

DEVELOPMENT OF Service Delivery Indicators in Uganda



Service Delivery Indicators (SDIs) are being developed in Uganda to supplement the national 11 golden indicators, which provide information on general aspects of rural water services (access to water, investments in the sector, water quality, functioning of management structure). Although very helpful for national stakeholders to take decisions and remedial actions, the golden indicators provide little information on the potential sustainability of water facilities and key background indicators that can be used to assess the reliability, the actual levels of water services being delivered to the population in rural areas, user satisfaction and technical backstopping to service providers.

The SDIs describe the way in which water supply services are delivered and supported across the different levels of service delivery: level of the actual service delivered, level of user satisfaction, level of service management, and level of the service authority and support mechanisms. The set of indicators presented in this document apply to both point sources and to piped schemes. Below is a summary of all indicators and sub-indicators.

Level	Indicator	Sub-indicator
Service delivered	Water quality	E. Coli; TDS; Turbidity
	Water quantity	Water quantity delivered; Water quantity accessed
	Accessibility	Number of users; Distance to water facility; Walking time
	Reliability	Uptime water facility
	Quality of water source	Non exposure to pollution; Seasonal variations water quality; Seasonal variations yield
Users' level	Users' satisfaction with the service delivered	Users' satisfaction with water quality; Users' satisfaction with water quantity; Users' satisfaction with accessibility; Users' satisfaction with reliability
	Users' sense of ownership of water facility	Users' financial contribution to Operation & Maintenance; Cleanliness of water facility surroundings
Service provision level	Service manager and operator composition and activeness	Functionality of service manager; Gender; Viability of scheme operator
	Service manager's and operator's performance of tasks	Financial records; Collection user fees; Cost recovery; Meetings with users; Preventive maintenance; Scheme operator's reports; Meetings with tap committees; Relationships with service authority and support
	Service manager and operator internal governance	Records on decision points; Transparency on Operation & Maintenance Fund
Service authority and support mechanisms / functions	District Water Office (DWO) staffing	DWO staffing Levels
	District planning	Planned investment based on equity
	Community mobilisation pre-construction	Signed MoU; Community capital cash contribution; Land agreement
	Support and supervision to service managers by service authority and HPMs	Reactivation of service managers; Responsiveness District Water Office to major breakdowns; Responsiveness Hand Pump Mechanics/Technicians
	Support and supervision to service managers by Umbrella Organisation	Support visit of Umbrella Organization
	Construction supervision	Responsiveness to major breakdowns by Umbrella Organization Construction supervision
	Monitoring	Use of water facilities' functionality data ; Monitoring of service managers' activities
	District coordination	Functionality District WATSAN Coordination Committee
Responsiveness of Technical Support Unit	Responsiveness of Technical Support Unit	