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RURAL ACCESS TO NEW OPPORTUNITIES IN WATER, SANITATION, AND HYGIENE



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FY2021 Quarterly Report I January to 31 March 2021



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RANO WASH

Rural Access to New Opportunities in Water, Sanitation, And Hygiene

FY2021 Quarterly Report

I January to 31 March 2021

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FRONT PICTURE: Ambarimilambana primary school is a WASH-friendly school Level I. Ampasimadinika commune, Atsinanana region (Photo credit: RANO WASH)

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ACRONYMS AND ABBREVIATIONS

APS	Avant-Projet Sommaire (Technical Scoping Study)
APD	Avant-Projet Détaillé (Detailed Project Design)
AO	Agreement Officer
AOPDEM	Association des Opérateurs Producteurs et Distributeurs d'Eau à Madagascar (Association of Water Producers and Distributors in Madagascar)
AOR	Agreement Officer Representative
ASUREP	Association des Usagers des Réseaux d'adduction en Eau Potable (Water Users Association)
ATEAH	Agent Technique de l'Eau, Assainissement et l'Hygiène (Water, Sanitation and Hygiene Technical Officer)
BC	Behavior Change
BCD	Behavior-centered Design
BNGRC	Bureau National de Gestion des Risques et Catastrophes (National Bureau of Disaster Risk Management)
BPOC	Budget Programme par Objectif Communal (Communal Program Budget per Objective)
BPON	Budget Programme par Objectif National (National Program Budget per Objective)
BPOR	Budget Programme par Objectif et Région (Regional Program Budget per Objective)
CARE	Cooperative for Assistance and Relief Everywhere Inc.
CHV	Community Health Volunteers
CLTS	Community-Led Total Sanitation
COVID-19	Coronavirus disease 2019
COP	Chief of Party
CRM	Climate Risk Management
CRS	Catholic Relief Service
CSO	Civil Society Organization
CTTP	Center for the Triage and the Treatment of the Plague
DAF	Director of Administration and Finance
DCOP	Deputy Chief of Party
DGRE	Direction de la Gestion des Ressources en Eau (Direction of Water Resource Management)
DiMat	District Monitoring Assessment Tool
DIP	Detailed Implementation Plan
DMEAL	Director of Monitoring, Evaluation, Accountability, and Learning
DREAH	Direction Régionale de l'Eau, de l'Assainissement et de l'Hygiène
DREN	Direction Régionale de l'Education Nationale
DRSP	Direction Régionale de la Santé Publique
DSI	Direction of the Information System
DQA	Data Quality Assessment
EDBM	Economic Development Board of Madagascar
EMMP	Environmental Mitigation & Monitoring Plan
ERF	Environmental Review Form
ERR	Environmental Review Report
ESF	Environmental Screening Form

FAA	Fonds d'Appui pour l'Assainissement (Global Sanitation Fund)
FUM	Follow-up Mandona
FY	Fiscal Year
GoM	Government of Madagascar
GSF	Global Sanitation Fund
IBM	Integrated Behavioral Model
ICT4D	Information and Communication Technology for Development
IP	Implementing Partner
IPTT	Indicator Performance Tracking Table
IWRM	Integrated Water Resource Management
JSR	Joint Sectorial Review
KRFF	Local Committees at Fokontany Level
LDP WASH	Local Development WASH Plan
LP2D	Lettre de Politique pour la Décentralisation et le Développement Local
LSHTM	London School of Hygiene and Tropical Medicine
MCSP	Maternal and Child Survival Program
MID	Ministère de l'Intérieur et de la Décentralisation (Ministry of the Interior and Decentralization)
MEAH	Ministère de l'Eau, de l'Assainissement et de l'Hygiène
MEO	Mission Environmental Officer
MFI	Micro-Finance Institution
MHM	Menstrual Hygiene Management
MNP	Madagascar National Parks
MOC	Maîtrise d'Ouvrage Communale (Communal Project Management)
MoEEF	Ministry of Environment, Ecology, and Forest
MoFB	Ministry of Finance and Budget
MoID	Ministry of Interior and Decentralization
MoNE	Ministry of National Education
MoPH	Ministry of Public Health
MOU	Memorandum of Understanding
MTDN	Minister of Posts, Telecommunications, and Digital Development
NGO	Nongovernmental Organization
NPP-WSH	National Platform for the Promotion of Water, Sanitation, and Hygiene
ODF	Open Defecation Free
ODDIT	Organisme de Développement du Diocèse de Toamasina (Toamasina Diocese Development Organization)
ONCD	National Office of Concertation and Decentralization
PCDEAH	Plan de Développement Communal en Eau, Assainissement et Hygiène
PCT	Project Coordination Team
PGDI	Projet de Gouvernance et de Développement Institutionnel (Governance and Institutional Development Project)
PGRM	Projet de Gouvernance des Ressources Minières (Mining Resources Governance Project)
PHE	Population, Health, and Environment
PIC	Projet Pôles Intégrés de Croissance (Integrated Growth Pole Project)
PIRS	Performance Indicator Reference Sheet

