

APPENDIX A: INTERVIEWS

It follows the interviews that were done during the visit in Ethiopia to different people in charge or with knowledge about the different projects done in the different cities. The interviews have been divided by the projects visited, even though, they sometimes refer to further things than the projects itself.

9.1 Grand Housing Programme of the GTZ in Addis Ababa

9.1.1. Haither Oh. University Capacity Building Program (UCBP). Communication Officer

The Grand Housing Development Project begun in 2004.

It was a pilot Project financed by the GTZ (Boston building, next to the Friendship building).

The Addis government found it a good idea and financed many new projects asking the GTZ for assessment.

Now it is a project carried out entirely by Ethiopian entities (with GTZ assessment).

It is not done for the poor people. It is done for the middle class, who can afford the prices. The prices are a 30 % of the cost of the construction at the entrance to the house and the other 70 % of the cost in the next 15 years. And only the construction costs are paid, the benefits are not paid by the user, they are paid by the government.

The constructors are MH Engineering.

9.1.2. Tsion Pesalegn. Urban Forum CRDA

For the government it is a crime to make informal settlements.

One of the works of CRDA is to create network to create awareness.

There is as well a lot of advocacy work.

Many of the informal settlements are over 15 years old.

It is a human right to have a house and the government cannot demolish a house that is over 15 years old without giving any options.

The members of the organization make a lobby and an advocacy work.

Many of the dwellers are very poor, they cannot buy a land, they cannot afford a housing program, so the only option is to make informal settlements.

Many rich people take benefit of the situation. They build in informal places and they wait them to be legalized, so they can sell it and get some money.

For the government is very difficult to deal with it but they should give response to the huge demand of housing.

One thing should do is to strong local government for controlling.

There is an organization that works for the rights of the slum settlements. This is APAP (Action Professionals' association for people). They have many lawyers that work for the poor.

The shortage of housing was 350.000 two or three years ago.

The government is making his best with the condominium houses but it is still not enough. And, furthermore this houses are not for the lowest class, then they cannot afford the prices.

It is considered that 70 of the dwellers are poor.

This year are going to be built 35.000 houses.

Next year is expected to build 121.000 houses.

Up to 2010 have to be built 200.000 houses, which is still not enough.

It is difficult to deal with but you can put many criteria for the people to get a condominium house, so not everybody coming from outside has the right to get a house.

They all should to work together, community, private sector and public sector.

Land is very expensive.

For the government it is very difficult to afford for all the infrastructures needed in Addis Ababa.

NGO and communities should work together to make the houses. They should to thing about a design adequate to their possibilities. There are possibilities of housing that can grow with the time as the community can save money and can afford more stocks for the buildings.

Some NGOs are paying the price of the condominium houses so the slum can afford it.

"The government shouldn't monopolize the housing construction sector"

For the NGOs there is normally an implementation level and an advocacy level. There has to be a mix of both. To be able to implemented you need some advocacy, if not you don't get any permits for anything.

9.1.3. Ato Akele Kifle, Senior Program Officer, Addis Ababa Urban and Governance Development Program AAUGDP – GTZ

About GTZ

One of the important project GTZ has done in Addis Ababa was the Local Development Plan of the AWARE Market. They designed the building for the market.

GTZ financed part of the Merkato project, mostly the recycling part (called menakeshtere).

In this local projects GTZ support the traders.

They have been working in the capacity building program.

In the privat public partnership

They work with the Chamber of Commerce. One of the satellite offices is in Merkato.

GTZ supports the Merkato Development Forum, which is composed by Traders, NGOs and the Government and is supposed to be a place of communication to work around the Merkato issues.

The Construction of the different housing units was assisted by the GTZ IS.

Now, there is a program of the GTZ to maintain and make operable the Condominium houses that the Government is building. Some of the common services are not working and it is the goal to make them operable and to make a proper maintenance of the whole building in general.

Common Services are some like laundry, kitchen... Some of them in some places are not operating. After the GTZ technical assistance it is supposed to work again.

This Housing Program is not only in Addis. It is a national Program.

Basically, GTZ is supporting the study of this operational and maintenance project of the condominium houses.

GTZ has two branches. The one is GTZ that provides technical assistance without charging (but demanding an appropriation of the government, like offices and material to work). The second branch is GTZ IS which is a consultancy for different issues, and this service does have to be paid by the government, even though the benefits are reinvested in other development projects.

Currently, the GTZ is involved in web pages, basically editing launches.

GTZ financed the Master Plan of Addis Ababa and they provided technical assistance. The decisions were completely taken by the government.

The GTZ just get involved to facilitate different institutional processes.

One of the actual projects is to provide the street with names.

In the future GTZ is going to be involved in Land Management issues, this concern to planning issues, land information, building aspects, land administration, land policy, service delivery system, building titles, registration and cadastre,...

GTZ offers technical support. Has become part of the system. GTZ is working for the partners and with the partners.

On the other hand, the partner (in this case the Addis Ababa municipality) is providing offices and space to work.

In the municipality there are the AFD as well. It is the French cooperation. They work as well in urban development projects.

