within walking distance (<100 m) in the service area) Coverage of sewerage network services Efficiency in collection of sewage	<u>Water supply</u> Water source- sources of water for schools include boreholes, piped water, protected wells (safe water) and river/stream, dam, unprotected well, dam and abstraction spring (unsafe sources). Distance from Source- <500 metres> 500 metres Safe to Drink Sufficient Consistently Available Water is treated Used by community <u>Sanitation</u> Type of toilet Blair toilets, followed by water closets, urinals and lastly pit latrines Sex separated facilities Learner and Teacher to Toilet Ratios

Routine Monitoring Systems	RWIMS	SLB	EMIS
	Response time by service providers to community reports <u>Water at household level</u> Households with water facility; Type of facility; *Protected/unprotected Borehole, Deep-Well, Shallow-Wells, springs or standpipe (supplied by ZINWA/LA), other* <u>Sanitation</u> Presence of any type of toilet facilities at households; Type of latrine or hygiene-enabling facility; *constructed & in use/ constructing/disused flush/pour flush, BVIP latrine, UBVIP, other;* Household with a safe type of toilet in use. ***Schools:*** % of Schools with improved sanitation in use; Average safe-sanitation coverage for female/male pupils; % of schools' staff dwellings with safe sanitation in use ***HCFs:*** % of institutions with improved sanitation in use; % of staff dwelling units with improved sanitation in use; % of institutions with hand-washing facilities in use <u>Hygiene</u> Households with pot-racks Households with refuse pits ***Schools:*** % of schools with hand washing facilities in Use	Adequacy of capacity for treatment of sewage Quality of sewage treatment Extent of recycling or reuse of sewage Efficiency in satisfactory response/reaction to customer complaints Efficiency of cost recovery in sewage management Efficiency in collection of sewage charges Maintenance coverage ratio	

Routine Monitoring Systems	RWIMS	SLB	EMIS
Alignment with SDG 6	**Water at household level** *Alignment with MDGs / SDG limited only* **Sanitation** *Alignment with MDGs / SDG limited only* **Hygiene** *N/a*	**Water** *n/a* **Sanitation** *n/a* **Hygiene** *N/a*	**Water** *Alignment with SDG Basic* **Sanitation** *Alignment with MDGs / SDG limited only* **Hygiene** *N/a*
National coverage	85%-Nationwide RWIMS 7 out of 8 provinces RWIMS SNR 3 out of 8 provinces	32 Urban councils- all major urban councils in the country.	100%-Nationwide
Rural/Urban	Rural	Urban	Rural/Urban
Frequency of data collection	On-going routine data collection	On-going process at the LA level but the report to UCAZ is done annually.	Annually
Data collection process	The community key informant sends a WASH infrastructure update via SMS. The enumerator is notified of the updates sent by community key informants and is asked to review and approve. A response is solicited from registered WASH respondents. Enumerator mapping, data collection and community key informant update approvals are sent to the national database. Server is hosted at the WASH coordination directorate, MoLAFWRR. The system is managed by Information Management Taskforce. WinS and WinHCFs is collected through the same process by the ward based enumerator.	Urban Local Authorities employees routinely collect data on paper and feed it into excel databases at the LA then transfer the data annually to the UCAZ. UCAZ in turn shares the data with the WASH coordination department at MoLAFWRR.	Data is collected at the school level by the school management and this is submitted to the district level at the MoPSE. The data is entered into the system at the district level.
Data accessibility and use	Open access. Data (in at least summary form) is available to the public. Access can easily be granted on request to members of public.	Restricted access. Data is accessible to approved partners only. Data can only be accessed once UCAZ is contacted and for specific purpose.	Restricted access. Data is accessible to approved partners only. An annual report is produced and shared publicly.
Non-community settings	No	No	No

Routine Monitoring Systems	RWIMS	SLB	EMIS
WinHCF	Includes WinHCFs for the rural areas only	No	
WinS	Includes WinS for the rural areas only	No	Yes

Annex 2 – National WASH targets and indicators

SDG	Water	Sanitation	Hygiene
National SDGs Targets and Indicators			
Indicator	Rural household safe water coverage Urban household safe water coverage	Household Sanitation coverage (Improved toilet)-Urban Household Sanitation coverage (Improved toilet)-Rural	Hygiene (Hand washing) 'population using safely managed sanitation services including a handwashing facility with soap and water'
Target	78.3% (Urban), 61% (Rural) Year 2025	53% (Urban), 43% (Rural) Year 2025	80% Year 2025
Source of target	National Development Strategy – 2021-2025	National Development Strategy – 2021-2025	National Development Strategy – 2021-2025
Reporting data			
Source(s) of data	RWIMS, SLB	RWIMS, SLB	ND
Indicator included in data	Rural water Households with water facility; Type of facility; *Protected/unprotected Borehole, Deep-Well, Shallow-Wells, springs or standpipe (supplied by ZINWA/LA), other* Urban water Property level coverage of direct water supply Per capita supply of water Extent of metering of water connections Extent of non-revenue water (NRW) Quality of water supplied Efficiency in satisfactory response/reaction to customer complaints Operating cost recovery in water supply services Efficiency in collection of water supply-related charges Maintenance Coverage ratio	Rural sanitation Presence of any type of toilet facilities at households; Type of latrine or hygiene-enabling facility; *constructed & in use/ constructing/disused flush/pour flush, BVIP latrine, UBVIP, other;* Household with a safe type of toilet in use. Urban sanitation Coverage of toilets (total number of occupied properties with access to individual or community toilets within walking distance (<100 m) in the service area) Coverage of sewerage network services Efficiency in collection of sewage Adequacy of capacity for treatment of sewage Quality of sewage treatment Extent of recycling or reuse of sewage	

