

Ethiopia

WASH Sector

Sectoral and OR+ (*Thematic*) Report

January – December 2018



UNICEF Millennium Kassa, 10, grade 2, drinking water from a new water point built by UNICEF at Oloncho village, Mekonisa kebele. SNNPR. © UNICEF Ethiopia /2018

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March 2019

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Abbreviations and Acronyms

AWD	Acute watery diarrhoea
CLTSH	Community Led Total Sanitation and Hygiene
C4D	Communication for Development
CPD	Country Programme Document
CWA	Consolidated WASH Account (fund of OWNPN)
DFID	Department of International Development
DRR	Disaster Risk Reduction
EDHS	Ethiopian Demographic and Health Survey
EMIS	Education Management Information System
ESARO	Eastern and Southern Africa Regional Office
GIS	Geographic Information System
GHD	Global Handwashing Day
GTP	Growth and Transformation Plan
GoE	Government of Ethiopia
HEW	Health Extension Worker
HDA	Health Development Army
IDPs	Internally Displaced People
IECD	Integrated Early Childhood Development
IOM	International Office of Migration
MoE	Ministry of Education
MoH	Ministry of Health
MDGs	Millennium Development Goals (to 2015)
MHH	Menstrual Health and Hygiene
MMT	Mobile Maintenance Team
MoWIE	Ministry of Water, Irrigation and Energy
NGOs	Nongovernmental Organizations
OD	Open Defecation
ODF	Open Defecation Free
OWNPN	One WASH National Programme of Ethiopia
PMC	Population Media Centre
PRSP	Poverty Reduction Strategy Programme
PSI	Population Services International
PTA	Parent Teacher Associations
SDGs	Sustainable Development Goals
SIP	School Improvement Programme
SMIS	School Management Information System
SNNP	Southern Nations and Nationalities Peoples
UNDAF	United Nations Development Assistance Framework

UNDP	United Nations Development Programme
UNHCR	United Nations High Commission for Refugees
UNICEF	United Nation Children’s Fund
US\$	United States Dollar
WASH	Water, Sanitation and Hygiene
WASHCO	Water, Sanitation and Hygiene Committees
WRM	Water Resource Management
WSWG	Water Sector Working Group

Executive Summary

As in recent years, Ethiopia faced multiple emergencies in 2018. Continued poor rains, particularly in the southern drought belt, exacerbated the critical condition and led to outbreaks of acute watery diarrhoea (AWD) and increases in malnutrition rates. Ethiopia saw a major influx of over 100,000 refugees and asylum seekers from other countries in the region, as well as internal conflicts resulting in close to a million Internally Displaced Persons (IDPs).

Despite the emergencies, UNICEF delivered considerable results for development programming, notably in Climate Resilient water supplies, sanitation for communities and institutions and hygiene promotion including for menstrual hygiene and Baby WASH.

UNICEF continues to play a vital role in the WASH sector by influencing and shaping policy and supporting the Government of Ethiopia (GoE) to promote a WASH-enabling environment. During 2018, much time was dedicated to reviewing Phase One of the OneWASH National Programme (OWNP), and following through the process to develop Phase Two, to be launched on World Water Day in 2019. The Climate Resilient (CR) WASH strategy, spearheaded by UNICEF in 2017 is a key cornerstone of the new Phase, as is the sanitation microplanning data, which allowed for more accurate cost estimates to reach the sanitation Sustainable Development Goals for communities and institutions. The Phase Two OWP document and the CR WASH strategy are heavily underpinned by evidence and work done by UNICEF. This work includes developing deep groundwater mapping studies, a new rural public utility manual, and multi-village water schemes in Ethiopia.

The menstrual health and hygiene programme continued in 2018 and expanded to include 100 additional schools. The Mother and Baby WASH approach was developed by the Ministry of Health with support from UNICEF and has been trialed in three regions of the country during 2018.

Strategic Context of 2018

In 2018, Ethiopia continued to see influxes of refugees and asylum seekers from other countries in the region, notably South Sudan, Eritrea and Somalia. Ethiopia is a host to the second largest refugee population in Africa. In 2018, the total number of registered refugees and asylum seekers reached 920,000, 58 per cent of whom were children.¹

In addition, violent clashes along tribal/ethnic lines continued into 2018, particularly on the borders of Ethiopian regions, resulting in a high number of IDPs. The IOM Displacement Tracking Matrix estimated there were 2.95

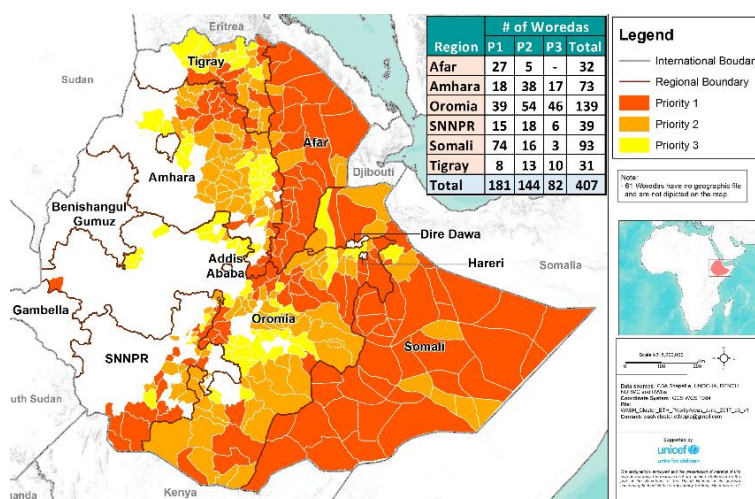


Figure 1: Priority Humanitarian Hotspot woredas in Ethiopia 2018

¹ UNICEF, 2019 Humanitarian Action for Children (HAC)

million people displaced in December 2018, up from 1.7 million in February.

These major challenges have meant a continued focus on emergency response in several regions and to varying extents hindered the delivery of development programming.

Ethiopia made tremendous progress during the Millennium Development Goals (MDG) period. Ethiopia achieved MDG target 7C (to halve, by 2015, the proportion of the population without sustainable access to safe drinking water and basic sanitation). Ethiopia saw the fastest reduction in open defecation free (ODF) worldwide over the MDG period, with open defecation reducing from 92 per cent in 1990 to 29 per cent in 2015. However, the Ethiopian Demographic Health Survey (EDHS) (2016) confirmed² that the vast majority of households in the country use an unimproved toilet. The Joint Monitoring Programme of UNICEF and WHO (2017) recorded Ethiopia's coverage of improved sanitation as seven per cent, the lowest in sub-Saharan Africa.