About NGOs

There are two ways the NGOs can work. One is the pure donation, like constructing a water pipe, providing material, building a road,.... The other way of working is improving the capacity building of the local government. In this case the work is with the municipality. It is considered that to develop the system you have to be part of it. You have to understand the problem, to get involved with it and try to solve it from inside. Actually, the NGOs don't work only in one way, they have always a degree of both sides, the question is then how much of every part of these extremes. In the second case the results are very hard to see because is a

very slow process. You can see the results after 5 years, what it usually beyond the timing of the NGOs.

About Addis Ababa

The growth of Addis Ababa. has basically two aspects, the legal and the illegal one.

Legally the governments controls the land tenure and gives the permits to the people to built their houses. The land belongs to the government.

Ilegally the people try to construct in places they are not allowed to. Last may of 2007 there was a big bulldozing of a lot of informal settlements.

Some years ago there was some political instability. Irregular deals were made about the land tenure, some zones were solled even if it was not allowed by the central government, some officials were involved in all this.

So the settlements were not legal nor illegal, they were a king of semilegal settlements.

So the actual government took the decision of destroyinig all this settlements where were this kind of irregularities.

There are basically two big problems with the informal settlements. One and the biggest is the speculation involved to any land issue. Some people build houses to get a plot and then expect the government to legalize it, after it is legalized the house or at least the plot can be sold for a higher price.

The second problem is that the response of the municipality is normally quite weak and slow.

Some people make big and nice houses without regulations expecting to be regulated and legallized. There is an other option as well, it is to fence a big plot constructing a small house inside, even if it is a mad one, so the plot is kept by somebody.

Some of the houses that were very old and some people that lived for a certain period of time, got their houses legallized.

This was done throug old plane fotografies, but again, some people changed some pictures to try to demonstrate that some of the houses were already there.

It is a very big issue this land market and it is very difficult to deal with.

9.1.4. Ingo Becker. ex Team leader Low-Cost Housing + CB

About Infrastructure

The services infrastructures are a big problem in Addis.

They never care about them. They don't want to know how much does it going to cost.

They build the houses and then, some when, they put the infrastructures.

It becomes a problem because the price for getting the services increases a lot.

There are enough water services, but the infrastructure is not very good.

It can take until two years after the build of the house to get the water service.

The electricity is normally the first thing to become.

You get access somehow to the new house, normally the ways that were used to make the lorries arrive to the construction zone.

Drainage is normally the biggest problem.

The ground floor houses have big humidity problems.

About the Housing Programme

The housing program began in Addis Ababa with the “alcalde” Arkeba.

The local government work together with the GTZ in 2004.

It was planned to build buildings for 500.000 flats.

Until now 60.000 have been done.

It is still planned to build 400.000 more flats.

Because of the amount of people and the density problems, the government decided to build ground+4.

Firstly was thought for very poor people. But the houses are too expensive for poor people and has become for middle class people.

The construction which is called low cost is the one done for 1.000 Birr/m² (100\$/m²).

This price is still too high for poor people. To make flats for slum people, the construction of the flats should cost around 200 Birr/m² (20 \$/m²). To arrive to this price is very difficult, if it is possible.

This is the biggest housing program done in Ethiopia and even on Africa.

The first pilot project was done in Mekele.

The decision about where to build and how many houses and flats have to be done is taken by the Addis Ababa government, which department is called Addis Ababa Housing of Works and Urban Development.

About GTZ

In this housing program, the GTZ makes capacities to the local engineers and workers.

The make as project managers as well for the whole planning and construction process.

The big effort of the GTZ was to find a low cost method of building the houses with local materials. The capacitating was mostly to show how to build these low-cost buildings.

GTZ is divided into two groups:

GTZ: it is financed 100 % by the German government. His goal is always for development programs.

GTZ IS: The organization is paid by the German government but they act as consultants. They do like commercial services but the benefits are always reinvested in development projects.

GTZ has 1.500 employees only in Frankfurt, and has more than 10.000 employees all over the world.

The two biggest projects of GTZ are being done in Ethiopia. Both are capacitating Programs.

About Addis Ababa

They already have a city planification.

Addis Ababa is the 5th city with more population growth in the world.

9.2 Entoto Integrated Urban Development Program.

Pro Pride

9.2.1. Digafe Falaka. Pro Pride Director

Pro Pride wasn't in charge of this project from the beginning. This project was being done by a local NGO called DAY. This NGO was closed by the government, and the government itself and ActionAid asked Pro Pride to follow with this project. ActionAid is the main donor of this NGO.

The project finished in 2004.

Some of the components of this project was, credits, education, health and livelihood promotion. Inside this livelihood promotion was the part of the improvement of the infrastructures because it was inside the part of the upgrading the area.

The health part has two components. The prevention one and the curative one. The prevention consists in information and family planning issues.

A clinic was built by Pro Pride and after some years was transferred to the community. Currently there are some problems with it.

The microcredit service was done through the Microfinance Institution.

This institution has already over 13000 clients.

Pro Pride works with other NGOs to provide this service. Not every NGO can get the authorisation for this service.

A licence is needed and is necessary to get it from the Ministry.

The infrastructure part of the project was called Environmental Upgrading Project.

The construction was done with the *Kebele* Administration and with the development committee.

