



Enabling equity in rural water supply *Vietnam case study*

WASH 2016 Training

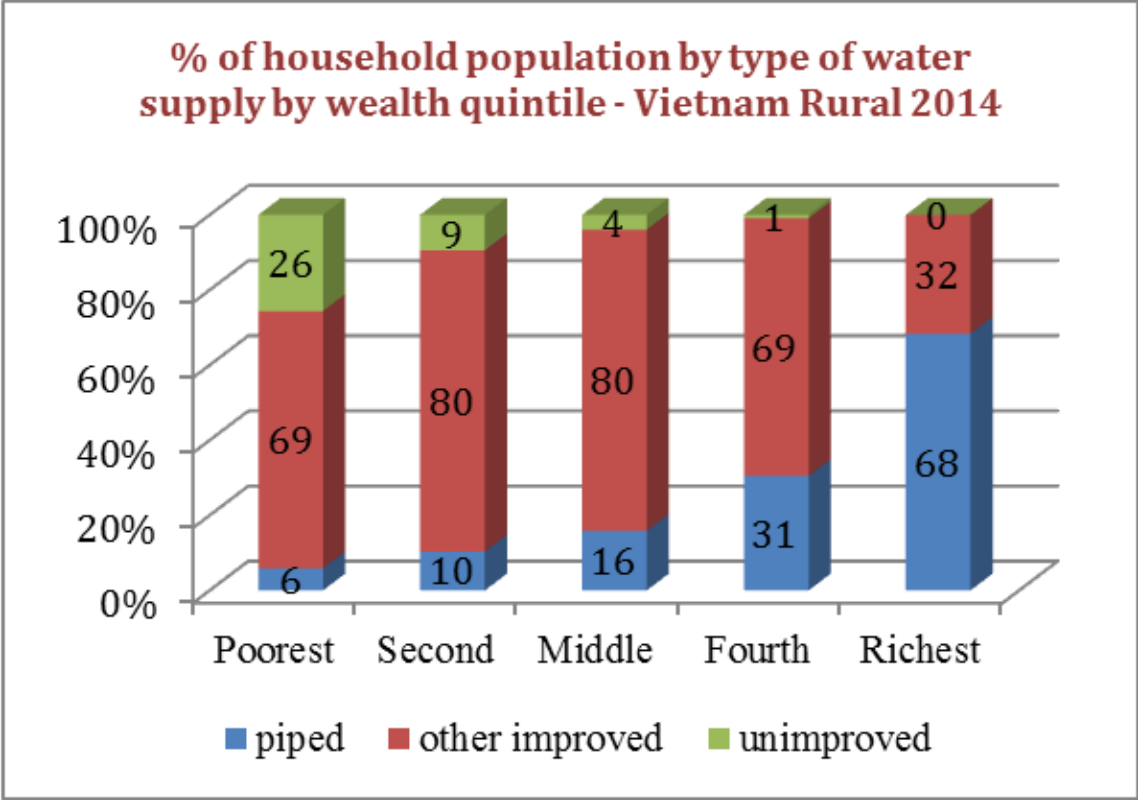
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KEY MESSAGES

1. A focus on equity is essential – our research found the poor face challenges accessing services
2. Private enterprises can make a positive contribution to improving access, but strong public regulation is necessary to ensure poor-inclusive and quality services
3. Government and development agencies can take action to support more inclusive and equitable service delivery

KEY MESSAGE 1: A FOCUS ON EQUITY IS ESSENTIAL



THE STUDY

4. Effectiveness of current policy and regulations

5. Motivators, enablers and challenges

Private enterprise service providers

Other service providers
(Community, CPC, Cooperative, SOE, pCERWASS, other State-managed)

