

July 2016



Water User Committee Training

Adopt the Village in Nkondo Project

21ST to 23rd July-2016

By

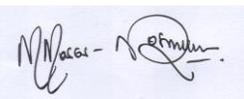
Moses Musiitwa

Formulations Technologies Inc

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ASSIGNMENT CHARACTERISTICS

1	Title	Water User Committees training (simulation based teamwork training for Committee Members on Valley Dams)
2	Date(s)	21st to 23rd July .2016
3	Principal	H. Moses Musiitwa Formulations Technologies Inc (A member of White Group-Eastern Africa) Plot 29a Factory Road Ntinda mosmumm@gmail.com +256-776-449 688/ 702-449 688 Skpye ; Moses.musiitwa1
Protocol Signature Sheet		
4	Signature	Date 09th August, 2016
		

Preface

Rotary club of Kampala North-RCKN and Nkondo -Kidere Development Union-NKUDU developed and are currently implementing a major communities initiative to address the Health, Food security, Community development, Micro finance Education, Water and sanitation needs of Nkondo people, in Buyende District .

The Adopt a Village in Nkondo project was designed to contribute to the targets for water supply and sanitation in Nkondo Sub county , taking into account the physical planning needs together with attention to water for production and water management as an integral part of environmental sanitation. RCKN & NKUDU mobilized the other community groups which later formed KYENATU Development Association-KDA

A training and Capacity Building Workshop for Water User Committee members was held at community hall in Iringa trading center from 21st to 23rd July 2016, organized by RCKN & KDA with the aim of clarifying their roles & responsibilities on the Valley dams, then identifying capacity building activities required to support and sustain Water infrastructure investments under the Adopt the village project as an urgent necessity to ensure that the required capacity is in place to effectively manage and operate the expanded water and sanitation systems.

The Workshop brought together over 68 participants drawn from all the 5 valley dam – Water committee user members and participants from sub-county local authorities; Water and sanitation service regulators at District, Community-based Organizations, and

As such, RCKN under a cooperation agreement contracted Moses Musiitwa as lead facilitator to take on the training and capacity building services in this regard. He was tasked with developing training modules and a comprehensive training program that would result in:

- a) Proper management of the Valley dams, and as well as more effective operational systems geared at efficient utilization of the water
- b) Improved sustainability of the investments in each of the Valley dams,
- c) Clarity on responsibilities and ownership of the Water User committees
- d) An expansion of the revenue base;
- e) Improved clients relations with community members

However at the inception of this intervention, the Govt Valley dam in Kamuli was not included in the scope, yet the dam contributes sustainably to the Nkondo Community. Participants from the Govt dam- were also included in the program . The working

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team of 4 and lead facilitator visited the valley dams to determine the situations of the dams, and pending work. The findings formed the basis for the expanding the training modules and the training program and are herein highlighted in this report.

1.0 INTRODUCTION

- 1.1 Back ground In 2011, Rotary Club of Kampala North-**RCKN** in association with **Nkondo -Kidere development Union -NKUDU** -launched The Adopt the village in Nkondo “ to address the water supply , Sanitation challenges , and feeding & Nutrition needs then aspects of empowering communities out of poverty through Micro credit all for the people(particularly the poor) in the Nkondo sub county . The initiative has a clear pro-poor focus and is intended to generate desirable outcomes that have a lasting impact on the community. Amongst the outcomes is institutionalized capacity building program in Food security and income generation activities. Both RCKN & NKUDU, organized the various community based organization to form **KYENATU Development Association -KDA** , which is currently supervising the completion of the Water supply phase of The Adopt a Village project in Nkondo
- 1.2 Over the past four to five years, the **KDA** has been able to achieve major Water Infrastructure improvements in Nkondo sub county. In order to share its experience and expertise in bringing about real improvements in water management , the KDA worked to establish Water user committees per valley dam , where most of the committee members have been involved in Valley dam development or the community capacity building program in Nkondo .
- 1.3 As part of its assignment, the team carried out a situational analysis and training needs assessment to enable meaningful design of a training program. This report outlines the findings of this activity. The scope of work covered 5 valley dams , and all were visited . The site visits and training were carried over a period of three (03) days between 21st to 23rd July 2016.
- 1.4 **Purpose of the Situational Analysis and Training Workshop.**
The visit to each of the utilities was aimed at enabling the team gain an in depth understanding of the required Fast Track Capacity Building requirements. It gave a quick synopsis of the base line performance in the areas of pending works, Water facility utilization & maintenance and water demand management. It further aimed at identification of key and immediate hardware and software requirements and systems changes to support sustainability. The training needs assessment (TNA) was aimed at identifying the core training needs in the above areas as well as identification of any essential complimentary skill requirements such as water demand management. The whole exercise was aimed at gathering adequate material that would be useful in the designing of the training modules.

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The specific objectives of the situational Analysis and training were

- a) Situational Analysis on the Valley dams
- b) Training the Water Committee Users on their roles and responsibilities
- c) Identifying capacity gaps to be worked on for sustainability of the Valley dams.
- d) Sharing experience with counter parts who have done it before

1.5 **The Team;** The team comprised of:

- a) Mr Moses Musiitwa Team leader/Quality Assurance, WASH Specialist
- b) Ms Christine Bbosa WASH Specialist – for Documentation
- c) Mr. Shaban Nkutu – Project coordinator – NKUDU
- d) Mrs Monica Nanswama - Loans Officer –Microcredit & Mobilizer

2. APPROACH TO THE ASSIGNMENT

The Team carried out site visits in each valley dams

- a) Kasuku-Kigeyizere-A Valley dam
- b) Kigyeyizere B Valley dam
- c) Kyabazala Naibuluka Valley dam
- d) Nseka nseka Valley dam
- e) Lwevola Valley dam

2.1 Field visits and situational analysis based on a Check List

The team did visit the water valley dams installations and network systems and assessed the situation based on a Check list (Appendix 1). Photographs were taken to give the pictorial form of some of the observations made during the field visits.

2.2 Interviews

Interviews were held with key informants, members of the water user committees and other community leaders, then staff of KDA. Focus group discussions were also held with key staff.