Before any action is taken, there is an evaluation of the different committees to know exactly which the necessities are.

After it is known what are the actions to take, it is asked for fund.

The community used to provide space to leave the constructions materials and used to take care for this materials with a guard that was paid for it. They decided who has to work in the construction.

The materials were paid by three parts, the committee, the *Kebele* and finally Pro Pride.

The managing of the construction was done by all three parts.

Infrastructure part: Roads, latrines, water fountains...

About the Merkato project:

The propose is more social and economical. There aren't so many infrastructures involved.

Library, Informal education, Health (prevention and curative), environmental improvement (some access roads, drainage), cultural promotion, radio program (called *yebekel* which means that's enough).

There is a tripartite agreement, a local or an international NGO, the Social NGO affairs office (that belongs to the government) and the Ministry in charge for the question (health, educational, finance...)

Pro Pride, before taking any action and making anything analyses the situation with the leaders committee and the local government.

1 problem cannot be solved with one action. More actions are needed to solve different problem.

So, different programs are needed to fight against poverty.

For example, you make a road to give work to the man, you provide microfinance for the woman to run a new business and give the child the option to go to the school.

Merkato is the biggest market in all Africa. A lot of people go to Merkato to try to find work and to sell their products. There are two bus stations as well, there is a main bus station of the buses that work only in Addis and there is the Intercity Bus Station. This makes that a lot of people that come to Addis stay in Merkato because is the first place they have arrived and they don't really know what to do, they may be looking for work or for new job opportunities.

What should an NGO like Engineers without Borders do in Addis?

The first thing they should do is to make studies of the lack of infrastructures in the city.

Steps before taking any action: The first of all is to discuss with the community, then a proposal for development project has to be done, the local administration has to accept it.

The future in the NGOs is focusing the view in Right Promotions. This is the tendency, that people ask for the services instead of waiting them to appear. People have to ask for their rights and work for them. An NGO cannot do all the work.

Sometimes the communities wait the NGOs to do their work.

Després d'una visita per la zona, em vaig assebeutar que la clínica no estava en funcionament per no sé quins problemes amb la *Kebele* Office. Es veu que hi havia planejat un canvi de clínica per oferir un millor servei i per abaratir costos. Es veu que el servei proporcionat no era l'adequat i mentre s'esperava el trasllat la clínica havia estat tancada per ordre de l'administració local.

9.2.2. Walleligne Alemaw, Country representative of Project Concern:

This *Woreda* 23 *Kebele* 09 was only one of the *Kebeles* they worked with. They worked with a total of 54 *kebeles*. In total they made 127 Km of access ways, 97 Km of drainage and latrines for more than 8000 people.

The goals of the programs were mainly the construction of the infrastructures and as well the empowerment of the community so that they could built more infrastructures and maintain them in the future.

This program worked for 8 years.

They worked with the *Kebele* administration, with the *Woreda* and with the Addis Ababa administration.

The project was usually done by people from the *Kebele*, so they could get this feeling of ownership which is good for taking care of it and for future reparations or extensions. If no skilled people was able in the *Kebele*, then had to be done by people from others *Kebeles*.

After this 8 years of work, the municipality had no more interest. It was 3 years ago, when there was a lot of political instability in Addis Ababa. So nobody could take care of this issues, a lot of corruption was done and the whole urban issues becomed to be a mess. After this bad moment, everything has been regulated again, and now is the Addis Ababa government the one that takes care and is in charge for all the infrastructure issues in the city.

Now Walleligne works with another NGO called Project Concern International which is an NGO from USA. It is involved mainly in health and social issues (HIV, education...)

9.3 Water Supply project in Wukro. “Ingeniería para la Cooperación”

Wukro:

Wukro is divided into three administrative sectors: Haelom, Dedit and Agasi.

9.3.1. Efen. Agricultural School Teacher

There is an urban plan in Wukro which is actualised every 12 years.

The houses are built with cooperatives, groups of at least 16 families.

The town is getting bigger in a rate of 3,6 % per year.

The houses have got 3 rooms (the ones made by the plan)

The basis of all the houses are done with all the people and then is decided by chance who is getting every house. Every family has to build then their own houses.

The urban services arrive later. In the main streets there are main pipes for water supply. If somebody wants a private connexion at home, has to pay all the installations.

The poor people cannot afford to pay this private connexion and normally go to community fountains.

The very poor people get the water from the river.

The farmers get a plot to build their houses, once they get the plot, they can build or sell it to another person.

Wukro is only growing in the south direction. In the north there are the mountains, there is a roc ground and it isn't appropriate to build. That's the reason why Wukro is growing in the south direction 20 or 25 years ago. The directions is following the roas and the river.

When one house is built, the first thing that arrives is the electricity. If there is not enough money to pay a contract with the electric company, it is possible to get a cable from the neighbour to have a lamp at home. It costs 8 Birr a month.

Next to the river there are a Water Use Commite (specify for the use of the water of the river)

All the infrastructures of the Water Office are paid by the local government.

Not always is build by cooperatives. If you are rich, you can build your own house if you want and if the government give you a permission for the plot.

When you get a plot, you have to pay the municipality and 50 % for the farmers, because they are giving you the plot.

