Nationwide mapping of small piped water systems and standpipes, and the design of ICT systems to enable continuous monitoring, support regulation and create an investment platform

see/saw

Location: DRC | Target group: Low-income communities nationwide | Partners: World Bank, WSP, GRET, ADIR | Duration: 2013 - 2014

Background:

SeeSaw was contracted by the World Bank to evaluate existing water distribution systems across the DRC and propose how to improve access to drinking water in areas served by these networks. SeeSaw was responsible for deploying various ICT tools for identifying, locating and collecting baseline data (technical, economic and social) on all existing piped water supply schemes and stand posts in the country, including all independent schemes serving more than 5000, as well as outlining the investment potential and costs for expanding existing autonomous schemes, and proposing a cost effective method for continuous monitoring of autonomous networks and stand-posts, and also a mechanism to regulate these networks and standposts.

Our Solution:

SeeSaw was responsible for managing the data gathered and developing an online platform, training field staff and management teams, and customised reporting for ongoing technical support:

- **doForms:** SeeSaw recommended a third-party survey collection tool, doForms, to gathering the required data on water distribution systems
- **Water Point Mapping Data Review:** SeeSaw reviewed available data and produced a clear and concise report explaining whether or not the water point mapping system was fit to provide data on rural water supply monitoring
- **Technological review:** Advice was also given on the choice of appropriate technology to use for data collection, as well as a risk assessment of challenges related to technology and process choices
- **Investment Platform:** Online platform to share and visualize the results of the study
- **Monitoring System:** SeeSaw also led the design of an ICT-based monitoring system that promotes investment in these systems and enables better management and regulation of services.
- **Reports:** Custom reports for ongoing technical support

Key Benefits:

- User-friendly doForms system available on smartphones
- Improved accountability to help influence the behavior and attitude of service providers and the community regarding water consumption and maintenance
- Strengthened customer relationships with local authorities and water providers