2.3 Review of records, databases and documents

Request for available records, and documents were made from the committee members of each Valley dam. The document were to be reviewed and an assessment made of the processes and management systems in place. No documentary evidence of reports were obtained, however the members of Kigyeyinzere B reported to have held meetings, and with decision and resolutions made, but were never documented

2.4 Training & Exit meeting

Training sessions are done for all participants (Appendix 2- training time table). At the end of training, an training evaluation session was conducted with evaluation form distributed to all participants present Also an Exit meeting were held with members of the management teams of KYENATU of the in which all stakeholders present were debriefed.

3.0 Field visits and situational analysis

All valley dams are sources of water to the households including drinking water. Amongst all the dams, its Kigyeyinze B with some-how cleaner water. Its more hygienically acceptable sources of water for drinking water. However, some people are still committed to water wells, as source of water even if, the valley dam water can be better for house hold use .

All dams are being supervised by **Kyenatu Development Association- KDA** , who shall later hand the over the Water User committies when the dams are completed.

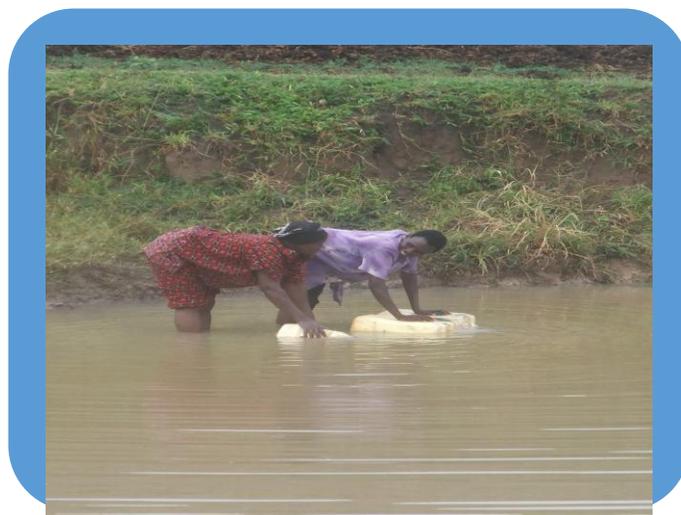
3.1 Kasuku Kigeyizere A Valley Dam



This serves a population of about 500-600 people, and an average of 2000 animals (Cattle, Goats, Sheep). Its still lacks the fencing wires & poles, then the animal trough is not yet constructed. Animal still walk in the water, to be served. The water demand is estimated is not yet established however water consumption is estimated at 500 Jerri cans day.

3.2 Kigyeyizere B Valley Dam

This serves a population of about 1500 people, and an average of 380 animals (Cattle, Goats, Sheep). Its next to the trading center. Its also lacks the fencing wires & poles, then the animal trough is not yet constructed. Animal still walk in the water, to be served. The water demand is estimated is not yet established however water consumption is estimated at 250 Jerri cans day.





3.3 Kyabazala- Naibuluka Valley Dam

This serves a population of about 500 people, and an average of 630 animals (Cattle, Goats, Sheep). Its next to the trading center. The fencing poles were being fixed , but, the animal trough is not yet constructed. Animal still walk in the water, to be served. The water demand is estimated is not yet established however water consumption is estimated at 800 Jerri cans day.



3.4 Nsekankesa Valley Dam

This serves a population of about 700 people, and an average of 450 animals (Cattle, Goats, Sheep). Its far from the trading center. Its also lacks the fencing wires & poles, then the animal trough is not yet constructed. Animal still walk in the water, to be served. The water demand is estimated is not yet established however water consumption is estimated at 400 Jerri cans day.

3.5 Lwevola Valley Dam

This serves a population of about 700 people, and an average of 450 animals (Cattle, Goats, Sheep). Its far from the trading center. Its also lacks the fencing wires & poles, then the animal trough is not yet constructed. Animal still walk in the water, to be served. The water demand is estimated is not yet established however water consumption is estimated at 400 Jerri cans day.



4.0 The Training Workshop

4.1 Aims of Training

The aim of the training was enhancing improvements in the quality of life of people through their improved access to safe, convenient, sustainable water supply and sanitation services, and increased adoption of hygienic practices at the personal, household and community levels,

The specific objectives were

- Educate them on the meaning of WUCs, composition and the general roles of WUCs
- To enlighten the committee on the causes of conflict and means of conflict resolution in relation to water use.
- To train and discuss with the committee on the roles and composition of WUCs, and documentation involved
- To equip the committee members with basic knowledge and skills for the operation and maintenance of water sources.
- To educate the committee on good hygiene and sanitation practices at households and around the water sources.

4.2 The Preparations - Content Development

The lead facilitator developed the content, based standard content for WUC, situational analysis during the field visit and on advice /observations by the community leaders. The intervention(s) was to introduce the aspects of leadership, member responsibilities, and related maintenance challenges for Valley dams

4.3 Duration of Training

The training was carried out for 2 working days, for the Water User Committees for the 5 Valley dams. The scope covered

4.4 Opening of Training

The training was officially opened by Community Development Officer Nkondo Sub county Ms Dorothy Nakanya . She welcomed members and appreciated everyone who managed to turn up for the training. She noted that Water Committee Users training are required by law, and the committee should be able to pass resolutions and enforce them, to ensure proper water management for target areas. She discussed the aspects of community led sanitation,- CLTS ,then the lack of toilets and open defecation still being a big challenge for the community

She thanked KYENATU and NKUNDU for coordinating the mobilizing participants for the training workshop. Also she thanked the Rotary Club of Kampala North for spear head to reduce the water crisis in the Nkondo sub country. She declared the training opened. An opportunity was given to discuss community issues other than WUC training. They discussed

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more of Youth Development Fund progress & current challenges then up-coming Women Development Fun.

4.4 Training Delivery Methods and Scope

The delivery method was by open discussions of general and specific aspects Water, Sanitation and hygiene at household and community levels. There were short presentations made, and later questioning of participants of what happens in reality.