If you get the plot from the government you are not allowed to sell it. You can just sell if you build a house. So, you can only sell the house. If not, all the farmers would be seeling their ground.

Now is quite new in Wukro, the government is building some houses and the people will have to pay some rent

9.3.2. Mileaw G. Medhn. Wukro Water Supply Office Operator and Maintenance Head

Wukro has only in the town 35.000 inhabitants.

In average there are around 6 people per house.

81 % of the people get water from the Water Supply Office of Wukro, the rest of the people get the water from the river.

Around 4.000 people have a private connection. It means that of the 81 % of people who get the water from the office around 15 % have a private connexion and the rest have to go to community fountains.

In total there are 18 founts. Each of them gives water to around 500 people. It means, around 9.000 get the water from the fountains.

The water resources are 4 boreholes and 4 water reserves.¿?

The construction of the main pipes is paid by the local government. But the net is completed with NGO projects like the one of Ruben or another one which in bein negotiated with the Ursuline Sisters.

This two projects were born because of the necessity of this organization who needed some water. Because the office was not paying because the lack of money, the two organization tried to incorporate their own water supply in a development project with much more people getting benefits.

The system is easy to understand, it works by demand. You build whatever and then you ask for water and you have to pay to get the infrastructure.

The price for the water when you have connection is 2,5 Birr/m³ for business, 3 Birr/m³ for NGOs and 2,25 Birr/m³ for particular houses.

9.3.3. Angel Olarán. White Father member.

Wukro is divided into three political demarcations.

There are associations of young people, women and people with HIV.

The main political associations of Wukro are the ones composed by the young people, by women and by farmers

Currently the ones who have more power are the farmers. Since some years ago, all the “terrenos” dedicated for new house construction or any kind of constructions is taken from the farmers.

Many years ago, the farmers use to get other plots to work in exchange to those which had to be done to the administration for new constructions.

Currently, the farmers don't want to get only new plots, they also want some money and sometimes they just don't want to leave the place where they are working.

Sometimes, the local government give permission to build or to change the use of plots which belong to the farmers. But sometimes they don't accept the decision and it becomes difficult to negotiate with them.

It's the case of the last area that the government yield to Angel Olarán for reforestation. The decision wasn't accept by the farmers and Angel had to speak and convince them that it was good for everybody.

The question of the farmers is that they are the the mainly affected people in case that the government needs to do anything. It happens with the new houses, with the dams, in case of reforestation.

In the reforested zones are the farmers who decide who is going to look after the new trees, so that nobody can cut them and even sometimes to water them. They are paid 200 Birr/month. It is a good salary if they only have to watch over the trees, but it is little money if they even have to water them. This payment is done by the Government of Guipúzcoa in Spain.

The orphan program began firstly with 5 children. At this time were Angel and an assistant.

There began to arrive a lot of orphans and they began not to be able to control who was orphan and who wasn't. They decided then that it should be the local government who had to decide who could get into the program and who couldn't.

This decision was important because of two reasons. Firstly, the local government got involve in this program and secondly Angel Olarán wasn't in charge anymore about who should benefit of his program, which use to involve a lot of work, responsibility and problems.

The same was done with the children who had tuberculosis. The doctor and the Hospital were in charge to decide who would benefit the program.

At this time, with the help of Service of Jesuits Refugees, there were 5 working in this program.

They arrived in this situation to the amount of 1.600 orphans.

With so many orphans it was easy to loose the control about their families and it could happen that some of them were not orphans.

Marta was told to take information about all the families to have a control and and to quid the ones who were not orphans.

After that, an office to administrate this program was created with Toni and Marta, who helped in the creation, opening and foundation of the office without getting to involve in the day to day tasks, because the office had to be administrated by local people and they had to take their decisions.

The school is mainly paid by a German catholic organization that belongs to the Episcopal Conference.

The Dioceses of Adigrat ask the White Fathers to make a school and they told Angel Olarán to manage it.

Angel is in charge for the school and his good managing.

Otherwise, the Orphan Project wasn't thought at the beginning as a project by itself and it is something that has being done as there were new necessities and new demands.

That's the reason why Angel is so interested in creating this office to manage the different programs which have become important but in which he shouldn't have all the responsibility.

This project of orphans (which included as well help for different families, reforestation programs and other development projects) arrived to the amount of 5.000.000 Birr/year.

Angel is very interested in trespass the responsibility of the orphans to the office. It is thought that the transmission of duties and responsibilities is going to take around three years.

It is thought to amplify the Orphan Project creating a cooperative for the orphans graduated in the Agriculture school. They became plots to cultivate and animals, now, with the benefits they should give the money back..

9.3.4. Marta Pocurull. Coordinator Wukro Development Office

The leaders of the communities are mainly the religious leaders.

The association that are in Wukro are similar to all them that could be in every European country.

There are associations of women, people with HIV...

The people who are owners, are only owners of the house, not of the plot. For the plot you have to pay some taxes per month.

Marta came to Wukro to get more information about the families that were beneficiaries of the program of Angel Olarán.

This program, mainly with orphans, consists in paying them the meals, the school, sanitary assistance and the rent of the house (including the taxes for the plot).

