

A sector for service delivery: Challenges & tactics used to support the development of Malawi's WASH sector



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The challenge of service delivery continues to plague the water sector: the same is true in Malawi. Many sector actors, including government institutions at all levels and DPs, all need to be working on different aspects of building a sector that can develop and sustain vital WASH services. While much attention is paid to the technological challenges in sustaining services in the sector, resolving challenges of coordination and management also play a significant role in the long-term sustainability of service delivery. We have tried all of the tactics suggested below, and would love to talk with you about our experience of how each played out!

Do these challenges sound familiar? How do you address them?

The sector can't convene often enough to discuss and agree on sector issues

Can consultations on key issues happen in ways other than convening to help us move forward?

Who is *really* responsible for achieving sector priorities?

*Let's update sector tools & roadmaps to show how **everyone** needs to contribute to reaching sector goals.*

When project incentives end, things fall apart

If we don't provide incentives, can we weed out those who aren't really interested in making progress?

Too many great ideas can't get off the ground

Maybe it's too much, too soon? Let's build something simpler, and iterate and improve over time...

Communication is top-down, not upwards or horizontal

What if we organize a different type of conversation to try to trigger new communication norms?

Our challenges seem too big to address

*"Non-functionality"
"Under-funded sector"
... It's too broad!
If we define our problems more precisely, we might see better ways forward.*



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