		Efficiency in satisfactory response/reaction to customer complaints Efficiency of cost recovery in sewage management Efficiency in collection of sewage charges Maintenance coverage ratio	
Alignment			
Is target aligned with available data	No (data is insufficient to report against target) Data is not available for households with access to safe drinking water in urban areas	No (data is insufficient to report against target) Data on households with access to proper sanitation / sewerage system in urban areas 'Household with a safe type of toilet in use' the term 'safe' is not clearly defined here. FSM data for rural areas not available.	No (data is insufficient to report against target) The target for handwashing is included in the access for sanitation. No handwashing for urban areas
Tracking progress			
Baseline established	64% (National) 92% (Urban), 51% (Rural) Year 2019	37% (National) 43% (Urban), 34% (Rural) Year 2019	64% (National) 73% (Urban), 60% (Rural) Year 2019
Frequency of progress reporting	Annual	Annual	Annual
Most recent update to progress reporting	MICS Survey 2019	MICS Survey 2019	MICS Survey 2019

Annex 3 – JMP and routine data

		Water		Sanitation		Hygiene	
Service Level		Routine Monitoring	JMP	Routine Monitoring	JMP	Routine Monitoring	JMP
Safely Managed	Value		National: 29.5%		National: 25.7%		
	Most recent data point		Washdata.org 2020		Washdata.org 2020		
Basic	Value	National: ND Rural: ND Urban: ND	National: 33.1% Rural: % Urban: %	ND	National 9.5% Rural: % Urban: %	ND	National:42.4% Rural: % Urban: %
	Most recent data point	RWIMS, 2021, SLB 2018 – not aligned to JMP	Washdata.org 2020	RWIMS, 2021, SLB 2018 – not aligned to JMP	Washdata.org 2020	ND	Washdata.org 2020
Limited	Value	National: ND Rural: ND Urban: ND	National 14.2% Rural: % Urban: %	ND	National: 30.2%	ND	National:54.6% Rural: % Urban: %
	Most recent data point	RWIMS, 2021, SLB 2018 – not aligned to JMP	Washdata.org 2020	RWIMS, 2021, SLB 2018 – not aligned to JMP	Washdata.org 2020	ND	Washdata.org 2020
Unimproved	Value	National: ND Rural: ND Urban: ND	National: 16.3% Rural:19.0 % Urban: 0.4%	ND	National: 11.1%		
	Most recent data point	RWIMS, 2021, SLB 2018 – not aligned to JMP	Washdata.org 2020	RWIMS, 2021, SLB 2018 – not aligned to JMP	Washdata.org 2020		

Surface water / Open Defecation / no facility	Value	National: ND Rural: ND Urban: ND	National: 6.9%	National: 22% Rural:31 % Urban: 1%	National: 23.5 % Rural: % Urban: %	ND	National: 2.9% Rural: % Urban: %
	Most recent data point	RWIMS, 2021, SLB 2018– not aligned to JMP	Washdata.org 2020	MICS, 2019	Washdata.org 2020	ND	Washdata.org 2020

Annex 4 – Details of key informants

Name	Organization	Role
Dhoba Lovemore	MoLAFWRR	A/Deputy Director, WASH- DWASHC
Tinayeshe Mutazu	MoLAFWRR	Chief Director MoLAFWRR
Nesbert Shirihuru	MoLAFWRR	A/ Director DWASHC
Taurai Maja	MoLAFWRR	Urban WASH officer- DWASHC
Cyprian Kent Masocha	MoPSE	Director planning, Social Statistics
Ushe Phillimon Nyika	MoPSE	
Feresi Badza	District Development Fund	
Lydia Manjoro	District Development Fund	Deputy Director - Water
Albert Simbarashe Magumise	MoLGPW	Adm. Officer & WASH focal- Dept. LA
Alpha Nhamo	MoLGPW	Principal Officer – Financial Admin
Morgen Hungwe	MoLGPW	Deputy Director – Urban Local Authorities
Fungai Mbetsa	MoLGPW	Director, Urban Local Authorities
Kundai Victoria Kangwena	MoNHSA	Ag. D. Director, Rural Social Amenities
Charles Siachema	MoHCC	Ag. D. Dir-Water, San & Waste Mgt.
Ruvimbo Sharon	MoHCC	Medical Research Officer
Romeo Mugariri	MoFED	Capital Expenditure Dep, Budget
Trymore Chisirimunhu	MoFED	Capital Expenditure Dep, Budget
Karakadzai Makacha	MoFED	Capital Expenditure Dep, Budget-WASH
Livison Mutekede	UCAZ	
Tserayi Machinda	UCAZ	Programme Manager
Ireen Mangoro	World Bank-Zimbabwe	
Moreblessing Munyaka	UNICEF- Zimbabwe	WASH M&E specialist
Muchanyara Jarawaza	UNICEF- Zimbabwe	WASH Specialist

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