Every Compound belongs to a owners. The different houses of the compound are rented by different families.

Marta and Toni began the Wukro Social Development Project (WSDP) in a new office. This office is supposed to overtake all the responsibilities from Angel about this project.

Currently, the orphans controlled by three social workers of the office and by 17 women that look that everything is going well in the families.

Basically, Wukro has improved their live standard since Angel Olarán is working in this program.

But it isn't only because the kind of help he is offering. It is as well because in Wukro is entering a lot of money monthly because of the social help. The office is administrating currently 5.000.000 Birr every year. This is the money is getting into Wukro per year, so it has to improve the live standard of the entire town.

The office has mainly 4 programs: Orphans, HIV people, Street Boys and other poor families who need this help.

At the beginning of the office use to be in the program help for people with tuberculosis but it was very difficult to manage with good quality of service. It use to be a help for six months but there use to get in 30 per week. Finally was decided to finish the program. The once who had already begin would get the help until they finish their 6 treatment months but no people would get in the program anymore.

The donators of the office are mainly private people and foundations. There were two big donators, Manos Unidas and Caritas. But this two big donators are about not to pay help anymore because they consider the help is being done is assistencialist and not for development.

Assistencialist cooperation means that the money is given for buying food or to solve very specific problems. So, if some day is no more money to give, the people would not get the money for eat or for medicines. Otherwise, the developing cooperation is the money supposedly invested to improve the conditions of the people and it doesn't create any people whose lives depend on this money.

Otherwise, giving money to permit some children to go to the school is assistant or is developing cooperation. You are giving money and a group of children is growing with healthy and have good education. For sure it is going to help society in some years, even if the return of the investment isn't as clear as giving money for building a breach...

One month ago, was created a cooperative of orphans who got graduated in the agriculture school. They were given plots to cultivate and animals and they should pay back with the benefit they are supposed to get.

Other projects of Angel Olanaran weren't as assistencialist. For example construction of the new part of the hospital, the water project (even if it isn't already finished), the latrines project and the new houses built.

The new office has to respond front a peculiar situation and has to do it with a condition of rules.

The first rule is that everybody who is working in the office has to be a local worker. Foreign workers will only be accepted if it is temporary for doing a capacitating or in case of a big project, where the international NGO could have an expatriate in the office working only in this project.

Marta and Toni are the ones that have created the office and who decided who would be the general director of the office. The decisions about the employers were mainly taken by the general director wit help of Toni and Marta. But they decided not to work in the day to day work, since the local workers should find their own way of work to solve the problems of the office.

The employers were selected with experience and capacity criteria, not trying to give work to people who came from the orphan school.

The main goal of the office is to work as a counterpart to the mainly Spanish organisations which are donating money for the different projects. Until now, this money was managed through Angle Olarán.

This office depends on Dioceses of Adigrat, which have experience with ADCS.

The new office has to find and solve the problems, has to establish criteria for the different projects and has to manage the money of the donators.

This office has been done in an atypical way, normally the counterparts look for money of donators to finance their own projects. It this case, there were a lot of projects and the donators existed already, the problem was that it was getting to big and a new office was needed because a single person who had other things to do couldn't aboard everything.

Furthermore, the new office had to be done maintaining the projects more or less with a same criteria not to change all the goals of them.

The office will establish they own criteria with the new projects that they will have to do, and they will change some criteria to the projects that are currently in work, but, at the moment, they cannot change all the criteria they want.

Auditioning and consulting will be contracted for the office and their projects.

The auditors are recognized by the state and they give their guarantee that an office is spending their money in that what they say they are doing.

The general director was elected from a list that the Bisbe of Adigrat made for candidates for being directors of the school of Angel Olarán. From this list one of the candidates became director of the office.

There are three departments: Social, Development and Financing. And each department has a coordinator.

They have to accept that they have to solve some problems they are not responsible for. They have accepted to finish the current projects.

The coordinators are from Mekele, which is a good thing, because it is difficult to work in with social problems of your own town.

All this has to be paid. Of course is not the same that before, were the money wasn't at all for the one who was managing, but somewhen the projects get big,

the amount of money is such that is dangerous to be engañoado by false beneficiaries and administration work has to be done to send the receipts to all the donators and to make sure the financial is working well.

9.4 Water Bank Programme in Ethiopia and Water Supply Project in Sole Chefa. Intermón Oxfam

Water Bank Program:

9.4.1. Kidanemariam Jembere. Country Coordinator Global Water Partnership

He works for the Water Partnership and his office is located in the Water Aid building.

Addis Ababa has three water sources. In the south is a ground water reserve called Akaki wellfiel. And there are two dams as well, in the North West is the Gefersa and in the north east is the Legedadi (Dire).

There is lack of water anyway. A lot of times the people gets water two days a week..

There two different connections to the service. The private connection which, you get the water in your own house, and the non connection, which you buy the water in fountains. The water in the second case is more expensive.

It is thought that the water net loses 30 % of water.

There are sectors where they get nearly always water 24 h a day. This is the sector around the palace, some important government buildings and some important economic sectors. But it's not the common thing.

Mostly the new construction have no water, the have to ask for it once they are build.