Ethiopia's second Growth and Transformation Plan (GTP-II) covering the period from 2016-2020, has the overall vision of achieving lower-middle income status by 2025. The mid-term review of the GTP II took place in 2018, and the experiences of the OneWASH programme influenced its findings. The Ethiopian Government has set an ambitious target of providing 25 litres of water per capita per day within a one km distance from the water delivery point for 85 per cent of the rural population of Ethiopia, of which 20 per cent will be provided with rural piped schemes. For sanitation, the Ethiopian Government has set a very ambitious target of achieving 82 per cent improved sanitation by 2020 despite the currently low level of improved sanitation in the country.

To respond to this vision, UNICEF made a number of strategic programme shifts from its previous country programme document (2012-2015) including:

1. **Sector Wide Approach (SWAp)** - The strategic shifts in the scope of engagement associated with the development of the OneWASH National Plan (OWNP) included – replacing multiple government-led plans of engagement with a single coordinated framework plan; replacing separate humanitarian and development WASH functions within UNICEF with a single coordination function; and complementing separate UNICEF funding agreements with government for the UNICEF contribution to a pooled funding mechanism.
2. **Sanitation Public Provision Markets** - The strategic shifts in the production function included: complementing community-led total sanitation and hygiene approaches (CLTSH) to eradicate open defecation with the market based promotion of improved basic and/or safely managed sanitation options; complementing demand creation for improved menstrual hygiene with the local production of menstrual hygiene pads; and engaging with informal tail-end water vendors to improve and regulate the quality of the illegal water they sell.
3. **Sustainable Systems** - Strategic shifts in approaches included replacing low technology shallow sources of drinking water with more complex piped network technology accessing deeper water sources; replacing public financing of community owned infrastructure with the financing of woreda-owned infrastructure; replacing temporary emergency service provision with accountable water utility structures;

² Outcome Evaluation of Community-Led Total Sanitation and Hygiene (CLTSH) Program in Ethiopia from 2012-2015. FMOH, UNICEF and GSF, 2016. See also UNICEF Ethiopia WASH Learning Note: **Progress on CLTSH - Findings from a national review of rural sanitation in Ethiopia, 2016.**
https://www.unicef.org/ethiopia/ECO_CLTSH_Review_Field_Note.pdf

and aligning structures within UNICEF to create a single point of responsibility for coordination in emergency and development programmes.

4. **Urban Services** - The strategic shifts in the scope of engagement were driven by the recognition that while the Ethiopian GTP II recognizes urban centres are engines of economic growth, poorly managed WASH infrastructure will however be a burden on growth. Also, while the majority of those without WASH services still live in rural areas where UNICEF has its major focus, the future global WASH challenges are increasingly urban and there is a need for urban Communication for Development (C4D) and pro-poor service provision approaches.

5. **Payment for Results** - The strategic shifts in relationships included replacing the funding of NGOs with payment on delivery; replacing the purchasing of equipment for government with the contracting of the private sector to deliver the desired service; and replacing financial transfers to government to procure multiple services with transfers to a lead consultant firm after they deliver a well-managed bundle of goods and services.

Following a WASH programme strategy review (2017), these shifts were consolidated and optimised in light of the changing situation and funding challenges. There is now a greater concentration on upstream leveraging of the OneWASH programme to achieve large scale results, whilst at the same time targeting UNICEF-financed programmes towards neglected areas of intervention (namely lowland drought affected communities, refugee and hosting populations, and small urban settlements).

Under the current Country Programme (2016 – 2020) this approach has meant the prioritisation of the following initiatives:

1. **ONE-UN led “nexus” between development and emergency.** A stronger nexus between emergency and development has been a key priority due to over two consecutive years of severe drought and large-scale emergency responses. This has resulted in a stronger focus in the WASH country programme on building self-reliance with refugees and host communities and in “mainstreaming” Climate Resilient WASH into the OneWASH National Programme.
2. **Reinforcement of urban / rural sanitation.** The AWD outbreaks continuing from 2016 to 2018 have emphasized the importance of good sanitation and hygiene practices, particularly in “high density” areas such as IDP camps, refugee camps and urban settlements. In rural areas, the areas of successful CLTSH are also being rapidly modified to include supply-side interventions (i.e. sanitation marketing) such as the promotion of the plastic *Satopan*.
3. **Sustainability and governance of rural water supply systems.** With the introduction of the new rural water utility management model, rural water utilities are expected to become key management models for the increasingly more complex (and resilient) water infrastructures, such as the multi-village schemes that UNICEF is proactively promoting.
4. **Integration of WASH programmes with health and nutrition interventions.** UNICEF began piloting and scaling up interventions in ‘Baby WASH’ in 2018 in SNNPR, Amhara and Oromia, and will continue piloting in Afar and Somali Regions in 2019 to support the cross-cutting issue of Integrated Early Childhood Development (IECD). Menstrual health and hygiene (MHH) for adolescent girls is also being scaled up in close cooperation with nutrition, education and child protection to an additional 100 schools.
5. **Communication for Development.** Urban C4D is emerging as a new and interesting area that requires consolidation. In 2018, C4D materials were developed specifically for the urban utilities to prepare the consumers for utilisation the services.

1. Sector Coordination

As the co-chair of the National Donor Assistance Group (DAG) and WASH Working Group (WSWG) and WASH Cluster Lead, UNICEF is actively supporting WASH sector coordination. These key positions place UNICEF in a strategic position as both the lead development and emergency partner. Additionally, UNICEF co-chairs the technical working groups for 'Hygiene and Sanitation' and 'Urban WASH'. UNICEF is currently providing technical assistance to the WSWG-Secretariat with funding from USAID. The culmination of these roles is summarized in the United Nations Development Assistance Framework (UNDAF) pillar for WASH where UNICEF is the lead UN agency.

In 2017, following strong advocacy from UNICEF, the Finnish Government became a contributor to the Consolidated WASH Account (CWA) for the first time. The CWA is a pooled fund for WASH and is the preferred delivery mechanism of the Ethiopian Government. Coordination activities have also taken place in eight regions both to develop the OWNP Phase II and to enhance the ongoing emergency response in Ethiopia.

On climate resilience, UNICEF Ethiopia worked closely with the Government and OneWASH partners to develop Phase II of the OneWASH National Programme, which will have a clearer focus on climate resilience and humanitarian WASH. Particular efforts have been made to include accurate financial data to meet the GTP II and SDG goals, drawing on information and data from the recently completed national sanitation microplanning for estimates on community and institutional sanitation.

Institutional WASH is a core priority for UNICEF and has traditionally been underfunded in Ethiopia. UNICEF uses its influence within the OWNP, and particularly the CWA to advocate for increased funding to WASH in schools and health facilities. The sanitation microplanning data, collected in 2017-2018, also included clear cost estimates for schools and health facilities, and was used to feed realistic financial data into the OWNP Phase II document.

