Title of Case Study:

THE RIGHT TO WATER AND SANITATION FOR ALL- THE CASE OF ZAMBIA

Names of Authors, and Date:

MUBU KALALUKA 1ST SEPTEMBER, 2010

Introduction
Zambia Water and Sanitation Alliance (ZWASA) in a local National NGO that was founded in 2007 and officially registered under the Societies Act Cap 119 of the Laws of Zambia on 20th December 2007. The main objective of ZWASA is to foster the provision of safe clean water, acceptable sanitation facilities and good hygiene practices to all especially the pro-poor.

Zambia is one of the countries in Southern Africa with a lot of streams, lakes and rivers yet it is still one of the countries where water is scarce in most parts of the country especially rural and peri-urban areas where the pro-poor live. Women and girls, who are managers of water, walk kilometers just to fetch water which apparently is contaminated too. A number of boreholes that were sunk, or have been recently sunk, are history because they were either implemented without proper planning or were done for political appeasement resulting in lack of operation and maintenance plans. Government has not taken a step to explain to the people its role in the provision of water and sanitation neither have the people been availed with a social marketing strategy. Even more, the pro-poor have had no tools for advocacy and lobby thereby making it impossible to attract service delivery.

This scenario directly relates to right to water because the pro-poor do not know the role government should play and the role they play themselves to ensure their rights are realized through efficient provision of safe clean water.

The aim of the project was to bring together all stakeholders to understand that much as we have the right to life, so is our right to water which is key and to turn water into a basic right as opposed to the traditional basic need belief. The main objective of the project was to ensure that rights were realized and enshrined in the National Constitution for the benefit of the people who, having access to safe clean water is a dream and whose siblings are today filling half of the hospital beds suffering from sanitation and water-borne diseases. The project aimed at shifting from charity- based approach to rights and responsibilities approach.

Today, due to this project, Government ministries involved in water and sanitation (Ministry of Local Government, Ministry of Water and Energy Development and Ministry of Environment and Natural Resources) are contemplating restructuring operations and a call for the creation of one ministry of water and sanitation is being evaluated to create efficiency. The National Water and Sanitation Council (NWASCO), the body that regulates water providers in the country has started courting stakeholders that include CSOs to seek a new approach to water delivery that is going to be right-based.
In Zambia, the media goes for sensational stories that can sell and as a result, water and sanitation issues have for some time been neglected often considered not news worthy so dissemination of information on this has been low. As a result of this project and the collective effort with the NGO WASH Forum in Zambia, the media has stepped up its reporting so as to show responsibility and more people are now debating water and sanitation rights in communities and schools which previously could only be perhaps heard in the corridors of parliament. This project that eventually has won its accolades, has rekindled the spirit of the right to water and sanitation for the disabled and those suffering from HIV/AIDS though it is a slow process. Financial resources were an issue in this project as ZWASA was solely stepping up the fight through fundraising activities which was inadequate. A big boost came in 2010 when ANEW facilitated the National Dialogue on the Rights-Based Approach to water and sanitation that helped bring vital stakeholders together to share knowledge.

ZWASA has been using its staff at the secretariat, provincial focal point persons and volunteer members that are dotted in the nine provinces of Zambia as staff resource to implement this project. The project has been a challenge financially considering that not much interest was invested in it because most government officials and the would be beneficiaries considered it utopia but through fundraisings, the project went on. ZWASA conducted a number of in-house trainings in advocacy using its staff among its volunteer members in order to enhance skills. To achieve the best out of it, ZWASA used the following advocacy tools:

- writing and disseminating reports and briefings
- Lobbying
- Media work
- Social marketing

Prior to this project, a research was carried out in Kasempa, Lusaka and Kitwe to find out the causes, consequences and changes needed and then power mapping and stakeholder analysis were done. Thereafter, there was issue setting and the advocacy tone and approach were looked at as well. The style of incremental change type of advocacy was employed. This involved persuasion, dialoguing and constructive engagement with decision makers. Exposure visits to peri-urban and rural areas were made and lobbying of parliamentarians for the right water was done. The method was found fit because it increased influence by becoming a trusted source of advice and having a high possibility of co-option. It was felt that radical change may not have been suitable as it would bring confrontations instead of solutions and would also add more to the hiding of information.

During the project execution which lasted one year, power point was used as a method of presentation together with flip charts. Many other hardware materials were used during the project tenure.

The project intentionally involved the intended beneficiaries by finding out from them what they needed to be done. This group included women, men, youth, and the disabled. The principle message to them was” water is life; you have the right to it. Stand up and advocate for your rights.”