The government takes care of all the water sistem. The put the water and they charge for it. If somebody wants the connection has to pay for it, then a counter is installed and the client pays different prices per litter depending how much water is he or she using.

In Addis Ababa is called Addis Ababa Water Supply and Sanitation Authority. In other towns are called Town Water Supply and Sanitation Enterprice.

The NGOs normally cares for the water in the rural areas, where the government can't afford it. The NGOs may act as well in towns but is not the normal thing. Anyway, whatever they do, it has to be with the approval of the local government.

In Wukro is a problem with the ground water. It's not good, its to carbonic.

WATSAN is the water and sanitation community.

Global Water Partnership gets money from the US and from Stocolm.

They are doing two pilot projects in two different areas.

One Is Birka Area (Part of the district of Wukro is inside).

This partnership was created to manage the problems related with water. The area of actuation is a basin (catchment area). They try to analyse the use of water that is being done, which activities do need water, how much water do need every activity.

After this analyse they take different decisions to share the water between all the activities of all the area. It's something like integrated water management.

In rural areas this kind of decisions are currently done. Who and when can get water from the different water sources of the community is decided by a group of all people, that are in charge for all the important things of the community.

This group of old people are everywhere in Ethiopia but they don't always have the same functions. For example, in the towns they don't take decisions about water because it is the government who is already taken this responsibility.

Nothing works good without the approval of this group. Everybody makes and respect what is said by the group. And they decide as well how to punish the people who doesn't respect the rules.

A lot of different institutions are working in the partnership. More than 100 institution are in the partnership and meet once a year to analyse the work, to take conclusions and to plan the new year works.

The 11 more important institutions meet once a month and this institutions are really the decisions makers.

It is being very difficult to manage the water problems. There are currently lots of conflicts between different sectors that need it (water plants, animals drink, human use, commercial use...)

The partnership has people from the government as well.

The foundation was carried out mostly by Water Aid. They founded the partnership because of the problems they had in different communities. It was firstly founded by Water Aid, Ministry of Water Resources and PLAN (international NGO).

This is the reason why Water Aid is hosting the office of Water Partnership.

This Partnership is the context in the international opinion that water has to be well managed not to waste it and so that everybody can get his part. This idea helped them to get financial help.

9.4.2. Kaleab Gatenah: Water Bank Program Manager.

Is Intermon Oxfam doing well?

Intermon Oxfam mixes the two forms of action. On the one hand, if there is a problem it has to be as much as possible to solve it. So if there is a water supply problem, it has to be act and a proper infrastructure has to be done.

On the other hand, those services should be offered by the government, so Oxfam also has an advocacy or lobby politic to put pressure on the government to solve the service problem that affects the people.

So Oxfam acts for the short term solution but works as well on the long term solutions.

It is important to work with the people in the communities providing them water or any other service so the community really realise you are working with them and for their benefit.

The advocacy politics are very good in a theoretical way but the communities don't realise it is being done work for them and they might not support this politics, because they don't see the benefits on putting pressure on the government to ask them for any service. Firstly because they might not even get them and secondly because they might not even know about the benefit of the service.

A community might not know the benefits of having clean water until it is provided, so how can they support a demand that an NGO is doing if they even ignore the benefits?

The proportion of advocacy and action depends on every situation and has to be newly adapted at any time and in any place.

What Oxfam does is not the solution of the people problem but it helps to arrive there. It is part of the solution to provide some service and to ask for a good governance of the different communities.

The Water Bank Program began in 2004.

Before the program began, Intermon Oxfam had done other water supply projects. From these small projects it was thought about doing a bigger one to increase the number of beneficiaries of those water supply projects.

Enginyers Sense Fronteres made the technical manual and other 4 or 5 NGO where asked for different aspects of this big program.

This program has mainly 3 components:

- The first one is the infrastructure by itself. The water resource and the canalization to the people.
- The second one is the capacity building provided on managing water issues to the communities, the local governments and to the different partnerships.
- The third one is the work done on creating network between the different institutions and the advocacy and the pressure that is put to the different government with water supply issues.

This third component is mainly to create coordination between the NGOs, to make lobby to the government and to exchange experiences between the different institutions to learn and not to repeat mistakes.

For example, it has being working in registering all the institutions that are working in water issues, to coordinate them and as well to have some control about what is being done in water supply projects.

- In an other level it is work as well in environmental, gender and sanitation issues. Trying to change some habits and trying to educate the people in some social aspects.

But it is very difficult to accomplish all the necessary aspects for a good water supply project because normally the donors give money for a single year, and those projects where are involved so many social aspects require more than a year. The infrastructure can be done in 6 months if the accessibility is good enough, but it is not all about the infrastructure.

Indeed, it is normally needed 6 months to arrive to an agreement with all the parts involved and to begin the project. Furthermore, during the rainy season it is very difficult to work and might not be possible to arrive to the community, so of a whole year, there are only 3 months left to begin and finish the entire project.

For this water program, *La Generalitat* has given money for 3 years, which makes the things easier. The European Union has already approved a donation for three years time.

The financers of the water Bank Program were:

In the first round: Castilla la Mancha, Generalitat, self resource

In the second round: Generalitat, CAM, self resource

In the third round: Asturias, Generalitat, EU, self resource (socios)

The program has three rounds with different dates of beginning and finishing, even thought they solaparon in some cases.