1. Comparison of customer satisfaction

2. Comparison of operation

3. Access by the poor

Vietnam rural water services

6. Research in other countries and international experience

FINDINGS

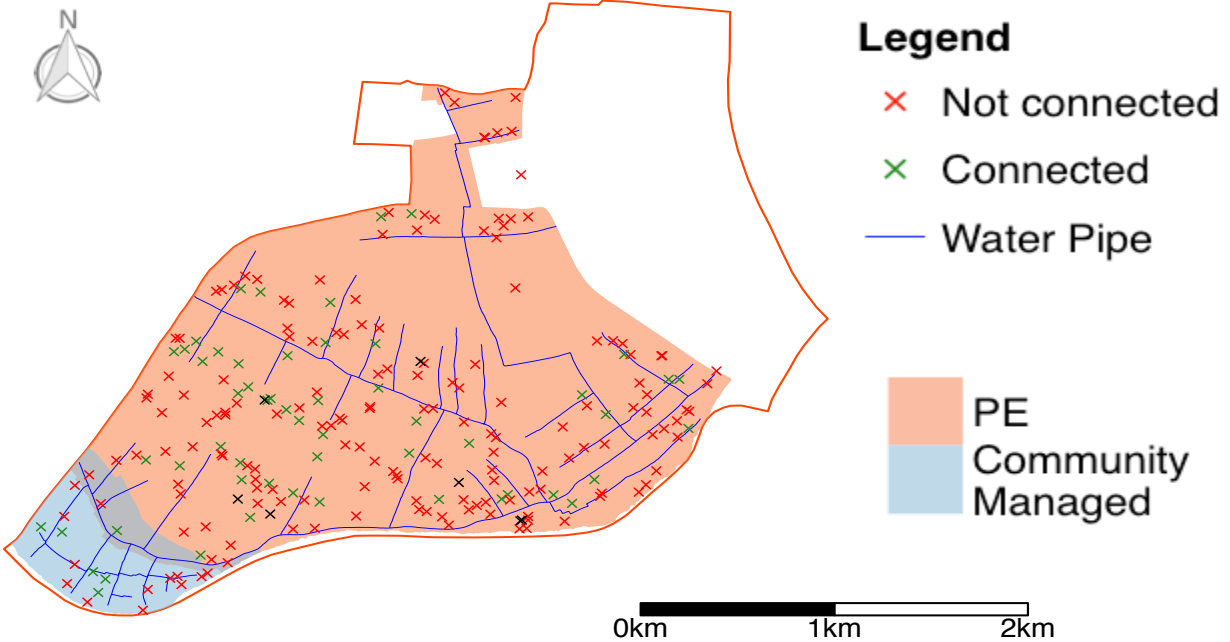


Poor households were statistically **less likely** to be located in a water service area (*in both of the two relevant case studies*)

Poor households were statistically **less likely** to be connected within service area (*in four of six case studies*)

Connection fees were the main barrier to access

Example: Non-poor ~6.5 times more likely to be connected than poor (Hoa Hau commune, private enterprise area)



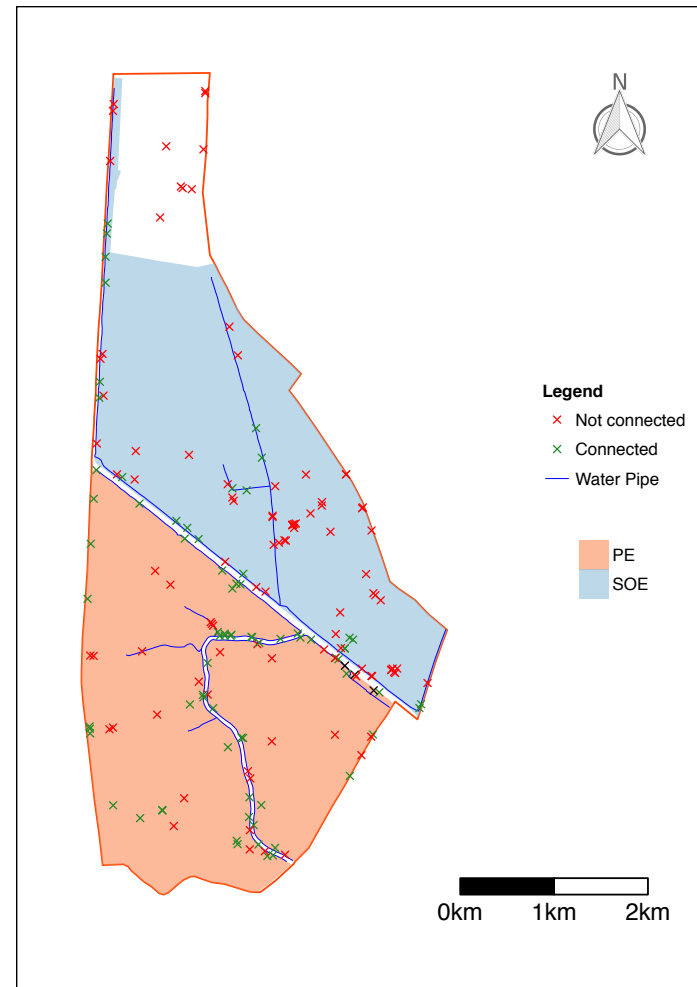
But a pro-poor approach can lead to better access for the poor