PMP	Performance Monitoring Plan
PNI	WASH National Investment Plan
PNP-EAH	Plateforme Nationale de la Promotion de l'Eau, Assainissement et Hygiène (National Platform for the Promotion of Water, Sanitation and Hygiene)
PPP	Public-Private Partnership
PPR	Performance Plan Report
PSEAH	Programme Sectoriel en Eau, Assainissement et Hygiène
Q2	Financial Quarter two
RANO WASH	Rural Access to New Opportunities in Water, Sanitation, and Hygiene
RDONE	Regional Director of National Education
RDOPH	Regional Director of Public Health
RDoWEAH	Regional Director of Water, Sanitation and Hygiene
RPGEM	Réseau des Promoteurs de Groupes d'Epargne à Madagascar (Savings Groups Promoters Network in Madagascar)
SDG	Sustainable Development Goal
SE&AM	Suivi Eau et Assainissement de Madagascar (Madagascar Water and Sanitation Monitoring)
SILC	Specialized Investment and Lending Corporation
SLC	Structure Locale de Concertation (Local Dialogue Structure)
SMILER	Simple Monitoring of Indicators for Learning and Evidence-based Reporting
SO	Strategic Objective
SRMO	Structure de mise en œuvre de la coordination Régionale
STEAH	Service Technique de l'Eau, Assainissement et l'Hygiène (Water, Sanitation and Hygiene Technical Department)
STEFI	Suivi Technique et Financier (Technical and Financial Monitoring)
STH	Soil-transmitted Helminth Infections
STTA	Short-term Technical Assistance
SWA	Sanitation and Water for All
SWAp	Sector-wide Approach
SWOT	Strengths, Weaknesses, Opportunities, and Threats
TA	Technicien d'Appui
TDY	Temporary Duty
TFP	Technical and Financial Partner
TOR	Terms of Reference
ToT	Training of Trainers
USA	United States of America
USAID	United States Agency for International Development
USG	United States Government
VAT	Value Added Tax
VA/PSP	Village Agent/Private Service Provider
VSLA	Village Savings and Loan Association
WALIS	Water for Africa through Leadership Institutional Support
WASH	Water Sanitation and Hygiene
WASH-BAT	WASH Bottleneck Analysis Tool
WASH-BC	WASH Behavior Change
WHO	World Health Organization

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WMA	WASH Market Assessment
WMDP	WASH Market Development Plan
WQAP	Water Quality Assurance Plan
WSP	WASH Service Provider

I PROJECT OVERVIEW/SUMMARY

Project Name:	Rural Access to New Opportunities in Water, Sanitation, And Hygiene, Madagascar (RANO WASH)
Activity Start Date and End Date:	15 June 2017—15 June 2022
Name of Prime Implementing Partner:	Cooperative for Assistance and Relief Everywhere Inc (CARE)
Cooperative Agreement Number:	AID-687-A-17-00002
Name of Subawardees	Catholic Relief Services (CRS), WaterAid, BushProof and Sandandranano
Major Counterpart Organizations	Ministry of Water, Sanitation and Hygiene, Ministry of Public Health; Ministry of Interior and Decentralization, Ministry of National Education, Ministry of Environment, Ecology, and Forests; Ministry of Higher Education and Scientific Research; Ministry of Finance and Budget; Ministry of Population, Social Protection and Woman Promotion; regional and commune governments
Geographic Coverage	250 communes in 6 regions: Alaotra Mangoro, Amoron'i Mania, Atsinanana, Haute Matsiatra Vakinankaratra, and Vatovavy Fitovinany
Reporting Period:	January 1 to March 31, 2021