Every round is composed by some projects. In the first and second round were 4 water supply projects each. The third round had 6 projects and the fourth round will have 2 or 3 projects.

In average the founding is being of about 600.000 € per year.

How does a single project begin?

Ethiopia has water problems nearly everywhere. Only in Addis is only a 50 % of water coverage. Even around Addis are very big water supply problems.

For the three rounds, Intermon Oxfam ask for a proposal to different local NGOs. They should say which their necessities were and what they wanted.

In the first round were 4 NGOs selected from 6 that applied to become members of the project.

In the second and third round IO asked as well fro proposals. In total 8 NGOs have worked in the program, three of them joined the 3 rounds.

For the forth round they won't ask for any proposals anymore. They don't want to expand anymore and they want to continue with the programs that they are having at the moment. And the most important is that they want to develop the advocacy and the networking.

The projects can have different water resources and it can be distributed in different ways to the different communities. The list is done in order of priorities of ways of supplying water.

There is the spring development, which is divided in "on the spot", gravity spring and pumped spring (everything is in the manual).

The first one consists only in improving the quality of the water coming out of the natural resources. It consists it making the water safe, which normally it isn't.

In the second case the water is token through canalization only with the gravity energy from the natural spring to the communities. The canalization can be until 15 Km long.

In the third case the water has to be pumped up to a higher place, to be afterwards distributed by gravity to the beneficiaries.

If there isn't any spring in the near, ground water becomes the resource.

There are hand wells. Made by hand. It is very easy for the community to manage it.

The next step is to make a borehole which is drilled with the machine. It can be a shallow borehole where only a hand pump is required or it can be a deep borehole where a motor pump is required to elevate the water for more than 45 meters.

Technically is rain water a source and it is used when no other option is possible. In the water bank project wasn't used until now. A corrugated iron roof is needed and in rural areas the most common roof is the grass one. Only schools and clinics may have this big corrugated roofs where is possible to take the water to keep it in a tank.

After the NGOs ask for help for the different projects, some visits and interviews are done and then the project can begin.

Training is provided to the different participators of the project before and while the infrastructure is being build.

Once a project is finished an evaluation is done. This evaluation is internal but also external, then some consultants are contracted to make an evaluation of the different projects and to write their report.

Oxfam belongs to the CRDA Water Group. They are in the Main Committee.

They think it is very important to work with the government. The goal of this committee is to put pressure on the government and to work with them as well. A group of NGO can make more work together than separately.

In this CRDA Water Group are a lot of meetings, then a lot of work has to be done. A new coordinator is going to be paid to be in charge for the group and to make sure the work has to be done is being done.

There is an important WASH movement in Ethiopia where Oxfam participates as well. It is mainly to make lobby with Sanitation and Water issues.

They are members of the Water Partnership. They also thing water has to be manage in an integrated way.

It is important capacity building is being done:

- For planning new strategies and new actions
- For monitoring the different projects and to evaluate them once they are finished
- To share the experiences and to learn from the other institutions.

For the future there are already some strategy lines.

Of course water is going to be provided where the government doesn't arrive.

But more and better advocacy is going to be done.

The reason is very easy. The government is going to get a lot of money for different projects and Oxfam and other organizations want to make sure this money is being spent appropriately. The amount of money is much more than what Intermon Oxfam is never going to have.

The government is going to get 100 millions US\$ from the World Bank, 60 million US\$ from the African Development Banc and another 100 million US\$ from UNICEF.

Because of this amount of money, the advocacy of the NGO has to be empowered.

But water is still going to be provided where the government is not going to arrive.

The main goal of the Oxfam projects is to make them sustainable. The problems are normally in the management part. The big problems are not usually techincs.

But the really challenging part is the sanitation. It is not only about building and managing an infrastructure. It is about changing habits people have had for years. It is about changing daily actions, it is about education.

Because of this social part of the projects, IO is asking for projects of at least three years time of duration.

ARSI PROJECT:

It was supposed to eight months ago (at the beginning of 2007).

But the management part of the project was very week because of the lack of time a good training couldn't be done.

So a project extension was done to improve the management and the sanitation aspects of the project.

In the projects already finished financial issues are checked and training and management is still provided.

The management structure is the next one:

There is a water resource and from there there is a distribution to the different communities having different water points to take water from. From each water point 5 representatives are elected. From all the representatives elected a committee is done. They meet once a year to discuss important issues. From this committee between 7 and 11 people are selected to form the board. They meet once per month and should solve regular problems and should take different decisions.

And finally there is the Administration Office. The building is done by the NGO but the workers are local people who get paid for it. There is a manager, a financer, a technic and there are as much tab officers as water points. The tachnic has to solve the different infrastrucural problems and has to take care for the maintenance. The tab officer has to collect the paiments of the people to get the water. This payment varies depending on the community. The tab officer has to give the money to the financer who is in charge for this money issues. And finally the manager has to take care that everything is working how it has.

This administration office has to solve the daily problems.

This kind of managing estructure takes around three years to create it and to let by themselves. With five years this structure works perfect.