Participants learnt about

- a) Aspects of WASH, and current challenges due to different lifestyles
- b) Water User committees- the composition, Roles & responsibilities.
- c) Management of the Water Source- Valley dams
- d) Operations and maintenance of Valley dams (Carrying out routine, seasonal and emergency maintenance works)
- e) Conflict resolution at water point / source
- f) Documentation for Water User communities, covering Minutes, Financial records, Bye-laws and formation of bye-laws
- g) Reporting to team members and the assembly
- h) Complimentary Skills- The training did also focus on individual charters, group behavioral and process changes, and the facilitative leaders ie Coaching, Mentoring, Sponsoring, teaching, and leading other from behind

4.5 Assessments of Intervention

A total of 68 participants were involved in the training, including civic leaders who managed to be present for half-day sessions

Participants	
Male	56
Female	12
Total	68

The assessment conducted at the end of the session indicated participants were pleased to have been exposed to the information in the sessions. They did feel out the evaluation forms provided. The discussions were open and

a number of weakness had been identified to be worked upon.

4.6 The Closing of Training Workshop

At the end of the training the Sub-county Security officer –GISO, -Mr Ewaku Moses then the LCIII chairman- Mr Fred Basabirwa, thanks members for participation, and promised support to Water User Committee members, from the local authorities.

5.0 Discussion Points

The training was participatory in nature. Some issues discussed in line with what the participants thought what the valley dams were for and how different it is from reality. Some of issues discussed included

5.1 Findings

- a) We discovered that during the training that **only one** site of the Valley dam, did elect the Water User committee members. Most of the site did appoint members to make the required number of nine (9), and the gender representation requirement (a least 30%) was not followed.
- b) Most of the committees in place had **never held formal meetings**, and did not know, they had to do so.
- c) Only one WUC- Kigyeyizere B, had formulated some bye-laws focusing on animals in the valley dams, and washing of Bodabodas in the valley dam. However the enforcement is very poor .
- d) All WUC's on the five dams, don't have any documents to bind them together. Eg constitution. This is still work in progress, since KYENATU is still guiding the process.
- e) The WUC's keep asking for contributions from community members and this has become monotonous. The community members don't see the need to contribute more money!!!. The lead facilitator explained and gave examples, that because the WUC's are not accounting for previously collected funds, its becoming a burden to all members.
- f) Most Valley dams are left un-attended to for a long time . Most of the care takers confessed , they pass-by for short time, which is wrong. Sharing from Govt-valley dam, they should be person full time at the dam, or a least people who alternate among they selves .
- g) There has been **loss of life** in one of the valley dams. A young man attempted to swim across the dam, and got stuck , and later died, after drowning in the dam

5.2 Raising Concerns

- a) The meeting noted that **toilets** had been left out on the valley dams. We learnt that the Govt-Valley dam, which was built many years ago, still had a standing toilet, even if not being used. Meeting agreed to find ways of building toilets on valley dam sites
- b) The facilitator raised issues of Maintenance, then health & safety on the dams. There participant discussed the safety aspects , and noted that they should a **small boat** to regularly help in keep the water surface free on any obstacles.
- c) The meeting observed, that some young people had imported a dangerous weed, and put it the growth on the valley dam. The particular weed was being used as narcotic drug. The weed had affected the water quality, and taste. Its has been removed, but not completely. Security has to be intensified.
- d) The WUC's are not **working as a team**. Some of them disrespects each other in public, and object to any resolutions passed. The participants agreed to work as a team
- e) Fencing work seems to be delayed, vs the agreed completion date of 15th August 2016.
- f) People still don't contribute to maintenance and completion cost , yet the use the water

5.3 Achievements So far

- a) KYENATU has mobilized WUC to start working on fencing of the, and later the animal troughs shall be built.
- b) There has been some individual volunteers who have worked to remove the local weed from the affected Valley dams
- c) Valley dams are serving the people with water. More work is still required to completed.
- d) The LC III Chairperson pledged support to the dams for sustainability

5.4 Capacity Gaps Identified

- a) The water user committee members need more training in Basic accounting and financial reporting. this will improve accountability to their clients.
- b) Records management is poor. There is need for KYENATU to address the issues of documentation and records keeping before handing over the dams

- c) Team work and communication among the water user committee members needs to be improved.
- d) Water User committee members need to know the linkages between access to water and community challenges like Increase of HIV, Malnutrition in child and adults, Food insecurity, community sanitation & hygiene-open defecation, etc etc

6.0 Conclusions & Recommendations

6.1 The Conclusion

The intervention was useful since it enabled participants to be inform ,raise and discuss, some pertinent issues of concerns in Water Sanitation And Hygiene -WASH, and then to understand their roles and responsibilities as WUC members . Based on evaluation comments, the training was very successful, and a ***mind- set change*** was achieved.

6.2 The Recommendations

- i. Participants requested for more sensitization meetings and workshops to have an in-depth understanding about the various development aspects in general and, and engaging of communities to better out-puts. These are being recommended
- ii. Consider building toilets on valley dams even if they were not part of the project design.
- iii. Consider buying small canoe boats, which shall be useful in maintenance.
- iv. The WUC's should develop and endorse their constitutions and bye-laws.

7.0 Action Plan;

Short Term		
Activity	Period	Responsibility
Re-establishment of Water User Committees and mandates-(documentation) <i>[Filling vacant roles, Gender-balance, Minutes, financial records]</i>	2 Months	Chairman and team KYENATU
Fencing of valley dams	2 Weeks (by 15 th Aug)	Chairman and team KYENATU
Building of water troughs for animals	2 Weeks (by 15th Aug)	Water User Committees LC I chairperson
Medium Term		
Pit- Latrine construction	Dec 2016	Chairman and team KYENATU
Small Boats for Valley dams		