Specific coordination activities in 2018 included:

- **The Multi-Stakeholder Forum (MSF)** is a key annual WASH Sector event hosted by Ministry of Water, Irrigation and Energy (MoWIE). The forum is attended by representatives from Government, donors and NGOs to jointly review progress of the WASH Sector and facilitate harmonization and alignment of WASH activities. In June 2018, the MSF-9 took place with a theme of '*Resourcing and Increasing Commitment for the One WASH and WRM Programmes.*'
Championed by UNICEF, some of the key agreed action points of the MSF-9 were to conduct a policy review for the integration of water resource management strategies, to accelerate implementation of the climate-resilient WASH strategy, to conduct a new National WASH Inventory, and to roll-out the utilization of the Rural Utility model for large multi-village schemes.
- **Sanitation 'Micro-planning'**. In 2017, Sanitation 'Micro-Planning' exercises were initiated in all regions of Ethiopia with the technical assistance and financial support of UNICEF. The sanitation planning process, completed in 2018, involved detailed data collection at village (*kebele*) level on the status of basic sanitation and ODF for households, schools and health facilities. This data was

then aggregated up to woreda, zonal and regional levels and covered the entire country, including urban and rural areas together for the first time.

- This planning exercise has provided detailed resource estimates for achieving the SDG targets on sanitation in Ethiopia, which fed into the development of the OOWNP Phase II budget plans. Sanitation has traditionally received less funding in Ethiopia than water, in part because of bottlenecks around accurate resource plans and deploying money efficiently and effectively. This sanitation planning process will be updated continuously allowing for detailed monitoring of the efforts of all partners under the OOWNP and producing progress reports among regions.
- UNICEF has already implemented this process in Kenya and produced an online dashboard which allows ministries and other stakeholders to monitor progress and highlight partners who are not on track in following the necessary CLTSH steps. In 2018, final workshops were held with all regions of Ethiopia and follow up data validation exercises were completed with most regions. Final national level endorsement is expected to be conducted in March 2019. Endorsement will be followed by a series of regional dissemination workshops, allowing the data to be incorporated into the Ethiopia Fiscal Year (EFY) 2012 workplans. The aim is to continuously update the data to monitor progress towards the SDGs, and steps have been taken to transfer the information to an easily updatable online resource using the mWater (open source app) software.

2. Knowledge Management

Knowledge Management is crucial in achieving UNICEF's results in WASH as it supports all other pillars of the Country Programme. UNICEF's knowledge products and WASH data are highly respected in Ethiopia and have proven invaluable to many areas of WASH planning.

In 2018, UNICEF produced several WASH knowledge products including:

- **Sustainability checks**

The first phase of sustainability checks for UNICEF supported WASH services was conducted by August 2018 during the rainy season. The result indicated that the overall functionality of the assessed water supply schemes was found to be high, with 90 per cent of the schemes functional (53 per cent) or partially functional (37 per cent) at the time of the visit. Partially functional means that either there was no water available at the time of visit, or water was provided at reduced capacity or with frequent interruptions.

Despite the purposive selection of reported ODF kebeles, approximately one quarter of the visited households reported that at least one of their household members practices open defecation. Approximately one third of the visited communities and the field teams were able to find traces of human feces which confirms that the community is indeed not ODF. This indicates that there is a challenge of slippage from being ODF back to OD communities and kebeles.

The sustainability check is planned to be conducted both during the rainy and dry seasons. The second phase is being carried out in the same communities starting from February 2019 and the results will be utilised to understand the variations in terms of sustainability during wet and dry seasons and propose remedies to minimize the problem.

The first phase of the sustainability check also assessed the emotional distress, gender-based violence and service levels of the WASH services provided by UNICEF and came up with recommendations that will be acted upon during 2019.

- **Solar Powered Water Systems**

UNICEF is working with partners in coordinating and aligning the scaling up of solar pumping for water supply systems and other WASH services. Initiatives have commenced to understand the existing experience in Ethiopia in using Solar Powered Water Systems and work with UNICEF Headquarter and partners to develop resources on solar power (online training, toolkits for Country Offices and a Helpdesk).

- **Environmental Health and Hygiene monitoring system**

UNICEF is working with the Ministry of Health and other partners to develop an Environmental Health and Hygiene (EHH) monitoring system using a digital platform. The platform envisages using the mWater software and will be accessible to all once operationalized. Existing data from the sanitation micro plans has been uploaded to the application and data cleaning is being undertaken.

In addition, monitoring of the installation and use of *Satopans* is underway as part of UNICEF – Lixil partnership that anticipates installing *Satopans* for about one million users.

- **Supply chain assessment for MHH**

With the technical and financial support of UNICEF, a supply chain assessment study was conducted, and final report is submitted. The study identified proposed centers for marketing of MHH and region-specific options for improving supply of sanitary pads.

- **Groundwater Mapping.**

In partnership with UNESCO and European Union Joint Research Centre (EU- JRC), UNICEF produced detailed groundwater maps combining satellite technology, remote sensing and more traditional hydrogeological and geophysical techniques to dramatically increase the success rate of deep borehole drilling in challenging terrains. This work was scaled up in 2018, with an additional 39 woredas mapped in Ethiopia, concentrated in some of the most drought prone lowland regions of the country. The exploitation of deep groundwater is a key element of the Ethiopian Government's new Climate Resilient WASH strategy and the groundwater mapping exercise has demonstrated the viability to provide sustainable water supply to drought-prone areas in the lowland regions. In 2019, identifying specific boreholes in high potential and demand areas and drilling of 16 boreholes will be carried out. A

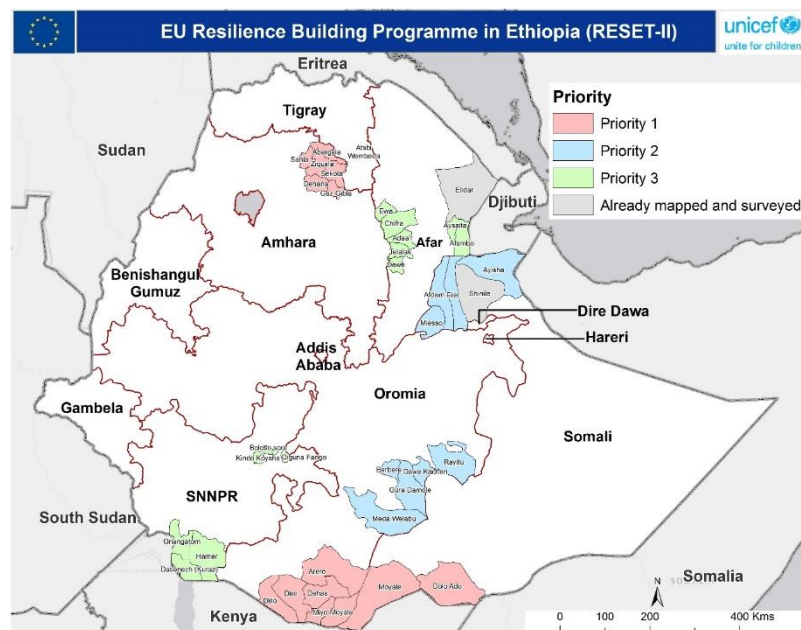


Figure 2: Woredas of EU RESET II. Deka Suftu and Mubarak are new woredas (in Somali Liben, Priority 1) and are not shown on this map as their GIS outlines were not available.

