

**HP management (v. 1.0)**

**Question**

**Response**

**General**

- 1. Name of the locality \_\_\_\_\_
- 2. Number of handpumps managed by the \_\_\_\_\_
- 3. Name of contact person \_\_\_\_\_
- 4. Phone number \_\_\_\_\_
- 5. Permission for the use of the phone number as key contact?  
Yes \_\_\_\_\_  
No \_\_\_\_\_
- 6. Remarks (if any) \_\_\_\_\_

**Governance**

- 7. Type of management  
Handpump WSMT( WATSAN)\_\_\_\_\_
- Private person (e.g. chief- assembly man- etc)\_\_\_\_\_
- No management structure\_\_\_\_\_

**Only answer if you responded Handpump WSMT( WATSAN) to Q7**

- 8. How many men does the WSMT have? \_\_\_\_\_

**Only answer if you responded Handpump WSMT( WATSAN) to Q7**

- 9. How many women does the WSMT have? \_\_\_\_\_

**Only answer if you responded Handpump WSMT( WATSAN) to Q7**

- 10. Is there a treasurer?  
Yes \_\_\_\_\_  
No \_\_\_\_\_

- 11. Is there a caretaker?  
Yes \_\_\_\_\_  
No \_\_\_\_\_

- 12. How many vendors are there? \_\_\_\_\_

- 13. Has an initial training taken place?  
Yes \_\_\_\_\_  
No \_\_\_\_\_

**Only answer if you responded Yes to Q13**

- 14. Has retraining taken place?  
Yes \_\_\_\_\_  
Not yet- but there is evidence for planned refresher training\_\_\_\_
- No \_\_\_\_\_

- 15. Are account books kept? (Check)  
Yes \_\_\_\_\_  
No \_\_\_\_\_

**Only answer if you responded Yes to Q15**

- 16. Are account books kept up to date?  
Yes \_\_\_\_\_  
More than a month behind \_\_\_\_\_

**Only answer if you responded Yes to Q15**

- 17. Are records shared with the community?  
Half yearly \_\_\_\_\_  
Yearly \_\_\_\_\_  
Less frequently (takes more than a year) \_\_\_\_\_  
No \_\_\_\_\_

- 18. Are operational (including maintenance) records kept? (Check)  
Yes \_\_\_\_\_  
No \_\_\_\_\_  
No maintenance done yet \_\_\_\_\_

**Only answer if you responded Handpump WSMT( WATSAN) to Q7**

- 19. Has there been change in the  
Yes- change in management type \_\_\_\_\_

Yes- change in composition of WSMT \_\_\_\_\_  
Yes- there is a WSMT- but it is not managing the facility \_\_\_\_\_  
New handpump- new management unit \_\_\_\_\_  
No change \_\_\_\_\_

20. What was the reason for the change?

Political \_\_\_\_\_  
Chieftaincy \_\_\_\_\_  
Community forced change because of non-performance \_\_\_\_\_  
End of term \_\_\_\_\_  
Moving or death of member(s) \_\_\_\_\_

**Only answer if you responded Handpump WSMT( WATSAN) to Q7**

21. Has there been political or chieftaincy

yes \_\_\_\_\_  
no \_\_\_\_\_

**Only answer if you responded Handpump WSMT( WATSAN) to Q7**

22. Is there a facility management plan that

Yes \_\_\_\_\_  
No \_\_\_\_\_

**Only answer if you responded Yes to Q22**

23. Is the facility management plan updated?

Yes- annually \_\_\_\_\_  
Yes- but not annually \_\_\_\_\_  
No \_\_\_\_\_

#### Operation

24. Have you ever needed spare parts?

yes \_\_\_\_\_  
no \_\_\_\_\_

**Only answer if you responded yes to Q24**

25. How long does it normally take to get

Not possible at all \_\_\_\_\_  
Longer than 3 days \_\_\_\_\_  
Within 3 days \_\_\_\_\_  
Less than 24 hours \_\_\_\_\_