Luong Hoa Lac commune

Poor households ~1.95 times more likely to be connected than non-poor

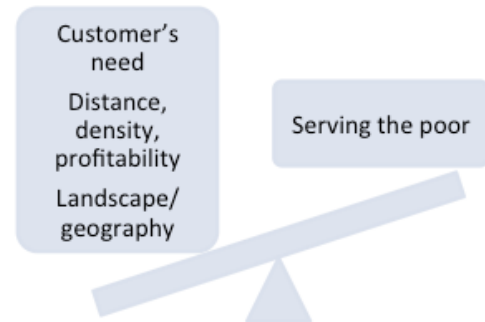
Thien Trung commune

Private enterprise service area: **poor** households were ~5.26 times more likely to be connected



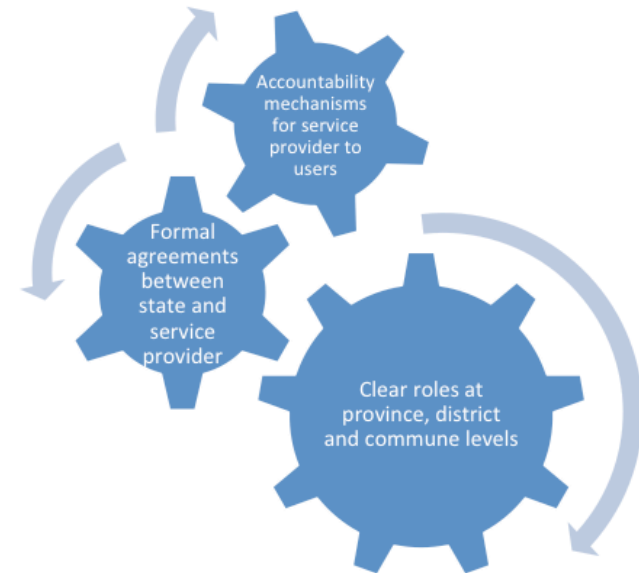
KEY MESSAGE 2: NEED FOR REGULATION AND ACCOUNTABILITY

- Local decisions about new or upgraded services focused on economies of scale, with limited attention to ensuring the poor received access
- Planning was uncoordinated, without annual reviews, and without transparent selection of enterprises



KEY MESSAGE 2: NEED FOR REGULATION AND ACCOUNTABILITY

- Participation by mass organisations and users was limited in all stages of planning, implementation and on-going monitoring
- There were significant regulatory gaps in roles and responsibilities of state, service providers and users that will affect ongoing quality of services



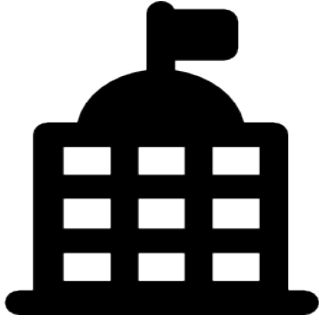
KEY MESSAGE 3: ROLES FOR DIFFERENT ACTORS

What do you think?

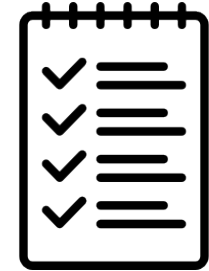
ACTIVITY



ROLES FOR DIFFERENT ACTORS



Government
(at different levels)



Civil
society



Development
agencies