Learning Note³ was produced on the mapping process, as well as several articles published on the UNICEF website.

3. Rural Water Supply and Sanitation

In 2018, UNICEF supported a total of 565 kebeles to become open defecation free, with 343,089 new users of safe sanitation and a total of 63 new schools and 10 health facilities were reached with the WASH programme in 2018. An additional 360,905 new users were supplied with safe water during 2018.

UNICEF has achieved the following specific activities in the different regions during the reporting period with the support of the thematic funds:

Amhara Region

- Contributed to the construction of three water supply projects benefiting 2,524 people (1,207 male and 1,317 female).
- Hygiene promotion awareness raising session is organized at community/schools during the Global Handwashing Day (GHD). A total of 4,327 people (2,132 male and 2,195 female) were addressed during the event.
- WASH facilities were rehabilitated in two schools to be suitable for MHH, benefiting 1,345 adolescent girls.
- The following capacity building support was provided:
 - Workshop conducted to introduce Rural Utility Management guidelines and its adaptation to regional context was agreed during the workshop.
 - Promotion of improved sanitation through provision of training/orientation for 973 persons: (130 health extension workers (HEWs) and 843 health development armies (HDAs) and kebele leaders); community mobilization sessions in 53 kebeles, follow-up and technical support given to communities, and improvements of 1,261 latrines by local materials, benefiting 6307 people.
 - Review meeting conducted for regional, zonal and woreda WASH sector staff on the Baby WASH program and 103 persons participated in program monitoring, review, experience sharing, and awareness raising sessions organized at community.

Benishangul-Gumuz Region

- Promotions for sanitation marketing and the importance of improved latrines were undertaken using drama, songs and printed materials, broadcasted at community gatherings and social events.
- The construction of four latrine blocks in health facilities are underway.
- The following capacity building support was provided:
 - Capacity building training provided for three days on improved sanitation strategy for 97 participants from micro and small-scale enterprise members, kebele administration, HEWs, teachers, religious leaders and influential persons.
 - A Sanitation Marketing Technical Assistant (TA) was recruited and supported the implementation of sanitation marketing in Assosa and Maokomo woredas.
- Planning, supervision and monitoring:

³ <https://www.unicef.org/ethiopia/sites/unicef.org.ethiopia/files/2018-10/Using%20GIS%20and%20Remote%20Sensing%20to%20Access%20Water%20in%20the%20Drought-Prone%20Areas%20of%20Ethiopia%20and%20Madagascar%20.pdf>

- A three-day workshop was conducted to develop a regional sanitation and hygiene roadmap by woreda to achieve GTP II target by 2020. A total of 96 participants from the regional WASH sector (health, water, education bureaus), NGOs, 20 woredas and three town municipalities attended the workshop.
- Joint supportive supervision (composed of Regional Health Bureau, TVET, micro finance, small enterprises and woreda health offices) was conducted in Assosa and Maokomo woredas to provide technical support on the implementation of sanitation marketing.

SNNPR

- Construction of a separate latrine for boys and girls in one school is currently at 60 per cent progress. Upon completion, a total of 933 students (415 girls and 518 boys) will have access to safe and adequate latrine facilities.

In addition to the above important results, UNICEF achieved the following:

- **Development of baby and mother WASH trials:** Following the launch of the national guidelines on World Toilet Day 2017, UNICEF partnered with BBC Media Action during 2018 to trial behavior change efforts to support positive Baby WASH practices while utilizing local language radio stations and mothers' groups. The project was piloted in the Sidama Zone of the SNNP, Borena of Oromia and Wag Himra of Amhara regions and the preliminary results appear very positive. A partnership with a second agency, Population Media Centre (PMC) is established and trials will be conducted in Afar and Somali regions during 2019. National training guidelines are being developed with the Federal Ministry of Health (FMoH) to incorporate Baby WASH into HEW training.
- **Establishment of Somali Region Functionality Inventory (SFI):** The Mobile Maintenance Teams (MMTs) helped build the capacity of the government at woreda and regional levels by training over 150 junior technicians and over 120 WASH Committees (WASHCOs) and maintained and rehabilitated 148 boreholes in 41 woredas. An estimated 547,950 people have benefited from the rehabilitation of existing schemes and UNICEF's efforts have reduced the non-functionality rate of water supplies in Somali region from 40 per cent to 28 per cent. The Functionality Inventory has been migrated to the (open source) mWater software, which aligns with similar work being done by UNICEF's partner 'Lowland WASH' in Afar Region. The 2018 work included a joint capacity building workshop to of Somali and Afar region water bureaus to utilize the software.
- **Field trials of low-cost improved toilet solution (Satopan):** UNICEF have been a key partner in supporting the Lixil Company's *Satopan* in the Ethiopian market, and currently has a global partnership with the company. Field trials in both urban and rural settings of Boset Woreda, Oromia region were completed in early 2018, and a report was produced for the Ministry. UNICEF partnered with Population Services International (PSI) for the trial of the *Satopans* in SNNP Region. Efforts are also underway for the trial of the *Satopan* with rural pastoralist communities in Somali Region but have been delayed due to the security situation, and will be initiated in mid-2019.
- **A peer-learning exchange** was arranged in November 2018 with the support of UNICEF Eastern and Southern Africa Regional Office (ESARO) to send a FMoH team to Kenya to observe first-hand the planning and roll-out processes for the *Satopans*.
- **Field trials to increase uptake of improved sanitation:** In 2017, UNICEF supported the Regional Health Bureau to trial a targeted marketing approach in Tigray region while focusing on two *woredas* and selling improved sanitation products through a series of promotional events in

partnership with new and existing artisans. The approach was trialed in *woredas* with high levels of ODF status to encourage consumers to move up the ‘sanitation ladder.’ The targeted promotion approach included dance, music and drama shows as well as local demonstration of sanitation products. Initial results were encouraging, with a seven per cent increase in improved sanitation coverage in just six months in one *woreda*. The campaign was expanded in 2018 to additional kebeles and the sustainability checks conducted in 2018 identified that these *woredas* have the highest coverage of improved sanitation from all those checked. The approach was expanded to Benishangul-Gumuz region in 2018, although security issues made it difficult to access at least one of the selected districts.