26. Did you ever need the services of the area mechanic?

yes \_\_\_\_\_  
no \_\_\_\_\_

**Only answer if you responded yes to Q26**

27. How long does it normally take to acquire

Not possible at all \_\_\_\_\_  
Longer than 3 days \_\_\_\_\_  
Within 3 days \_\_\_\_\_  
Less than 24 hours \_\_\_\_\_

28. Is breakdown repair carried out when needed?

Yes \_\_\_\_\_  
No \_\_\_\_\_  
There has not been a need yet \_\_\_\_\_

**Only answer if you responded Yes to Q28**

29. How long does it normally take to have

Longer than 3 days \_\_\_\_\_  
Within 3 days \_\_\_\_\_  
Less than 24 hours \_\_\_\_\_

30. Is routine (preventive) maintenance carried out?

Yes - twice a year or more often \_\_\_\_\_  
Yes- at least once a year \_\_\_\_\_  
Yes- but less often than once a year \_\_\_\_\_  
No \_\_\_\_\_

31. How often has water quality sampling and analysis been carried out?

- Never \_\_\_\_\_
- Only during construction \_\_\_\_\_
- Less frequently than than once a year \_\_\_\_\_
- At least once a year \_\_\_\_\_

**answer if you responded Only during construction|Less frequently than than once a year**

32. By certified institute (GWCL, WRI, GSB,

- yes- always \_\_\_\_\_
- sometimes \_\_\_\_\_
- never \_\_\_\_\_

**answer if you responded Only during construction|Less frequently than than once a year**

33. Has water quality testing been paid for by

- Yes \_\_\_\_\_
- No \_\_\_\_\_

### Financial Management

34. Have revenues been recorded on a monthly basis over the course of last year?

- yes \_\_\_\_\_
- no \_\_\_\_\_

**Only answer if you responded yes to Q34**

35. January revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

36. February revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

37. March revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

38. April revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

39. May revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

40. June revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

41. July revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

42. August revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

43. September revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

44. October revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

45. November revenues \_\_\_\_\_

**Only answer if you responded yes to Q34**

46. December revenues \_\_\_\_\_

**Only answer if you responded Yes to Q15**

47. What was last year's annual revenue (in \_\_\_\_\_

**Only answer if you responded Yes to Q15**

48. What was last years's annual expenditure \_\_\_\_\_

49. Is there a dedicated bank account for the system management?

- Yes \_\_\_\_\_
- No \_\_\_\_\_
- Unknown. Return visit required. \_\_\_\_\_

**Only answer if you responded Yes to Q49**

50. What is the amount in bank account \_\_\_\_\_

51. Has a tariff been set?

- Yes \_\_\_\_\_
- No \_\_\_\_\_

**Only answer if you responded Yes to Q51**

52. Has the tariff been set in line with CWSA

Yes \_\_\_\_\_

No \_\_\_\_\_

Partially \_\_\_\_\_

**Support**

***Only answer if you responded Handpump WSMT( WATSAN) to Q7***

53. Does the MMDA/DWD/EHA monitor

Yes \_\_\_\_\_

No \_\_\_\_\_

***Only answer if you responded Yes to Q53***

54. Do they monitor on a regular basis?

At least quarterly \_\_\_\_\_

At least half yearly \_\_\_\_\_

Less often than half yearly \_\_\_\_\_

***Only answer if you responded Handpump WSMT( WATSAN) to Q7***

55. When was the last monitoring visit to the \_\_\_\_\_

***Only answer if you responded Handpump WSMT( WATSAN) to Q7***

56. Does the MMDA/DWD provide the direct

Yes \_\_\_\_\_

No \_\_\_\_\_

Sometimes \_\_\_\_\_

***Only answer if you responded Yes to Q53***

57. Does the MMDA / DWD/ EHAs check the

Yes \_\_\_\_\_

No \_\_\_\_\_

***Only answer if you responded Handpump WSMT( WATSAN) to Q7***

58. Has there been a need for major repairs

Yes \_\_\_\_\_

No \_\_\_\_\_

***Only answer if you responded Yes to Q58***

59. Did the MMDA support the community

Yes \_\_\_\_\_

No \_\_\_\_\_