8.0 Annexes

8.1 Time table Used

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21st to 23rd July , 2016		
Day 1 ; Field tour at the dam(s) <ul style="list-style-type: none"> ○ Sustainability of Water facilities ○ Operation of WASH facilities/monitoring of usage 		
DAY 2		
Time	Activity Plan	Materials
08:00 - 08:30am	<ul style="list-style-type: none"> ○ Registration ○ Pre-Learning Assessments ○ Opening of Workshop ○ Introductions & expectations of Participants ○ Training goals & expectations of program 	
Session 1	Water ,Sanitation & Hygiene -WASH (Aspects of WASH In Day-To-Day Life)	
08;30 am to 10;30 am	<ul style="list-style-type: none"> ○ Our Rights to Water and Sanitation ○ Roles and Responsibilities for the community ○ Sanitation and hygiene practices at the water point ○ WASH related diseases ○ WASH roles in regards to gender 	
Health Break	10;30 Hrs to 11;00 Hrs & Group Photos	
Session 2	Water User Committees-Composition, Roles & Responsibilities	
11;00 am to 13;00 hrs	<ul style="list-style-type: none"> ○ Definition & Members of Water user/ Sanitation Committee (WSC) ○ Formal organization/legal status of the WASH committee ○ Overview and formulation of water user association constitution for water and sanitation projects. ○ Election of water user association. (Who Should Carry Out Election? Who Should Be Elected? Model of Elections , Timing of Election, Election Procedures Institutions Created By an Election ,Term of Office , Appeal against an Election) ○ Roles & Responsibilities of the Water User Committees 	
Lunch Break	13;00 Hrs to 14;00 Hrs	
Session 3	Water User Committees-Composition, Roles & Responsibilities	
14;00 hrs to 16;00 hrs	<ul style="list-style-type: none"> ○ Role and responsibilities of the Community ○ Water management & Utilization ○ Capacity building of WASH committees 	

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	<ul style="list-style-type: none"> ○ Monitoring and assessment of committee's performance ○ Concept of sustainability & Empowerment of Water Users 	
Day 3		
Session 4	Management of the Water source	
8;30hrs to 10;30 hrs	<ul style="list-style-type: none"> ○ Leadership & Code of conduct and ethics for water user association leaders ○ Group Development & Dynamics ○ Effective meetings and making decisions ○ Social Mobilization of the Community ○ Water source protection ○ Conflicts in Water Use and Management 	
Health Break	10;30 Hrs to 11;00 Hrs	
Session 6	Operation and maintenance of Water technologies	
11;00hrs to 13;00 hrs	<ul style="list-style-type: none"> ○ Identifying a problem ○ Water source Operation and maintenance ○ Pipeline , Storage tanks & consumer points ○ Shallow wells ○ Dams ○ Maintenance schedule 	
Lunch Break	13;00 hrs to 14.00 Hrs	
	The Water User Committee Challenges:	
Session 7	<ul style="list-style-type: none"> ○ Holding meetings ○ Records Keeping ○ Hygiene & sanitation promotion ○ Financing of Water & Sanitation facilities ○ Book keeping and Accounting ○ Business development (Income generating projects) ○ Water quality monitoring programme design ○ Others 	
14;00hrs to 15;45 hrs		
Health Break	15;45 Hrs to 16;15 Hrs	
Session 8	Community Action Planning & Closing of Workshop	
16.15 hrs to 17;00 hrs	<ul style="list-style-type: none"> ○ Action plans for improvements (Individual & Communities) (Activities, How, When, Where & Responsibilities) ○ Review of Day's work ○ Post learning assessment 	
Closing of Workshop		

8.2 Summary of Evaluation by participants

8.3 Attendance list of participants

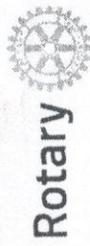
8.4 Attachment of Training Materials Used



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July 21st to 23rd, 2016
Attendance List

	Names	Community	Facility / Village	Telephones	Signature
1	Sebagala . T.	NSEKASEKA		0777546327	
2	Dongo Geoffrey	Nsekaseka		0782240017	
3	Balikwata Robert	Kyohobwata		0751750922	
4	Nume David	Immeri		0783826970	
5	Nakanya Arsany	CLD-Nkondo S/C		0705317324	
6	BAYEJUSA Simon	IRUNGA T/CENTRE		07866021224	
7	SABBA JANIE	NSEKASEKA		0788980573	
8	Nabinge Jezeina	Immeri		-	
9	Sagina Sosai	IRUNGA		0785059149	
10	KAKURUSOM	IRUNGA		0782794607	



WATER USER COMMITTEE TRAINING

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Attendance List

Names	Community Facility / Village	Telephones	Signature
1 MASAMBATA PAUL	KYABAZALA	0779495777	<i>[Signature]</i>
2 NALUBEGA SABURABIMMERI	IMMERI	0779670882	<i>[Signature]</i>
3 SAADI SSALONGO	IMMERI	0751246939	<i>[Signature]</i>
4 MAIMUNA NAKANDI	IMMERI	0772027852	NAKANDI
5 BALIUA STEPHEN	IMMERI NSEKASEKA	0783853744	<i>[Signature]</i>
6 Mitungo David	IMMERI	0753830190	<i>[Signature]</i>
7 ZIRIMU SAMUEL	KANATGE	0752807513	<i>[Signature]</i>
8 MUFUMBI RO FRED	IMMERI	0783777386	<i>[Signature]</i>
9 KIKI PETER	KANANTEGE	0755615979	<i>[Signature]</i>
10 RAYTU JAMES	NSEKASEKA	0778561188	<i>[Signature]</i>



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Attendance List

Names		Community Facility / Village	Telephones	Signature
1	Abudu Kwasoga	Kyabagala	0754048263	AK.
2	ByAmungu James	Iriringo maini	0752388032	B
3	Kiiza samuel	Iriringo maini	0793 85570	K
4	NYANDHYA JOSHUA	NGEKAKAKI	6784204884	
5	BHENKYA-HENRY	IRINGA MAINI	0778030158	[Signature]
6	WANDHALUBI CHARLES	KYABAZALA	0786248658	[Signature]
7	KATO LUNGSTON	Kalogo	0787 934030	
8	KIIRYA BARATI	EMERI	0785-048012	KIIRYA
9	KAMEZERE JAMES	IRINGA T/C	0753- 158090	[Signature]
10	SINGOMA MOSES	KICHEMERE ZONE	0784934170 0701357735	[Signature]



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Attendance List

Names	Community Facility / Village	Telephones	Signature
1 EKUTE MANWEKI	IRINGA-KIREELE	0706502226	
2 JUMKINE HENRY-ELLY	KIGEIZERE ZONE	{ 0704595810 0734-094895 }	(HAE
3 MUBHAGO GOSFEREM	IMMERI ZONE	0786-680483 0757-042963	Handwritten signature
4 TIBERINDO ASTOR	IRINGA	0771011928	Handwritten signature
5 ESEZA AMO	IRINGA		
6 KASAYINTA ALI	IRINGA	0777599000	ALI
7 Kyabazaba	Kyabazaba		
8 Mwendite	Kyabazaba	0779995781	Handwritten signature
9 Ntinaku Samuel	Kyabazaba	07889955388	Handwritten signature
10 Muka Moses	Mam 'B'	077209835	Handwritten signature