I.1 Project Description/Introduction

USAID awarded the five-year Cooperative Agreement AID-687-A-17-00002 for the USAID The Rural Access to New Opportunities in Water, Sanitation, and Hygiene Project (RANO WASH) to Cooperative for Assistance and Relief Everywhere Inc (CARE), on 15 June 2017. CARE manages the RANO WASH consortium with core partners Catholic Relief Services (CRS), WaterAid, BushProof, and Sandandranano and access to a broad range of resource partners (Figure 1).

RANO WASH aims to increase equitable and sustainable access to water, sanitation, and hygiene services; maximize the impact on human health and nutrition, and preserve the environment in 250 rural communes in six high-priority regions: Alaotra Mangoro, Amoron'i Mania, Atsinanana, Haute Matsiatra, Vakinankaratra, and Vatovavy Fitovinany. A full list of the communes in the Project regions is presented in Annex 9.

To accomplish this goal, the Project is developing a systematic partnership with national and regional governments, water and sanitation institutions, communities, private sector actors, civil society organizations, and beneficiaries. The aim is to implement a strategic set of mutually supporting activities that contribute to three interlinked strategic objectives:

1. Strengthening the governance and monitoring of water and sanitation
2. Increasing the engagement of the private sector in the delivery of WASH services
3. Accelerating the adoption of healthy behaviors and the use of WASH services

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Figure 1. RANO WASH Consortium and resource partners

The Project contributes directly to the USAID/Madagascar Health Population and Nutrition's Intermediate Result (IR) 1.1 Sustainable Health Impacts Accelerated and sub Intermediate Results, for which the development objective is "Improved Human Capacity to Contribute to the Country's Journey to Self-Reliance" as part of USAID/Madagascar Country Development Cooperation Strategy 2021-2025.

The Project also aligns with USAID Madagascar Water for the World Country Plan through contributions to three out of four program components:

1. Improved WASH Enabling Environment;
2. Public/Private Partnership for at least basic or safely managed service provision of clean water and sanitation;
3. Rural Sanitation and Hygiene Behavior Change.

The Project is also aligned with the Madagascar Government policies and priorities defined in the Initiative for the Emergence of Madagascar (Initiative Emergence Madagascar or IEM) and the General Policy of the State (PGE).

This report covers the period from January to March 2021, which corresponds to the second quarter of the FY2021 fiscal year and the second reporting quarter of the RANO WASH project.

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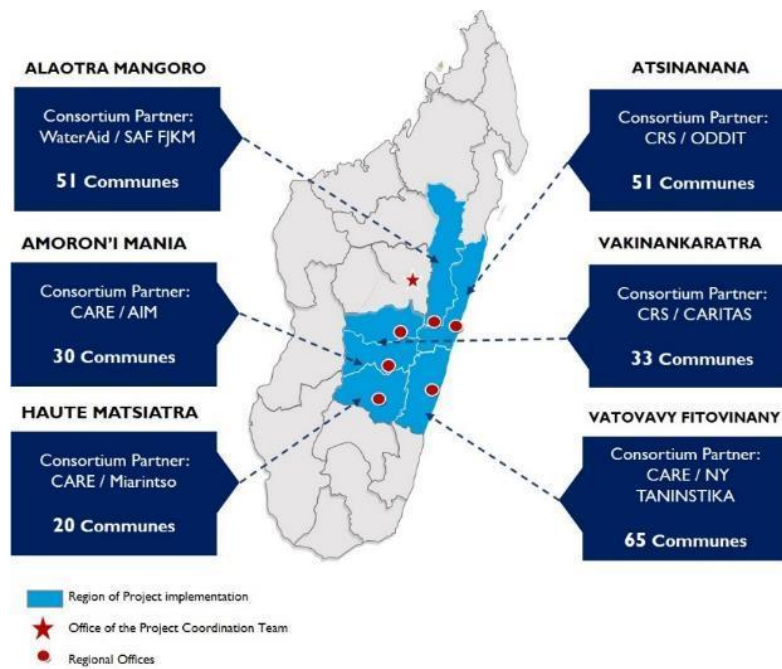