- **Rural Public Utility Operation and Maintenance Implementation Manual:** Following the development of the manual for Rural Utilities in 2017, a road map was developed with the MoWIE, agreeing to trial the model in three Regions as ‘Phase 1’ in Amhara, Afar and Somali. During 2018, preliminary steps have been taken in these regions in terms of identifying water schemes and developing the necessary proclamations for the utilities to exist. A Programme Cooperation Agreement (PCA) was developed with Oxfam to work with six schemes in the Siti Zone of northern Somali Region to develop a utility centred on the *woreda* town of Shinile – preliminary work began in 2018 and this utility will be fully operational in 2019. Similar capacity building efforts have taken place in Afar Region in more isolated locations (e.g. Afdera) where the utilities will be stand-alone.

4. Urban Water Supply and Sanitation

- **Urban WASH Training:** based on UNICEF’s experience with the urban WASH programme in small and medium sized towns, and in partnership with Open University, UNICEF Ethiopia facilitated an Urban WASH training for UNICEF offices in the east and southern Africa region. UNICEF also supported the production of modules for the improvement of sector curricula in Ethiopian Technical and Vocational and Training Colleges (TVETC) in collaboration with Open University. An additional module on Inclusive WASH was prepared during 2018 called ‘Count Me In!’
- **South-South learning and Collaboration:** UNICEF has facilitated learning and collaboration between the Ethiopian and Brazilian governments on Urban WASH which culminated in a two-year cooperation agreement to provide technical assistance for condominium sewerage and a WASH regulatory framework. Field missions were undertaken by the Brazilian experts who provided technical assistance on Wukro Condominium Sewerage Treatment Plant as well as to the MoWIE on the development of WASH regulatory framework.
- **One WASH Plus Programme:** The innovative One WASH Plus programme establishes a model of integrated WASH service delivery for small towns of up to 250,000 people. Out of the eight selected towns for UNICEF urban WASH programme, the project has been completed in three towns of which two are inaugurated (Wukro and Welenchiti), while major construction has continued in the remaining five towns. Provision of full water supply is being done in the two inaugurated towns while partial provision is ongoing in the other towns until works are completed. A no-cost extension of the grant has been granted to complete the work. Training on Climate Resilient Water Safety Plans (CR-WSP) has been provided in four towns and the training for the remaining four towns will take place in 2019. Capacity building support to town water utilities on various operational areas is ongoing in six towns. In addition, training and capacity building support on urban sanitation

management was given to public-private operators and local administration staff in five towns and there are plans to give similar training in the remaining three intervention towns. The third annual sustainability check has been carried out in the programme towns.

- **Durable WASH Solutions to Drought in Southern Ethiopia – Planning for the Future:** Funds have been secured to support Climate-Resilient WASH Services and Health Sustainable Outreach Services in up to three woredas in Southern Ethiopia. The programme is expected to serve up to 150,000 direct beneficiaries in the intervention towns and adjoining satellite villages. The project duration is four years (December 2018 – December 2022). Currently, the inception phase has started by introducing the programme to implementing partners in two regions. Other inception phase activities, such as site selection, baseline assessment, groundwater mapping, feasibility studies and detail designs are planned to be completed by the end of the current year.

5. Cross-cutting Rural and Urban WASH

Menstrual Health and Hygiene (MHH): Guided by UNICEF Ethiopia’s Adolescent Girls Strategy (2016) and its Gender Action Plan (2014-17), UNICEF facilitated accessible and dignified MHH for adolescent girls. UNICEF has supported awareness raising and sensitization of MHH issues in 140 primary schools in both rural and urban areas reaching an estimated 200,000 adolescent girls and boys. UNICEF is promoting local production of sanitary pads, complemented in the short term by direct provision of pads in schools. Groups of women have been trained in production of sanitary pads and provided with start-up materials in 12 urban and rural sites. During 2018, UNICEF conducted a supply chain review of the pad businesses. As a result in 2019 UNICEF will move away from directly supporting production to more market-based approaches and convening all partners to coordinate and take MHH to scale with government leadership. UNICEF also worked with the Ethiopian Standards Agency, the Ministry of Health and concerned partners in the NGO and private sectors during 2018 to develop national standards for sanitary pads. Through a series of workshops, the pad standards were fine-tuned and finally ratified in July 2018. It is hoped that the standards will help to underpin the fledgling pad industry in Ethiopia. During 2019 UNICEF will support the Ministry to disseminate these standards more widely.

6. WASH in Emergencies

The WASH response to emergency situations in Ethiopia includes natural humanitarian emergencies, refugee conflict and internally displaced persons (IDPs).

UNICEF was a major contributor to the sector’s emergency response with an allocation of over US\$20 million from the total cluster mobilization of US\$51 million (over 40 per cent). As of December 2018, 2,607,364 people have received life-saving water supply interventions (over 5.5 million if the distribution of household water treatment chemicals is considered). Moreover, 1,850,938 people have been reached with hygiene promotion and 35,851 benefitted from emergency sanitation interventions.

As the lead organization for WASH Cluster Coordination, UNICEF coordinated emergency preparedness and response activities in all seven emergency-affected regions as well as the WASH Needs Assessments. UNICEF organized a training for the WASH cluster, particularly focusing on building the skills of information management (IM) officers who undertake vital data collection activities and complete reporting using the 4W matrix method.

As part of UNICEF's self-reliance work, sanitation master plans were developed for Gure-Shembolla camp in Assosa, host communities in Gambella, and Shire camp in Tigray. These plans will also incorporate water supply planning.

Results Assessment Framework (End year-2018)

Over US\$43 million was utilized to implement UNICEF-supported WASH activities during 2018 for development and emergency activities. UNICEF Ethiopia continued contributing, advocating and providing technical advice to the OOWNP through the Consolidated WASH Account (CWA). Through UNICEF Ethiopia's advocacy, 8.8 per cent of the CWA budget was allocated for institutional WASH. Moreover, with technical support on improving capacities of WASHCOs and utilities as well as directly supporting of rehabilitation of WASH schemes, the non-functionality of water supply systems was reduced to 10.8 per cent by the end of 2018 from 23 per cent in 2017. The first sustainability checks carried out by UNICEF Ethiopia in August 2018 indicated that non-functionality of water supply systems stands at 10 per cent. In 2019, UNICEF and partners will focus on consolidating the achievements made in reducing non-functionality rates of water supply facilities. Phase II of the sustainability checks will be undertaken during the first quarter of 2019.

