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

% of household population by type of water supply by wealth quintile - Vietnam Rural 2014

- Piped
- Other improved
- Unimproved
THE STUDY

1. Comparison of customer satisfaction
2. Comparison of operation
3. Access by the poor

Private enterprise service providers

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

Vietnam rural water services

4. Effectiveness of current policy and regulations
5. Motivators, enablers and challenges
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 ongoing monitoring.
- There were significant regulatory gaps in roles and responsibilities of state, service providers and users that will affect ongoing quality of services.

Quotes:

"The water scheme was handed over to the enterprise because he had previously worked for pCERWASS so CPC requested him to take it."
KEY MESSAGE 3: ROLES FOR DIFFERENT ACTORS

What do you think?

ACTIVITY
ROLES FOR DIFFERENT ACTORS

Government
(at different levels)

Civil society

Development agencies

NGO