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Attendance List

Names	Community Facility / Village	Telephones	Signature
1 STEVEN MAGADO	KIGEZIRE	0782549589	<i>Steven Magado</i>
2 MALYAMU NAMETOBU	Iringa T. Centro	—	<i>Malyamu Nametobu</i>
3 MURLES & JOSEPH	Kyabazala	0776271548	<i>Murles & Joseph</i>
4 KUMERE GRACE	NAMUHANDA	078564280	<i>Kumere Grace</i>
5 TENYWA JAMES	NAMUHANDA	0785300281	<i>Tenywa James</i>
6 ROJIA GADSBY	Kalogoyi	0772027310	<i>Rojia Gadsby</i>
7 NASSWANJA MONICA	Nakaswedwere	0778261724	<i>N. W. e</i>
8 NIKUUTU SHABAN	IMMERI / KIGIZIRE	0751683363	<i>Nikuutu Shaban</i>
9 MUGVALUSI CHARLES	NSEKASEKA	0752808446/ 0773774535	<i>Mugvalusi Charles</i>
10 KASUYA CHARLES	IMMERI	0782889868 0782483396	<i>Kasuya Charles</i>



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Attendance List

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Names	Community Facility / Village	Telephones	Signature
1 DUME DAVID	IMMERI	0783826970	
2 B-THABAGIAMBWI FRED BASOTSEKWA	KIBEIZERE VILLAGE	0755042990	
3 MWETSITA ISAAC	KITATIDHUMBA	0758-702854	
4 BANNESSUSA SIMONE	IRINEA T/C	078 6021224	
5 BUKUNA STEPHEN	IMMERI NSEKESOLA	0783 853747	
6 MUYUMBIRO FRED	IMMERI KYABAZATA	078377886	
7 WADHIALUBI CHARLES	PYABAZALA	0786248658	
8 BUKUKYA - HENRY	IRINGA MANI B	0778 030158	
9 MUKUNYI SAMUEL	KIBEIZERE	0789955388	
10 AMOONGESISA	KIBEIZERE		



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Attendance List

Names	Community Facility / Village	Telephones	Signature
1	MUKISE Fred	0782142397	MUB
2	MUGERE PAUL BEN K	0753835634 0784934170	MUGERE P
3	KINCOMA MOSES	0701357735	KINCOMA M
4	MARKA MOSES	077209835	
5	LUMWINE HENRY EMMY	0704595310 0784-094895	HR
6	STEVEN MAÇADO	075254589	
7	KIMEZE GRACE	070365144	
8	BALIKOMWA BOBABI KYANAKO	0751750922	
9			
10			

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INTERNATIONAL LIFELINE FUND



WATER USER COMMITTEE TRAINING

MANUAL

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How to use this Manual

This manual has been organized into topics, sessions and activities. It is always a good practice to follow the order of the manual. You can however repeat a session in order to bring out a desired objective. The program is flexible to facilitate use in a variety of settings, so feel free to experiment, but keep in mind the needs of the participants and the overall objectives of the program. Once a topic/session has been covered you could mark the session/topic completed, for example you could tick on the session in the table of contents.

Each session has an overview, objectives, time, materials list, directions, conclusions and evaluations.

1. The overview gives a general picture of what the session will cover.
2. The objectives identify what we hope to achieve by conducting this session. It is always a good practice for the facilitator/trainer to share the session objectives with the group.
3. The time is the estimated duration it takes to conduct the session.
4. For each session, various materials have been suggested. Plan ahead, so that you will have obtained the suggested materials or substitute with something familiar.
5. Directions are given on how to conduct the session.
6. Conclusions are suggested to help summarize the lessons learned and key message of the session.
7. Once the session has been completed, please take a moment to fill in the session evaluation form that is at the back of your manual, and send it to your supervisor, who will summarize the information and make a report. This will help the program team improve the sessions and materials.

We hope you find this manual helpful. We are very interested in learning from you on how to improve it, so please feel free to contact the trainers at any time if you have a question or suggestion.

Session 1: Getting Started

Overview

This session introduces the organization to the participants.

International Lifeline Fund (is a non-governmental charitable organization that strives to provide clean and safe water, and promotes good hygiene and sanitation practices in communities under their WASH program, it also provides clean fuel efficient cook stoves under it environment program they do this in partnership with the communities).

Warmly welcome the group and set a positive tone for the time together with the participants. Ask the participants to introduce themselves, mentioning their names, position and village name

Activity 1: Objective Clarification

Objective:

1. The general objective is to ensure that Water User Committees (WUCs) are equipped with practical knowledge and skills in management, maintenance and sustainability of the water points and ensure sustainability of the community water sources. Under this the specific objectives are to;
 - Educate them on the meaning of WUCs, composition and the general roles of WUCs
 - To enlighten the committee on the causes of conflict and means of conflict resolution in relation to water use.
 - To train and discuss with the committee on the roles and composition of WUCs.
 - To equip the committee members with basic knowledge and skills for the operation and maintenance of water sources.
 - To educate the committee on good hygiene and sanitation practices at households and around the water sources.

Duration: 10 mins

Materials: Flip chart/ Manila paper/ white board, markers, masking tape.

Directions:

List the objectives of the session and ask one of the participants to read them. Ensure that everyone understands the objectives and clarify if necessary.

Activity 2: Expectation

Objective: To understand what the participants would like to get out of the training and also what the trainer would like of the participants

Duration: 10 mins

Materials: Flip chart/manila paper, markers and masking tape, note books and pens.

Directions:

1. Ask participants to brainstorm what they hope to get out of the training.
2. Briefly review the list of expectations. Ask participants to decide together whether all are within the scope of the training program and display those expectations on flip chart. After participants have given their expectations, add your own, as the trainer/facilitator.
3. Write the final list on a flip chart and pin it on the wall. Refer back to it throughout the training sessions.