The Federal Ministry of Health (FMoH) was supported by UNICEF Ethiopia in developing a full sanitation planning exercise covering the new SDG indicators, and the micro plan baseline has costed the needs to reach both the Growth and Transformation Plan II (GTP II, 82 per cent) and SDG (100 per cent) targets. UNICEF provided technical support to the revision of the OOWNP phase I and the development of the next phase, with a budget of US\$6.5 billion. Particularly, UNICEF advocated for the mainstreaming of climate resilience across the OOWNP phase II document, which now includes a specific component of climate resilient WASH. The OOWNP Phase II document also includes the sanitation micro plans developed with support from UNICEF Ethiopia, as well as other UNICEF initiatives such as Baby WASH and WASH service provision to refugees.

Ethiopia is one of the first countries where the global partnership with Lixil is being expanded to the promotion of *Satopan* for sanitation. Partnership with Lixil started in November 2018 as part of latrine improvement programme with the objective of providing affordable, smell free, easy to clean, and easily transported plastic toilet platform to rural communities. A Memorandum of Understanding (MoU) was signed with FMoH to support Lixil (global agreement) to supply and market *Satopan* plastic slabs in Ethiopia, as part of UNICEF Ethiopia's efforts to accelerate the coverage of improved sanitation. In addition, a long-term IDP sanitation strategy was developed and is under trial through a Programme Cooperation Agreement with Oxfam in Somali region. If finalized and endorsed, the strategy will enable immediate response to sanitation and hygiene interventions during emergency that supports local displacement. UNICEF and UNDP also signed an agreement to second 15 highly qualified staff to MoWIE to support the reform agenda of the ministry and provide technical advice to the Minister and the State Ministers in policy development.

The UNICEF Ethiopia WASH Country Programme has four outcome indicators:

- Proportion of the population using an improved drinking water source in the reporting year only, as a result of UNICEF direct support
- Proportion of the population using basic drinking water services

- Proportion of the population using basic sanitation
- Proportion of the population practicing open defecation

Indicators	Base lines	2018 Targets	As of date	Status	Rating <i>(fully achieved, partially achieved, not achieved)</i>	Comments	Primary Source
Proportion of the population using an improved drinking water source in the reporting year only, as a result of UNICEF direct support	61%	62%	15 Nov 2018	The Ethiopian Demographic Health Survey (EDHS) 2016 report indicated that 65 per cent of people access improved water supply in Ethiopia. According to the JMP WASH coverage data for 2017, improved water supply coverage was 65 per cent (56% rural and 95% urban).	Fully Achieved	National WASH Inventory is conducted at the end of 2018. The result will be available by May-2019 with up-to-date data on water coverage.	EDHS
Proportion of the population using basic drinking water services	35%	45%	15 Nov 2018	40 per cent of people received basic water supply services (30% in rural areas and 77% in urban areas). 11 per cent of people received safely managed water supply services (4% in rural areas and 38% in urban areas)	Not achieved	The last update available is from JMP in 2017.	JMP, 2017
Proportion of the population using basic sanitation	7.0 %	12%	15 Nov 2018	7 per cent of people received basic sanitation services (1% in rural areas and 18% in urban areas). 4 per cent of people received safely managed sanitation services in rural areas.	Partially achieved	The last update available is from JMP in 2017.	JMP, 2017
Proportion of the population practicing open defecation	32%	27%	15 Nov 2018	27 per cent of people practiced open defecation (32% in rural areas and 7% in urban areas).	Fully Achieved	The last update available is from JMP in 2017.	JMP, 2017

Whilst appropriate data is not currently available to make a precise estimate against the outcome indicator for improved drinking water, the second round of the National WASH inventory is conducted, and the result is expected to be available in May 2019. The information available will be useful to verify the indicated results and to provide more precise estimates of the coverage figures. The inventory also considers data disaggregation by place of residence, different regions, and technology type. The climate resilient WASH activities focusing on low land areas is useful to narrow the gap in WASH coverage between the pastoralist and agrarian areas.

With regards to sanitation, though it is not verified by an independent assessment, the available data from the regions which is verified by UNICEF programme officers showed that the achievement of this indicator is on track.

Even though there is progress in achieving ODF status of communities, there is still a challenge of low coverage of improved sanitation, which is at 7 per cent. UNICEF is working with partners on a sanitation improvement programme focusing on sanitation marketing and partnering with a plastic toilet manufacturing company.

Financial Analysis

In 2018, a total of **US\$12,725,320.00** was planned for the implementation of the WASH programme from all funding sources (RR, ORR and ORE) – please see Table 1 below.

Table 1: Planned and Funded for the Country Programme 2018 (in US Dollar)
Outcome Area 3: WASH Ethiopia

Intermediate Results	Funding Type ⁴	Planned Budget
003/001 WASH Sector Coordination	RR	1,710,745
	ORR	88,776
	ORE	0
003/002 WASH Knowledge Management	RR	82,605
	ORR	33,080
003/003 Rural WASH	RR	1,107,730
	ORR	1,978,757
	ORE	0
003/004 Urban WASH	RR	826,048
	ORR	6,856,277
003/005 WASH in Emergencies	RR	41,302
	ORR	0
	ORE ⁵	0
Total		12,725,320

Table 2 below presents country specific thematic contributions that were received by UNICEF Ethiopia Country Office for the WASH programme in 2018. The Ethiopia WASH programme received country specific thematic contributions from New Zealand and the United Kingdom.

Table 2: Country-level thematic contributions to outcome area received in 2018

Outcome Area 3: WASH

Thematic Contributions Received for Outcome Area 3 by UNICEF Ethiopia in 2018 (in US Dollars)

Donors	Grant Number	Contribution Amount	Programmable Amount
UK Committee	SC1899060067	3,694	3,517.88
New Zealand	SC1499030136	0	0
UK Committee	SC1499030072	0	0
Total			

By the end of 2018, a total of **US\$ 43,172,485** was spent by the WASH programme – please see Table 3 below.

⁴ Planned and Funded budget for ORR and ORE excludes recovery cost. RR plan is based on total RR approved for the Country Programme duration

⁵ As per the 2016 revised HAC figure (minus recovery cost)

Table 3: 2018 Expenditures by Key-Results Areas (in US Dollars)
Outcome Area 3: WASH Ethiopia

Organizational Targets	Expenditure Amount*			
	Other Resources - Emergency	Other Resources - Regular	Regular Resources	All Programme Accounts
24-01 Water	512,119	10,424,785	5,339,067	16,275,971
24-02 Sanitation	2,513,452	2,228,931	1,676,882	6,419,265
24-03 Disaster Risk Reduction	17,534,092	1,185,712	1,757,445	20,477,249
Total	20,559,663	13,839,428	8,773,394	43,172,485

Table 4 below summarizes expenditure of thematic funding by intervention areas.

Table 4: Thematic Expenses by Programme Area

Row Labels	Expense
Other Resources - Emergency	
24-01 Water	10,773
24-02 Sanitation	219
24-03 Disaster Risk Reduction	59,875
Other Resources - Regular	
24-01 Water	198,221
24-02 Sanitation	88,857
Grand Total	357,944

Table 5 below summarizes basic information about major interventions that were undertaken based on specific intervention codes in 2018.