**Outcomes, evidence, Impact and sustainability**

**OUTCOMES**

The most outstanding outcome is that the government has accepted that it is in order to give people right to water rather than treat it as a need. A good example is where the clause on the economic and social rights, that are part of the right to water, is considered. By doing so, the
government has come to accept its role in service delivery of water and sanitation. The beneficiaries have also accepted that much as it is their right to water, they are not expected to sit and wait for government to provide whenever they want. This project had tangible outputs such as:

- 42 volunteers were trained in advocacy in rights
- 12 CSOs, service providers, UN Agencies and Government took part in the National Dialogue
- A newsletter was introduced to help disseminate information
- Report was prepared and shared with 70 stakeholders.
- 10 media houses participated in the National Dialogue.

**EVIDENCE**

It was amazing how excited beneficiaries, community members intended, were upon finding out that they were being involved in making change. Dialogue meetings were conducted in four peri-urban areas of Lusaka, four peri-urban areas of Kitwe and three wards in Kasempa to share information with the grass roots. This made it easy for ZWASA to obtain information. Even the government was excited during the entire process because they, at first thought there was going to be confrontation but surprisingly for them, the approach used was friendly.

The interventions are likely to make great changes in terms of quality of water, access to it, affordability and sustainability of projects because now the people have a sense of ownership. Community participation has been enhanced through improved governance because the grassroots who are the beneficiaries are now involved in decision-making process and monitoring.

**IMPACT**

The project generally has had great impact on the organization, staff and external perception. It has made the organization improve in influencing decision makers as well as collection of information. This has increased on the demand for the organization to work with others for increased advocacy and good governance. Recently, World Bank approached ZWASA with the intention of ensuring increased advocacy so that these rights are adhered to.

The staff in the organization gained a lot of personal confidence upon realizing that they could help achieve such a seemingly complex issue. As a result of the project, all ZWASA staff and volunteers’ capacity and behavior towards advocacy was sharpened.

**Sustainability**

The project is sustainable because the beneficiaries were involved in the project from inception. This means that a one voice has been created that will continue knocking to ensure the enshrined rights in the constitution are delivered. The people themselves, generation after generation, will come to know about their rights to water and sanitation and this will help in development at community and national levels.

In addition, the fact that these rights have been included in the constitution means that decision makers will be part of the people in making the right to water and sanitation sustainable because they will have something to refer to as they perform public duties.
Replication
The Project is easy to replicate both within Zambia, the region and elsewhere because its approaches are easy to follow in order to achieve the desired outcomes. The best way to replicate the project is to carefully develop a strategy just as ZWASA did. Most African countries are faced with the same challenges and most African Governments are reluctant in moving towards meeting various commitments such as the eTheikwini and Sharm el-Sheikh 2008 declarations.

Lessons learnt
The project has taught us that policy matters require time and that people should be involved. The right to water will be meaningless if people are not involved and government will not respect it if people do not participate. We have also learnt that the right to water involves appropriate equity and good governance. There is also need to disseminate information from top to bottom for everyone's active participation and this will make people know what to demand from government through an acceptable participatory approach which is the right thing to do. It is also important that all stakeholders be able to interpret the right to water and sanitation and work towards achieving the vision 2030 and the MDG by 2015.

The project was helped towards its success by determination and good advocacy methods. This was made possible after drawing examples from other countries where this is working well. It recommended that project implementers should not be deterred by politicians who even issue threats, shun people and hide information. At the same time, it should be noted that a culture of friendliness is employed through good advocacy skills. If the people, for whom you are fighting for, are left out, the project may fail because it will lack external support which is key to policy change.

Conclusion
This project has brought out great impacts with the major one being that the government has accepted to include water and sanitation rights in the constitution. This show that the government has admitted that water is not only a basic need but a basic right. This will bring with it improved service delivery which will be community based. Governance will be enhanced and there will be improved social marketing. ZWASA has plans that in the near future, it should carry out mass education country-wide on issues of rights, governance and social marketing in order to increase community participation at all levels. ZWASA also intends to carry out Budget tracking in order to promote water service delivery through good accountability.

References/Bibliography
The sources of information are: the water policy, Sixth National Development Plan, and the media

ACRONYMS
ZWASA-Zambia Water and Sanitation Alliance
NCC-National constitution Conference
MDG-Millennium Development Goals
NGO-Non-Governmental Organization
WASHE—Water and sanitation Health Education
HIV—Human Immuno Virus
AIDS—Acquire Immune Deficiency Syndrome
CSO—Civil Society Organization
NWASCO—National Water and Sanitation Council

For more information on this case contact:

Name: Kalaluka Mubu
Title: Projects Officer Advocacy and Liaison
Organization: Zambia Water and Sanitation Alliance
Address: P.O BOX 37693, LUSAKA.10101, ZAMBIA
Email: kalalukamubu22@yahoo.com