Because the water supply net might cross different villages, the traditional structure cannot work properly anymore. These structures are to small to manage this infrastructure.

And it takes so long to create this managing group because you cannot explain the theory and expect that everything is going to work well.

People have to be taught as they are working, so you let them work and when they make a mistake you have to correct them.

The payment varies depending on the possibilities of the community. It is said that at least maintenance has to be covered. The perfect situation is that you can get money to renew the infrastructure, then it is design for more or less 20 years time, so it would be perfect if complete renew and even extensions can be paid by the users.

The Water Bureau is supposed to study the resources and to provide water to the communities. But this work is not being done because of the lack of money and training.

The NGOs are trying to capacitate them so that they do their work.

This Bureau receives applies of the different water problems of the different communities. It is from this applies where is decide which places have priority.

Oxfam try to take the supply network design from the one done by the government, just making some variations to improve it. But not doing a completely new one.

The technics and engineers work in the infrastructure from the first day, they are selected from the beginning for this reason, so that they know how has been done the infrastructure and which problems did they have to manage with.

We have gone back in projects they didn't work properly

The manager doesn't have to be an engineer. The problems are normally not technical, they are more social and of management.

Good things of the Water Bank Program:

- Allows a seguimiento of the program once it is finished because it is a long term program. This seguimiento it is not possible in other projects, where once the money is finish you cannot do anything else.
- It has an elevate advocacy component that is not possible in other projects. Oxfam put pressure on the local government as at the same time Oxfam is doing trainings for the community and as Oxfam is helping both on writing their water supply project.
- The selection method of the three first rounds has good and bad things. One of the good things is that Intermón Oxfam can repeat the local NGO is working with after one year if they have done what was expected. And as well they can stop working with the local NGO were not responding as they had or to the ones they didn't finish and had to keep working.
- On the other hand, the ask for call is a laborious process and requires a lot of time. And the NGO that are applying for money for their projects is increasing a lot, furthermore, the problems are more or less the same everywhere, so Oxfam has decided that the next call will be only for the NGO they have worked with in this last three years. In the selection process one of the most important things is the capacity at any level of the local NGOs.

Oxfam try to visit the projects at least every three months, so they put pressure the local NGO and to make sure they are well informed about how is the project

working. From this visits Oxfam wants a feed back from the community and the local NGO to know the problems, to know the experiences and to know the improvements. At the same time, Oxfam assists them technically and mostly in the management problems.

In Ticho, capital town of the Tena *Woreda*, (founded by the Italians around 1930) there was no water supply infrastructure. Water Aid has done it. When the project was nearly finished (95 %), some parts of the infrastructure where broken by some citizens as complain for some aspects of the project, because there were a few part of the population living in the high part of the town and they where not getting water from this project.

The representatives of Oxfam and EOC where talking informally with the representant of the *Woreda* administration, explaining him that it is not about how many people are not getting water, it is about the right to get water, so everybody has to get water, and if they don't get it directly from the infrastructure something has to be done as compensation.

This *Woreda* has 13 villages with big water problems. But of all the villages (*kebeles*), the one which had the biggest problem is Sole Chefa *Kebele*.

The system consists in 3 springs that supply water to two reservoirs, which are connected with the water supply system that arrives until this *kebele*.

In the project, the technical problem is not the main question. The people learn very quickly how to maintain the whole system, making reparations, cleaning and disinfecting and solving daily problems.

To teach them how to build the infrastructure may take more time to teach it, but it is still not a big difficulty.

The reservoirs are built in a way to minimise the amount of cement used on it. They are built with local stones. The reservoirs are made of massonerie. Two stones capas of 20 cm each and one cement capa in the middle of 10 cm.

The whole supply infrastructure and mainly the reservoirs were designed thinking in the population and the users in 15 years time. So, currently, there is a big overflow of water. In 15 years it won't be this amount of exceed of water and even the reservoirs may not be enough for the water demand.

Along the pipe, there are some places where are small fugas of water. This water could be used by water users for filling the plastic cans. Therefore (Selasi) has been decided by the community to punish the use of this water. If somebody is caught using this water will have to pay a multa of 30 cents. It is quite a lot if we thing in the price of the water, that is 10 cent for three plastic cans (20 liters each). So, if somebody is using this water will have to pay for 9 plastic cans.

The water supply system is a gravity system, which means that there is no need of using pumps to get the service, neither in the spring nor in the water points. The price of 10 cents per 60 liters is the normal price for such a system, then the maintenance cost is nearly zero. No petrol has to be bought for it.

In the main spring, a natural spring, a construction as been done to collect the water properly, it means that not too much water is wasted and as well, that the ones which gets into the system, has not get dirty or infected.

Firstly, in the spring, some material had to be taken away to make a hole until the natural eye was found.

The construction was done to lead the water to the pipe. There are three pipes. One goes to the water supply system and the other two are for overflow.

The workers were three kind: Volunteers of the community, fix workers for the whole construction period and hired workers for some pick work periods.

The pipes had to be disinfected the first time the system was working. They are not disinfected anymore. The reservoirs are disinfected every 6 months.

The spring water is already clean, so the main reason for disinfection is because of the dirtiness could be created in the way to the water points.