Table 5: Expenses by Intervention Code

Row Labels	Expense
24-01-01 WASH - Enabling environment (policies/strategies, coordination, regulation, financing, planning-monitoring-review, sector capacity development and professionalization)	467,954
24-01-03 WASH - risk informed programming including climate resilience disaster and conflict	651
24-01-04 Water supply - sustainability checks	26,560
24-01-05 Water supply - institutions (schools, health care facilities, ECD centres)	81,018
24-01-06 Water supply - rural communities service delivery	3,771,969
24-01-07 Water supply - peri-urban and urban communities service delivery	5,466,297

24-01-08 Water supply - safety/quality/treatment (including household treatment and safe storage)	1,341,268
24-01-99 Technical assistance – Water	2,769,919
24-02-01 Hygiene - handwashing with soap in communities	98,090
24-02-04 Sanitation and hygiene - eliminating open defecation in rural communities	1,300,378
24-02-05 Sanitation - eliminating open defecation in peri-urban and urban communities	244,779
24-02-08 Sanitation and hygiene - institutions (schools, health care facilities, ECD centres) including menstrual hygiene management	554,388
24-02-09 Sanitation and hygiene - improving services in emergency communities	1,511,611
24-02-11 WASH humanitarian cluster/humanitarian sector coordination	1,725,444
24-02-12 WASH in emergencies - institutions (schools, health care facilities, ECD centres) response including menstrual hygiene management	272,511
24-02-99 Technical assistance – Sanitation	3,568
24-03-01 Risk informed Programming for resilience (including policy and strategy development)	18,298,757
24-03-02 Disaster risk reduction (including linkage to climate change)	25,774
24-03-03 Risk assessment and analysis (including conflict, disaster, climate, epidemics)	5,000
24-03-99 Technical assistance - Disaster risk reduction	1,223,590
26-01-01 Country programme process (including UNDAF planning and CCA)	246,572
26-02-03 Data architecture and use	12,202
26-02-08 Programme monitoring	116,594
26-03-07 Strengthening C4D in Government systems including preparedness for humanitarian action	9,426
26-05-10 Research innovation learning, uptake and partnerships for research	10,216
26-06-04 Leading advocate	50,457
26-06-06 Supporter engagement	7,154
26-06-08 Emergency preparedness (cross-sectoral)	385,417
26-06-10 CRC, CEDAW or CRPD - follow up on concluding observations	55,187
26-06-12 Learning	45,013
26-07-01 Operations support to programme delivery	2,649,000
27-01-06 HQ and RO technical support to multiple Goal Areas	89,995
28-07-04 Management and Operations support at CO	305,727
Grand Total	43,172,485

Table 6 below presents the summary of planned budget vis-à-vis the available budget for the five WASH outputs in 2019.

Table 6: Planned budget for 2019

Outcome Area 3: WASH

Ethiopia

Planned Budget and Available Resources for 2019

Planned output	Funding Type	Planned Budget	Funded Budget	Shortfall
003/001 – WASH Sector Coordination	RR	1,710,745.00	707,739.00	1,003,006.00
	ORR	88,776.00	29,822.00	58,954.00
003/002 – WASH Knowledge Management	RR	82,605.00	77,006.00	5,599.00
	ORR	33,080.00	56,500.00	(23,420.00)
003/003 – Rural WASH	RR	1,107,730.00	1,172,412.00	(64,682.00)
	ORR	1,978,757.00	15,267,902.00	(13,289,145.00)
003/004 – Urban WASH	RR	826,048.00	557,489.00	268,559.00
	ORR	6,856,277.00	21,310,491.00	(14,454,214.00)
003/005 – WASH in Emergencies	RR	41,302.00	528,713.00	(487,411.00)
	ORR	-	233,914.00	(233,914.00)
	ORE	-	7,759,734.00	(7,759,734.00)
Sub-total Regular Resources	RR	3,768,430.00	3,043,359.00	725,071.00
Sub-total Other Resources - Regular	ORR	8,956,890.00	36,898,629.00	(27,941,739.00)
Sub-total Other Resources – Emergency	ORE	-	7,759,734.00	(7,759,734.00)
Total for 2019*		12,725,320.00	47,701,722.00	(34,976,402.00)

*The funded budget is incomparably higher than the planned budget due to most grants are allocated in 2019 while in reality those grants are for the year 2019 and beyond.

Future Work Plan

In alignment with the above targets and the Government's GTP-II and the SDGs, UNICEF Ethiopia will continue supporting the Government to reach targets of the following summarised emerging areas and priorities of: urbanization, resilience, adolescence, improving early child development and enhancing monitoring and evaluation capabilities and knowledge generation to influence policy and practice.

Specific priorities for UNICEF WASH in 2019 include:

- **Baby WASH.** UNICEF will support the development and expansion efforts in Baby WASH promotion and marketing, particularly in zones with high prevalence of stunting, diarrhea and trachoma. In addition to supporting the rollout of the national Baby WASH strategy, ensuring it is integrated into Ethiopia's Health Extension Worker programme. Evidence will be gathered on effective behavior change campaigns from the pilot projects with BBC Media Action and PMC. The campaign will be expanded, as suitable, to other regions.
- **Public Utility Management.** UNICEF will support the rollout of the new Implementation Manual for Rural Public Utilities at a regional level, building capacity of regional, zonal and *woreda*-level

water bureaus. This includes supporting stand-alone utilities in Afar Region as well as a clustered utility in Somali Region and providing technical support to MoWIE when setting up an independent sector regulator. Careful monitoring and support will be provided to constructed multi village schemes while the new utility managements are introduced. This is a long term institution- building agenda.

- **Sustainable and resilient strategies.** UNICEF will support the GoE and WASH Cluster to shift away from large scale water trucking to more sustainable solutions, such as resilient water supply development in drought-prone areas and rehabilitation and maintenance of existing water sources. Support will be provided to the MoWIE in implementing the Climate Resilient WASH Strategy which will require substantial fundraising from international partners, as well as a contribution of 10 per cent resourcing from local communities.
- **Groundwater Mapping.** Following the groundwater mapping of 39 woredas, 16 optimal areas will be sited and drilled. A key part of this work will be building the skills and capacity of the MoWIE, Ethiopian regional governments and NGOs to use overlay analysis techniques for groundwater potential mapping.
- **One WASH Plus Urban Programme.** Construction work is completed in three towns and is near-completion in the remaining five towns as part of the One WASH Plus Urban program. Works will be finalized and the project will be formally handed over to the local authorities during 2019. Capacity building support will continue in 2019 during the defect liability period.
- **Sanitation Planning.** Following the endorsement of the Sanitation Microplans finalized in 2018, the results, data and maps will be shared with all regions in 2019 in a series of dissemination workshops, so that the data can be incorporated into planning for the 2012 Ethiopian Financial Year (from June 2019).
- **Sanitation Marketing.** UNICEF will expand the sanitation marketing pilot in Tigray region to additional *kebeles* and introduce new sanitation marketing programme in Benishangul-Gumuz region while building on successful sanitation planning and increased interest from regional government. The Benishangul Gumuz sanitation marketing will follow a similar methodology with some small modifications to the local context.

