

**DFAT Management Response:** to the Independent Outcomes and Impact Evaluation Report on the Zimbabwe Multi-Donor Trust Fund.

The Zimbabwe Multi-Donor Trust Fund includes Australia, Denmark, Germany, Norway, Switzerland, Sweden and the United Kingdom. The trust fund was established as part of an emergency response to a cholera outbreak in Zimbabwe in 2010. The trust fund aimed to assist the Government of Zimbabwe address supply and quality issues in the delivery of water, sanitation and power services.

Recommendation	Response	Explanation	Action Plan	Timeframe
<b>Recommendation 1</b> Although the Local Authorities (LAs) reported that they are supplying water of acceptable quality to residents, the households' perceptions highlighted that they consider that the water they access is of poor quality, and it is recommended that the Municipalities consider all quality parameters, including turbidity, when monitoring water quality.	Agree	Technically feasible and socially necessary response to residents' concerns	Program Oversight Committee (POC) requests updates from AfDB Multidonors Management Comm (MMU) at POC meetings on Local Authorities' progress	Ongoing until completion of program in Oct 2019
<b>Recommendation 2</b> Replacement of worn out non-functional water meters would reduce the extent of Non-Revenue Water (NRW)	Agree in part	While it is a fair recommendation, it's not clear whether the recommendation is directed at LAs or ZimFund. In any event there are budgetary constraints for LAs on the proposed course of action, as well as policy issues. While ZimFund has budgeted for replacement of some water meters, it has not budgeted for all.	POC requests updates from MMU at POC meetings on LAs and ZimFund progress on reducing NRW and on meter replacement	Ongoing until completion of program in Oct 2019

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<b>Recommendation 3</b> Strengthening of community support for service delivery to close the gap on households' unwillingness to pay. This can be achieved through projects which instil good customer care and good citizen relations, which, it is assumed, would in the long term increase willingness to pay for the services.	Agree in part	The recommendation is accepted insofar as the importance for sustainability of re-establishing the local authority / residents' social compact is widely recognised. The issue is being addressed in ZimFund albeit only with a light touch (given ZimFund was designed as an emergency infrastructure intervention). With budgetary and time constraints and an already agreed program of works, the light touch approach is likely to continue.	POC requests updates from MMU at POC meetings on institutional strengthening	Ongoing until completion of program in Oct 2019

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<b>Recommendation 4</b> In the wake of continued water rationing in towns, it is advisable to strengthen health promotion activities to activate best practices in household water and sanitation usage by all people. The evaluation noted that practices such as handwashing with soap at household level as well as water storage are very weak. It is highly recommended to invest in behaviour change WASH programmes such as participatory health and hygiene programmes to complement the hardware component.	Agree in part	The issue is being addressed in ZimFund albeit only with a light touch for reasons noted above that ZimFund was designed as an emergency infrastructure intervention. With budgetary and time constraints and an already agreed program of works, the light touch approach to behaviour change is likely to continue.	POC requests updates from MMU at POC meetings on behaviour change activities.	Ongoing until completion of program in Oct 2019
<b>Recommendation 5</b> Consolidation works under preparation address some of the issues in water quality and sanitation in Chegutu.	Agree	The recommendation is technically feasible and part of the consolidation program of works.	POC requests updates from MMU at POC meetings on the consolidation works.	Next POC (September 2017)