Activity 3: Ground rules

Objective: To agree on a set of ground rules for the training and group interaction

Duration: 10 minutes

Materials: Flip chart/ Manila paper, markers and masking tape.

Directions:

1. Explain that the training session is the groups only time together and that in order to make the best of this time, it is useful for everyone to agree to some group rules. Ask participants to suggest rules they think might be appropriate. As rules are suggested write them on the flip chart.
2. Ask if all the participants agree with the set rules.
3. Post the flip chart in an area that is easy to see. Always have the ground for other sessions too so you can always refer to it.

Some of the ground rules may include;

- Actively participating in all sessions
- Asking questions
- Be open to new approaches and ideas
- Support each other
- One participant speaks at a time

- Practice active listening
- Time keeping
- Mute cell phones
- Respect to others opinions
- Avoid unnecessary movements.

Activity 4: Electing Leaders

Objective: To let the participants elect among themselves whom they would like to represent them in time keeping, spiritual leader, welfare as well as a coordinator.

Duration: 5 mins

Materials: Flip chart, markers

Directions:

1. Ask participants to volunteer to the leadership positions mentioned, if no one offers to volunteer ask them to elect time keeping, spiritual leader, welfare and coordination.
2. Voting of the nominees by show of hands should take place with the facilitators doing the counting of hands and writing the elected participants on a flipchart.
3. The whole process should be agreed upon by all participants.

Conclusion:

Review any logistics or housekeeping issues (breaks, lunch, restrooms, clocks etc.). Also introduce the parking lot space where we will place issues that cannot be covered fully in the session.

Session 2: Water User Committee Roles

Overview

These are community members elected by the community itself to carry out the maintenance of the water points to ensure proper functionality and sustainability on behalf of the community

Activity 1: Leadership qualities

Duration: 10 Mins

Direction:

Definition. This is the act of directing the performance of individuals under a particular group in order for the members to do things as required.

Ask all participants to get their pens and books ready, tell them that we will go for an exercise to check themselves in regard to them being in the committee. Ask them the following questions.

1. In their books, ask participants to write 3 positive things about themselves that they possess and they think it will help do their work well as members of the water committee.
 2. When they are done with their strength, ask them to write 1 thing about themselves that is negative and might make their work as members of the water committee hard.
 3. Ask them one by one to share what they have written down, with all honesty.
- A good leader should be loyal to the follower
 - Should be informed/knowledgeable
 - Should be respectful(to and by the followers)
 - Should be transparent(accountability)
 - Should be approachable(easy to talk with or approach)
 - A committee that does not segregate
 - Should be an exemplary committee
 - Should hold frequent meetings with its members.
 - Should be available
 - Should be God fearing
 - Should be good at problem solving
 - Should not be biased and should not always hurry to pass judgment

Activity 2: General roles of the WUC

Durations: 20 Mins

Material: Robe, Masking tape, straws, a small ball made from masking tapes

Direction.

Divide the participants into 2 groups, A and B. Introduce the tower game. The 2 groups each should build the tallest tower that can support the ball using the materials that they were given within five minutes. This exercise is meant to show the participants the importance of planning, timing, team work, and what impact it can make, hence understand their function as a water committee in the community. From the activity ask them the following questions:

1. What was the exercise all about? their responses may be;
 - Understand the importance of everyone's role in an activity.
2. What were the importance of this exercise?
3. Were you important in the exercise as an individual? How?
4. Do you think each of you have a function in water maintenance?

5. What are the general function or roles of the water committee in water maintenance and sustainability? These include;
 - Collecting co-funding from the community members
 - Collecting monthly water user fees.
 - Open water user fees account
 - Mobilizing for labor from the community to help during siting, construction, minor and major repair.
 - Maintain cleanliness at the water point always
 - Report to relevant local authority any problem developing at the water point.
 - Lobby for funds for repair of the water point in case of major break down.
 - Be accountable to the local authority and the community
 - Enforce the bylaws set by the community
 - Educate the beneficiaries of the water point on water usage and proper hygiene practices
 - Ensure the water point is functional all the time
 - Settle other minor issues from the community and forward the major ones to the local leaders
 - Keeping good records of the water point
 - Act as a focal point or channel to both the local community and the stakeholders e.g. Local government, NGOs etc.
 - Unite the community members.

6. Go through the specific responsibilities of the committee members together with the committee member too and these include;

The chairperson

- Call for water user meetings
- The overall person who steers the committee members
- Responsible to chair all meetings and to maintain discipline during meetings and give guidance
- Follows resolutions made during the meetings
- Links the committee members and the community
- Settle minor disputes and refer major ones to other local leaders
- Ensure that the committee members are committed to their work as he/she supervises their performances
- Acts according to the interest of the community
- To be the principal signatory to the bank account

The Vice chairperson

- This committee member's role is similar to the chair person. They assist the chairperson and in the absence of the chair person he sits in.

The secretary

- Prepares notice for meeting
- Recording the minutes of every meeting
- Reads the previous minutes at every subsequent meeting
- Keeping good records of payment, minutes, visits, repairs, list of water users, among others
- Collect the monthly user fees from the community
- Acts according to the interest of the community as directed by the chair person
- Chairs the meeting in the absence of the chairperson
- Helps the treasurer in financial recording when he or she can not write
- To be a co signatory to the water user bank account

The treasurer

- Keeping money and asset of the community
- Keeping record of the incoming monthly contribution
- Keeping of records and receipts of out going funds (expenditures)
- Raising of funds from within and out side of the community's water source
- Together with the chair person, they keep control of the community's fund
- Accounting for the monthly income and expenditure at the water points to the community
- To be a co signatory to the water user bank account.

The caretakers

- Mobilizing of the community for water source cleaning and organizing the schedules for general cleaning
- Keeping of the cleaning tools
- Maintaining of discipline at the water points and ensuring systematic drawing of water on a daily basis
- Referring of major disputes at the water point to the chair person
- Report immediately any technical fault experienced at the water point to the pump mechanic through the chair person
- Assist in the collection of the monthly water user fees from the community.
- Ensure that the water source is kept clean and used properly and prevent children or any body from misusing/playing with the water point
- Ensure that water users fetch water using clean water containers.