Expression of Thanks

UNICEF would like to take this opportunity to express its sincere appreciation for the contribution of the thematic resources that have helped UNICEF and partners make significant initial steps towards achieving the WASH-related SDG in Ethiopia: “Clean Water and Sanitation - Ensure availability and sustainable management of water and sanitation for all”.

UNICEF is absolutely committed to delivering on its five-year Country Programme (2016-2020) by focusing on improving the sanitation status in the country to contribute towards the reduction of stunting and other associated health risks; provide more climate resilient water sources in areas affected by drought and extreme climate variabilities; and building resilience of communities. Ethiopia faces enormous challenges and risks from climate change, natural disasters, political instability, influx of refugees and asylum seekers and movement of IDPs. The thematic contribution, particularly due to its flexible nature, has supported the response of to these challenges and will have an enormous impact on the success of UNICEF Ethiopia’s innovative programming from 2019 – 2020.

Baby WASH: increasing communities' awareness through health extension workers

by Hiwot Ghiday, Selamawit Yetemegn, Anina Stauffacher



Image 1 Nigist on the left with her youngest child on the back describing how she takes care of her two children whilst other children from the community come close curiously. ©UNICEF/2018/Stauffacher

Sekota Woreda, Northern Amhara region, 5 October 2018– Nigist lives 20km north of Sekota town in the mountainous and remote northern part of Ethiopia. Together with her husband and two children she lives in a one-room rock-built house in the centre of the village. The village is surrounded by rocky crop fields, where the men plough with the help of two oxen.

In early August, during the rainy season, everything looks not lush but pleasantly green. As Nigist takes a seat on a dusty plastic chair, the neighboring children come closer sitting and standing on the gravelly dirt curious to hear and see what she is about to tell.

With the youngest child safely on her back, Nigist starts talking about how she cares for him. She explains how she washes the baby's hands and face three times per day often with soap. "I would always like to wash my baby with soap, but we sometimes find it difficult to afford soap, then I wash him with water only", she says. "I also wash his body every other day, for my older child it is less frequent". Nigist's understanding of the

consequences of not properly washing her children's hands and face with soap seems limited and leads her not to prioritize buying soap rather than other items.

UNICEF in collaboration with the BBC Media Action is currently piloting an EU-funded Baby WASH project in Zequalla and Sekota Woredas, Wag Himra Zone, northern Ethiopia. The aim of the Baby WASH project is to reduce the microbial burden encountered by young children in their play and feeding environments. In addition, the project aims to reduce trachoma and other disease exposure of children and therefore help reducing child stunting [1].

In August 2018, health extension workers were trained to work with the communities to change hygiene practices improving early childhood development. The focus lies on safe disposal of child feces, handwashing with soap, face hygiene, shoe wearing, protective play areas and food hygiene.



Image 2 Debessa, a health extension worker describing the training on Baby WASH activities and how she plans to work with mothers in her community

©UNICEF/2018/Stauffacher

During the training, health extension workers learnt about Baby WASH activities and how to work with the communities to effectively change behavior. Listening groups and group discussions at community level using radio recordings are part of the methods the health extension workers use to raise Baby WASH issues in their own community. Additionally, during public discussion led by the

local health office, key expectations were raised and discussed.

Debessa is one of the two health extension workers in the kebele where Nigist lives. Debessa says: "I know about safe sanitation and hygiene practices, but these interventions focusing on babies and young children are new for me. It is very interesting and I am learning a lot during the training." Debessa is happy about attending the training together with other colleagues from Sekota Woreda.

She and her colleague working in the same kebele agree: “we are very motivated to go back home and work with the mothers on the Baby WASH, it is exciting. For the handwashing practices specifically focusing on babies and young children, we will connect it to previous handwashing promotion activities. To encourage families to properly dispose child feces, we expect that it will need some time for the change to be effective because this is a new concept for many in the community. And potties are expensive, it isn’t a priority for the families to spend money on potties particularly at this time of the year where families invest most of their money in farming”.

The key actions promoted during the training are summarized in form of pictures with both Amharic and Hemteгна language so training material can be used at community level.

Piloting the EU-funded Baby WASH project in collaboration with the government is a promising way forward to start triggering behavioral change with a focus on pregnant women, babies and children under 3. Shifting from a “have to” approach to a stronger focus of “how to”, Baby WASH requires close integration with existing interventions on maternal, new born and child health, early childhood development and nutrition.

A paper published by UNICEF and John Hopkins University in [the Journal of Tropical Medicine and International Health](#) highlighted the need to target interventions to reduce unsafe practices of disposal of baby and child feces. UNICEF Ethiopia WASH has included Baby WASH into its strategy for the new country program to contribute to the improvement of early childhood development.

[1] Stunting is a sign of ‘shortness’ and develops over a long period of time. In children and adults, it is measured through the height-for-age nutritional index. In Ethiopia approximately 40 per cent of children are stunted.

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Annex I: Human Interest Story

Separately Attached

Annex II. Donor Feedback Form

UNICEF is working to improve the quality of our reports and would highly appreciate your feedback. Kindly answer the questions below for the above-mentioned report. Thank you!

Please return the completed form back to UNICEF by email to:

Name: Jennifer Schulz

Email: jschulz@unicef.org

**SCORING: 5 indicates “highest level of satisfaction” while
0 indicates “complete dissatisfaction”**

1. To what extent did the narrative content of the report conform to your reporting expectations? (For example, the overall analysis and identification of challenges and solutions)

5	4	3	2	1	0

If you have not been fully satisfied, could you please tell us what we missed or what we could do better next time?

2. To what extent did the fund utilization part of the report meet your reporting expectations?

5	4	3	2	1	0

If you have not been fully satisfied, could you please tell us what we missed or what we could do better next time?

3. To what extent does the report meet your expectations in regard to the analysis provided, including identification of difficulties and shortcomings as well as remedies to these?

5	4	3	2	1	0

If you have not been fully satisfied, could you please tell us what we could do better next time?

4. To what extent does the report meet your expectations with regard to reporting on results?

5	4	3	2	1	0

If you have not been fully satisfied, could you please tell us what we missed or what we could do better next time?

5. Please provide us with your suggestions on how this report could be improved to meet your expectations.

6. Are there any other comments that you would like to share with us?

Thank you for filling this form!

