

Monitoring Report 2011: Daraja - Raising the Water Pressure

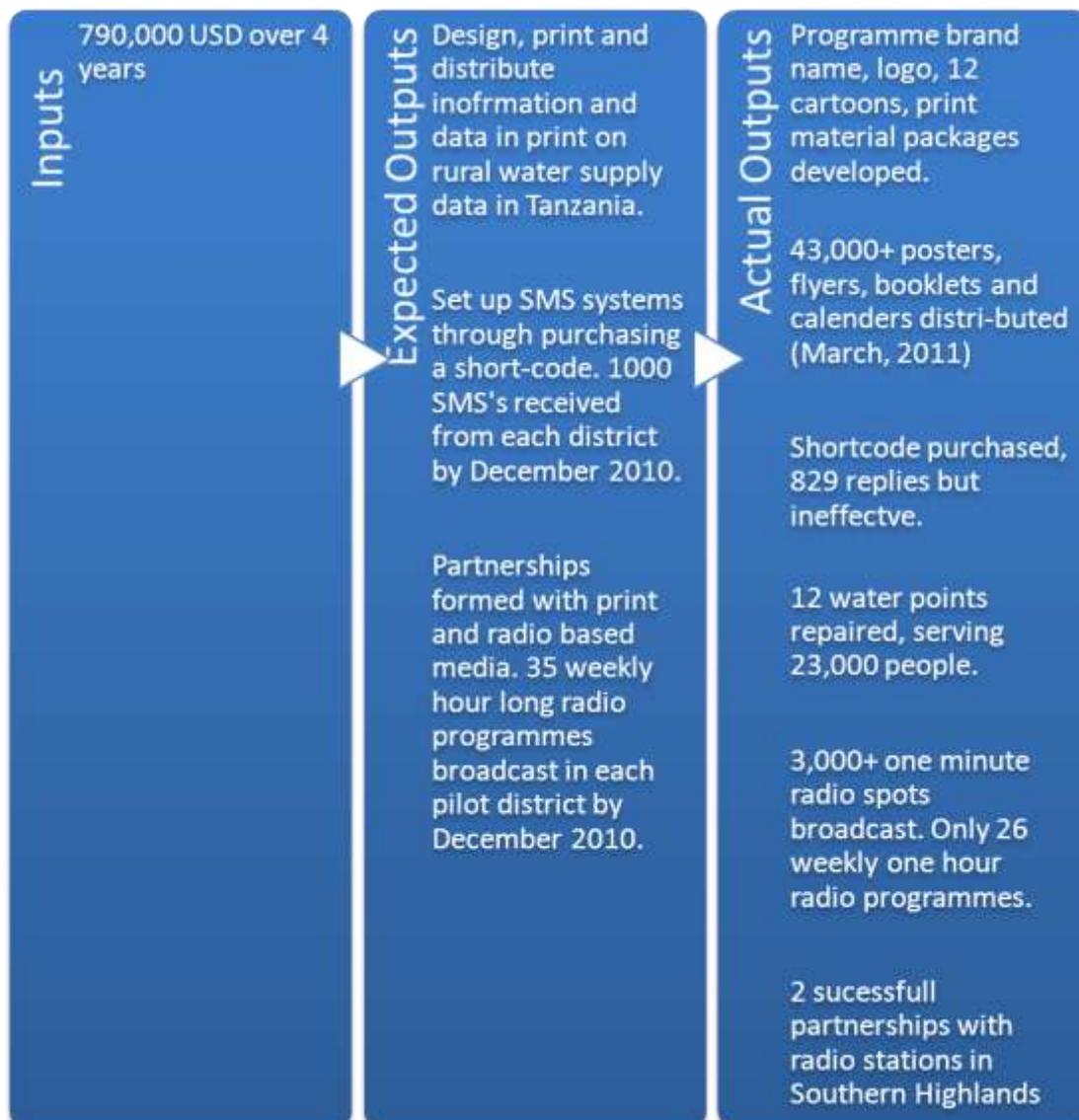


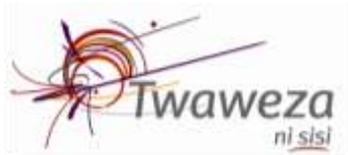
Name of organisation	Daraja
Name of programme	Maji Matone - Raising the Water Pressure
Area of work	Tanzania
Sector	Water
Channel	Media, Newspapers, radio, text messaging and print media
Dates	2009-2013
Funding	790,000 USD
Twaweza partnership goal	Increase access to clean water, increase functionality of rural water points, increase citizen agency
Achievements	<ul style="list-style-type: none"> ● Improved water access to up to 24,000 persons through the repair of twelve water points in three districts; ● 43,000+ posters, flyers, booklets and calendars distributed; 26 weekly radio programmes broadcast; ● 2 radio partnerships formed and 6 journalists trained; ● 829 text responses on water supply situation.
Monitoring	Partner reports, website



Daraja is Swahili for bridge, which reflects this partner organization's approach to bringing citizens and local government in rural Tanzania closer to each other in order to improve service delivery.

Raising the Water Pressure/Maji Matone developed tools to encourage citizens to report water point functionality in their communities. Through mobile telephones citizens sent information about water point functionality that would later form a water point map. Daraja also popularized social issues concerning rural water supply and water development funding and actors through radio and print media.





Key Outputs

- 43,000+ posters, flyers, booklets and calendars (developed by Daraja, Twaweza and partners and covering Education, Health, Water and Citizen Agency) distributed.
- Six radio journalists trained on how to report on rural water supply issues in their respective regions, the outputs of Maji Matone, the state of rural water supply, water policy and funding.
- Two partnerships formed with radio stations in Njombe region to popularize data and findings on rural water supply and inform citizens on Daraja's short code text messaging network.
- 26 weekly radio programs (each one hour long) about rural water supply and development in Tanzania.
- 829 text responses detailing participants' water supply situation. Information collected from text respondents was used to get
- 12 water points in three districts repaired, improving water access to up to 24,000 persons.

Twaweza Monitoring

Twaweza has received monitoring and annual reports from Daraja on its operations in Tanzania and met outputs. Twaweza's LME unit has concluded that the information is valid. Throughout the project both parties realised shortfalls and learnings. Some pressing challenges throughout 'Raising the Water Pressure' included:

- Persuading citizens to send water point data through short code SMSs. The organisation only collected 53 texts that could be used leading to the breakdown of the system.
- Realising sustainable radio partnerships and maintaining relations with existing radio partners. One of the three radio partnerships originally founded broke down.

Throughout Twaweza's partnership with Daraja the organisation took commendable leadership to self-monitor its operations and admit failure. Within its annual reports and through the Daraja blog the organisation spoke in detail about the shortfalls of Maji Matone such as in the blog post titled, '*Maji Matone hasn't delivered. Time to embrace failure, learn, and move on*' that suggests a number of possibilities to why the programme did not progress as planned including:

- The lack of mobile access for women in rural areas who are the primary household member to collect water.
- The challenge of supporting a project without any certainty of a result or change in the individual's water supply situation.

Twaweza has gained valuable learnings through its partnership and ongoing discussion with Daraja. In the future Twaweza may approach the SMS systems that Daraja failed to set up differently.



Twaweza will consider how to encourage other partners to present similar leadership in admitting their shortfalls publicly, to attract debate, comments and contributions among the development, recipient and online community.