Figure 2. RANO WASH Regions

2 ACTIVITY IMPLEMENTATION PROGRESS

2.1 Implementation Status

Context

During the second quarter, the Project continued implementing COVID-19 sanitary measures and protocols per the RANO-WASH consortium members' COVID-19 policies and guidelines. Virtual meetings continued, with the project team at the national and regional level only attending limited face-to-face meetings requiring compliance with sanitary measures such as physical distancing, use of masks, and hydroalcoholic gel.

From March 2021 onwards, the COVID-19 situation deteriorated with increased cases, especially in Vakinankaratra, Atsinanana, and Alaotra Mangoro, affecting the RANO WASH team notably in Antananarivo. Intra-regional trips continued, but the Project had to cancel and adapt inter-regional visits and support through online events.

RANO WASH celebrated two international days this quarter: International Women's Day, on 8 March, and World Water Day, held on 22 March. The MEAH extended the World Water Day to a Water Week by holding several webinars to share experiences, exchange knowledge, contribute to the sector's development, and consolidate collaboration between all WASH actors.

RANO WASH contributed to this event by sharing its experience with water supply PPPs, and Sandandrano presented its experience with the design and construction of hybrid dams. At the regional level, RANO WASH used these international days as opportunities to strengthen the promotion of WASH messages.

OVERALL INDICATOR PROGRESS

The table below summarizes the evolution of the indicators for the second quarter of FY 2021.

Table 1. Summary progress toward key indicators Q2.21 Update¹

Key Indicators	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
# of people gaining access to basic drinking water services	15,711	8,274	21,066	9,758	46%	81,522	18,136	22%
# of people gaining access to safely managed drinking water services	13,379	2,506	12,087	2,492	21%	41,733	6,004	14%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	742%	23,000	75,106	327%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	65%	112,289	26,174	23%
# of institutional settings gaining access to basic drinking water services as a result of USG assistance	9	1	30	4	13%	81	5	6%
# of communities verified as "open defecation free" (ODF) as a result of USG assistance	183	156	202	423	209%	887	579	65%

¹ Definitions of the WASH services ladders according to the Joint Monitoring Programme for water supply, sanitation and hygiene (JMP): [WHO/UNICEF Joint Monitoring Programme for Water Supply, Sanitation and Hygiene \(JMP\) | UN Water](https://www.unwater.org/publications/who-unicef-joint-monitoring-programme-for-water-supply-sanitation-and-hygiene-jmp/) and [redesign_chart_JMP_JUL2017_3-02-e1501763782601.png \(627x1357\) \(unwater.org\)](https://www.unwater.org/publications/who-unicef-joint-monitoring-programme-for-water-supply-sanitation-and-hygiene-jmp/)

Achievements in terms of access to water services remain the main challenge of the project. As mentioned in previous reports, there are several reasons for this, starting with the delay in construction work and reinforced by the crisis due to COVID-19, the low capacity of private operators to generate and meet demands, and the time taken to define a strategy for access to water in fokontany and isolated villages adopting private management. The project in FY21 has strengthened its support to private operators to implement an aggressive marketing strategy. The PPP model adapted to small systems for fokontany, and remote villages has been defined and is being implemented in collaboration with the MEAH and the Communes. We are confident that the objectives will be achieved despite the time needed to implement the strategies. Intermediate results before access to water will be reported in the Q3 report.

