



SUCCESS FACTOR: OPERATION, MONITORING, AND MAINTENANCE

Take responsibility for long term benefits and/or properly functioning infrastructure.

OVERVIEW

Generally, water and sanitation projects experience their most serious problems with operation and maintenance (O&M) and with cost recovery aspects. While there has been less attention the same applies to follow-up in capacity development, awareness or lobby and advocacy projects. Therefore, it is imperative to plan for O&M/project follow-up, with a planned withdrawal of your direct support as local ownership builds.

HOW TO

Are all required O&M / follow-up responsibilities clearly assigned?

To ensure that your project outputs (infrastructure, commitments for behaviour change, etc.) yield the envisaged benefits in the long-run, it is paramount that you discuss and establish an O&M/follow-up plan with those who will be responsible for the O&M/follow-up activities. Ideally this should be a continuation of the work to clarify terms and commitments for O&M/follow-up during the project planning. As part of this process you should establish when external services might be required and who could support those responsible/supply required materials.

Use IQC tool Support and monitoring implementation of operation & maintenance/follow-up activities.

Are sufficient revenues for use, operation and maintenance of the project outputs generated and is an accounting system in place?

If customers see what they are being charged for, they may be more likely to pay their bills. It also helps those responsible for the management of a water source as well as the users of the water source to detect and prevent dishonest activities (e.g. such as theft of money) related to financial management, the collection of service fees, etc.

RELATED TOOLS

Support & monitor implementation of operation and maintenance/project follow-up

Establish fees and transparent accounting



A clear establishment of fees or required contributions and a transparent accounting system are pre-requisites for cost recovery and sustainable project outcomes. You need a good estimate of the monthly costs to determine the tariff / fee structure or the required contributions from project stakeholders. Establish a sound billing and/or accounting system to increase financial accountability and transparency that ensures liquidity, so that O&M works or follow-up activities can be carried out whenever they are needed. For water supply tariffs you may need to get approval from the responsible public authority. Support the initial collection of tariffs.

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