The Advisors

- To assist in setting by-laws
- To perform advisory roles

The by-law enforces

- Ensure that set by-laws by the community are followed
- Bring order during the meetings
- Takes lead to enforce penalties on violators of the by-laws

Mobiliser

- Mobilizing the community in case of any problem if called for a meeting at the water point
- Carrying out any activity at the water point when assigned by the chair person

Session 3: Income and Expenditure at the Water Point

Overview

In this session the committee members learn the different Sources of funds, the expenditures at the water point and income

Activity 1: Sources of water point funds

- Users' monthly collection
- Income generation activities (raising seedlings, farming, keeping animals etc.)
- The well wishers (e.g. the politicians and other visitors)
- Allocation from the village/local government (the sub county) if available
- Interest from the bank
- Fund raising
- Fines

Activity 2: Expenditures of the water point

This is money spent from the account of the water users. It could be used for:

- Purchase of spare parts
- Repair of plat form and drainage of the bore hole
- Repair of fence (poles and the environment), including the soak pit
- Payment to the pump mechanic
- Purchase of the locks for the pump
- Opening up of other projects
- Payment of transport incase of distant purchase
- Purchase of other office materials like pens, counter books, and receipts
- Purchase of tools for the water point such as nails, hoes, rakes, brooms, spades etc.

Session 4: Management of the Water Point

Activity 1: Ways by which WUC's can mobilize and organize their communities

- Giving information on water activities
- Person to person
- Use of public notice. This can be fixed on big trees or on the walls, at locations easily noticed by the community
- Dispatching letters
- House to house visits
- Passing information at public places such as markets, schools, churches etc
- Mass media. This includes radio announcements, television and local news paper
- Use of phones

Activity 2: General maintenance regulations

To keep the water point clean and well maintained:

- Due respect must be given to caretakers
- Indiscriminative human and animal waste disposal are not allowed around the water point
- No body should fight or quarrel at the water point
- All water containers should be washed and placed in line and in order
- Persons should not bang the pump
- Persons should not wash themselves at the borehole
- The water point compound should be leveled and the drainage lines opened
- The surrounding area should be slashed or grasses kept short so as not to give avenues for urination or defecation and rubbish throwing
- There is need for proper route to the water point that is cleared and leveled to avoid hurts from sharp and harmful materials.
- The water point should be fully fenced and with a soak pit at the end of the drainage channel
- Any person who fails to follow the guidelines should be disciplined by the WUC's

Activity 3: Important areas to consider in maintenance of water point environment

- Fence - To be repaired regularly.
- Storm water diversion channels – To be opened whenever clogged.
- Soak pit – To be repaired every time it breaks

- Compound – To be slashed and or swept periodically
- Plat form – To be washed daily
- Drainage channel – To be kept open constantly
- Slab protection bricks – To be kept firm and plants growing in between them removed frequently
- Pump parts – Status to be checked regularly

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Activity 5: Preventive maintenance

The aim is to have community members take corrective measures on anticipated break downs of a water facility. That way, the break downs will be minimized.

Preventive maintenance ensures cheaper operation and maintenance of water facilities in the long run

Guarantees uninterrupted use of facility and thus sustains functional use of the pump

Activity 6: Sustainability can also be achieved through

- Provision of spare parts and replacement before they are completely worn out
- Regular servicing of pumps
- Proper coordination between caretakers, WUCs and community members
- Provision of security for the facility

- Caring for the equipment (Tightening loose nuts)
- Cleanliness
- Immediate response to any related issues that might arise at the water point
- Payment of monthly contribution per household in time

Session 5: Conflicts in Water Use and Management

Overview

Conflicts are bound to arise in any community at any time where people are working towards a common goal or sharing something communally such as a water source or a public sanitation facility. The most important thing to know is how this conflict can be resolved without disrupting safe water supply

Activity 1: Common conflicts in communities regarding water use and management:

- Conflict among the WUC members such as the chairperson and the treasurer, or the chairperson and secretary.
- Conflict between the WUC's and the rest of the community water users.
- Conflict between other local leaders such as LC's and WUC members or the community members
- Conflict between owners of the land, used for the water source and the users.
- Conflict between the community users themselves
- Conflict between caretaker and the community at large

Activity 2: Reasons for Conflict among Water Users and Management

- When members of the community don't understand the reasons for contributing money and therefore are not willing to do so.
- If the amount of money to be contributed has not been agreed upon in a transparent manner.
- Mismanagement of community funds by the committee members.
- When community members do not adhere to the by-laws set.
- If the land owner(where the water source is located) denies community members access to the water point
- If the community is divided along different political parties.

Activity 3: Ways of Resolving Conflict at the Water Source

There's no standard way of resolving conflict. Very often resolving a conflict is a tiring exercise that involves a lot of patience and not "taking sides". Some conflicts are easy to handle, while others can be difficult.

Conflicts can be locally handled either through the WUCc, the LC executives or traditional leaders/elders.

Get the conflicting parties to sit together so that they can recognize that there is a problem

- Discuss with the conflicting parties to find out what the cause or source of the conflict is
- Let each of the party give his /her side of the story and weigh both positions
- Point out what you see as the weaknesses and strengths in each party's arguments- and don't "take sides" when you do this.
- Clearly state the effects of not resolving the conflict
- Get the conflicting parties to reconcile by shaking hands or hugging/ embracing each other

Activity 4: Consequences of Unresolved Conflict

- Failure or refusal by community members to contribute to the O&M fund which can result into dis -functionality of the water point in the long run
- Reluctance of members on the WUC to perform their roles
- Failure by community members to access water from the improved sources
- Loss of trust by members in their WUC

Session 6: The Water Committee Challenges:

Overview

WUCs always face challenges in managing water sources, it is important for them to know these challenges ahead of time and find solutions for them early enough, so that they are not discouraged from their work.

Activity 1: Discussing WUC challenges and way forward for the challenges

Duration: 20 Mins

Materials: Flip chart, makers, pens and books.

Direction.

1. Ask the water committees present to come up with some of the challenges they feel they will encounter or at one point they have experienced or have seen other elected committee experience in the execution of their duties as water source committees and also allow them to generate some of the way forward they feel when applied can address such challenges.
2. Among the challenges the committee may come up with should include the following below, however the trainer should try to explain some of the challenges they might have left out and the trainer feels it is a very big challenge to the committee.

Some of the challenges can include;

- Low turn up and poor time management when they call for water user meetings or trainings.
- Negative attitude or reluctance in meeting the set milestones more especially the co-funding.
- There is a big problem with children and even animals which can damage the apron or the fence.
- Beings reluctant in enforcing the set by-laws or implementing the set by-laws segregatively and also the community members minimizing the WUCs.
- Activities of some NGOs like giving allowance which makes their work very hard to deal with the local community members because they feel any sitting should be accompanied with allowances.
- Poor record keeping and accountabilities when it comes to the user fees collections.
- Misconduct of some water user committee who may not be exemplary to their people.

- A very big problem when it comes to collecting monthly water user fee.
- Hardship/refusal by some community members when it comes to regular water maintenances.
- Problem getting spare parts when the water point breaks.
- No pump mechanic to fix their water point who may be from their village/community.
- Land wrangles more especially when the owner of the land does not want the project to be on his/her land.
- Not having any understanding of saving or account opening for the water point
- Pseudo work of the pump mechanics, contractors, whose construction and repairs break down very fast

Way forward for the challenges above.

- There is need for intensive and early mobilization whenever there is need for training or meetings or even fines and penalties as agreed in the by-laws should be levied on those who may miss the training or meeting without notice. This should also capture all the WUCs.
- There is need to come up with water user by law with fines and penalties levied on them so that fear is instilled in to people and these fines and penalties can reduce on problems like missing meetings or training, breaking set by laws, refusal to pay water user fee, animal and children issues etc. in addition, copies of those set by-laws should reach the authorities like the sub-county, LC1, and District for their review and approval.
- The water committee should be exemplary and exercise their duties without any favor and should let fines and penalties reach any committee member who may break the set by-laws.
- ILF will always help the local committees and show them where they can get good spare parts in case their water point breaks down **BUT ILF will not buy for the local communities any parts, it will be the duty of the community to buy such parts for repairs.**
- The committee should make the best use of the available pump mechanics trained within the sub county level or parish level. ILF may provide the pump mechanic list if given by the district.
- The committee should always share responsibilities and show their ideas to each other and this will improve on their record system and efficiencies.

Activity 2: Advantages of holding meetings

Meetings can be held for the following purposes:

- To decide on the water fees by the community members
- To discuss sanitation by laws at the water point and sanitation at large should be decided and amended by the community, who should also be willing to abide by
- To account for the monthly income, expenditure and contribution
- Election of WUC's who might have left work
- To settle other disputes arising from the water point
- To discuss the work to be done and the man power
- To draw a budget of expenditures to be carried especially by the committee
- To identify the tools required and the number e.g. spanners, counter books, receipt books, hard brushes etc
- To quantify the volume of work and the time needed to complete the work
- To identify people for the roles they are good at. This is for the purpose of good work
- To identify the sick and the disabled. This is important in allocation of the quantity of work and collection of the monthly contribution (if any)
- To discuss issues of sourcing the funds for the water points
- Naming or confirming the name of the water point

Session 7: Record Keeping

Overview

This means systematic collection of data and the preservation of the data gathered for present and future usages.

Activity 1: Ways of keeping record

- ❖ Tapes and compact disks
- ❖ Computer
- ❖ Writing in a note book
- ❖ Storing in the telephone

NB: For this purpose records collected by the hygiene and sanitation trainers shall be kept on papers (monitoring forms) since some of those methods above are expensive and demanding therefore good for town settings.

Activity 2: Advantages of record keeping

- Ready information for current and future use
- Helps in clarifying doubts
- Accountability and transparency
- Helpful to those who were not present at the time such messages were passed.

Activity 3: Samples of record books that are important for WUCs to know

Sample 1:

Cash book.

Date	Opening balance	Detail of particular	Income / money in	Money spent/Expense	Closing balance
30/01/2016	0	Monthly collection	25000	-	25000
10/02/2016	25000	<ul style="list-style-type: none">• Buying 2 pipes• Paying Pump Mechanic		7000 5000	13000
20/02/2016	13000	Monthly collection	25000	-	38000
8/03/2016	38000	<ul style="list-style-type: none">• Buying nails• Paying caretaker	-	7000 5000	26000

Sample 2:

Duty Record Book/Buk me tic l dog pii.

Wang Tic: -----

Tic: -----

Mwaka: -----

S/no	Name	Months											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
01	Opiro Mike	*	*	*	*	✓	✓	✓	✓	*			
02	Ocaka Denis		*			*			*				
03	Oloya Paul	*		*			*			*			
04	Mary Ojok		✓	✓	*			*			*		
05	Alice Acup		✓	*		*			*		*		

NB: Please ensure that the household that is always number 1 in the monthly user fee collection record is always number 1 in the other record books too.

Sample 3**Water source routine check form (Form me yubu Tangci.**

1	Date(Nino dwe)			
2	Village name(Nying wang tic)			
3	Name of mechanic(Nying ayub pii)			
4	Components checked(Ngo ame ongiyo ikom tangci)			
5	Problems/ faults identified(peko/peki ame onwongo)			
6	Parts purchased(Jami ame owilo)			
	Item/Jami	Quantity/Adii	Unit price/Wel acel acel	Total cost/ Wel Ducu
6.1				
6.2				
6.3				
6.4				
	Total			
7	Repairs done(Ngo ame oyubu)			
8	Witness'(Acaden) name (Nyinge) and signature (Cing)			

APPENDIX

TEST FOR THE PARTICIPANTS

1. *(a)Who are the WUC's*
2. *(b)Who are the officials of the committee?*
3. *What are the duties of the chairman of the WUC's?*
4. *(a)What are the possible ways of raising fund for the water source?*
5. *(b)How can the funds collected be used?*
6. *(a)What are the causes of conflicts in water use and management?*
7. *(b)Suggests possible ways of resolving these conflicts*

EVALUATION QUESTIONS

- i. Write three thing that you liked in this training*
- ii. Write three things that you did not like in this training*
- iii. What are the ways through which you will put into practice the knowledge gained?*
- iv. How should the future trainings be organized?*