The results obtained in terms of access to sanitation and ODF services are increasingly impressive. We strongly believe that a shift in social norms regarding sanitation might be happening, resulting from a combination of strategies. Moreover, it is not simply community mobilization but also the strengthening of authorities' commitment at all levels. The leadership demonstrated by the MEAH at the national and regional levels for Madagasikara Madio facilitates the mobilization of Communes, fokontany, and villages to compete to become "Madio" localities before the others.

Our current observation is that this result is closely linked with the WASH system strengthening approach. This is also why we are investing in the market-based approach with iDE to ensure that the market can provide sanitation services for households. Indeed, developing markets for sanitation is still a challenge, whereas it is the most important ingredient to ensure sustainability.

Access to WASH services at the institutional level is the second challenge of the project. There are many reasons for this, including the delay in completing drinking water and the cumbersome nature of the WASH Friendly Institution approach. In addition, we focused our approach on engaging institutions to mobilize their financial resources to improve their sanitation, yet the institutions did not have the necessary resources and capacity. We improved our approach to fund infrastructure and engage and build the capacity of the Communes and institutions at the same time for a quality and sustainable WASH services. We plan on catching up with these results from this FY21.

2.1.1 Strategic Objective 1: Governance and Monitoring of Water and Sanitation Strengthened for Sustainable and Equitable WASH Service Delivery.



Key Achievements

- Six Structures Régionales de Mise en Oeuvre (SRMOs) of the six RANO WASH intervention regions have started their annual planning cycle for 2021
- 233 of 250 Commune (93%) continue to update SE&AM
- 23 STEAH trained on mWater
- 160 of 200 Communes (80%) have a *Plan Communal de Développement EAH* (PCDEAH, WASH Communal Development Plan)
- 70 *Associations des Usagers des Réseaux d'Eau Potable* (ASUREP; water users association) was trained on their roles and attributions

Table 2. Summary of progress towards key SO1 indicators Q2.21 Update

Key Indicator	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
Progress on the pathways to set up regional coordination n*.	Phase 6 Year 20	Phase 6 Year20	Phase 3, Year 21	Phase 3, Year21	N/A	Phase 5 Year 21	Phase 3 Year 21	N/A
% common reporting in SE&AM (out of 250 Communes)	68%	65%	80%	93%	116%	80%	93% (233/250 municipalities)	116%
Progress of Capacity of DREAH to train and coach communes	Not applicable for Q1	Not applicable for Q1	Not applicable for Q2	Not applicable for Q2	N/A	6 DREAH conducted training of STEAH	Not applicable for Q2	N/A

Key Indicator	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
						in their region (Step I and II)		
# of intervention communes engaging with the private sector to provide WASH services	50 Target communes identified	47 target commune identified	50 Communes engaging with PP	47 Communes identified in Q1 and engaging with PP and 37 identified	94%	99 municipalities engaging with the private sector	47 Communes engaging with PP and 37 identified	47%
# Commune with trained STEAH	220	220	220	220	100%	245	220	90%
# communes with OSC-EAH operational	130	134	130	134	103%	150	134 operational	89%

*See Figure 3. Phases to set up a regional coordination mechanism

IRI.1 Strengthened Government and Stakeholder Commitment and Accountability to Sector Development.

Output I.1.1 Sector coordination and learning mechanisms operating effectively under strong national leadership

During Q2, the six regional RANO WASH interventions have started their 2021 planning cycle by developing their annual plans to achieve regional performance goals. Our goal this Q2 was phase 3: developing a regional plan for the 2021 cycle according to the "pathways to set up a regional coordination."

The development of these annual regional plans at the SRMO level strengthens the dialogue between actors at the level of each region and will avoid duplication and fragmentation of interventions. In addition, efforts during this quarter allowed the SRMOs to (1) discuss the periodical monitoring mechanisms to be implemented, (2) help the DREAHs estimate funding gaps concerning the objectives set for the region, and (3) support the actors to highlight their contributions to these regional objectives.

Each region has an average of two meetings per region per quarter. The Haute Matsiatra region catch up with their regional sector review during this quarter. All the main actors at the regional level are active in each region. The schedule for the annual planning cycle at the regional level is maintained in most cases. Thematic meetings are implemented to discuss the challenges for the sub-sectors according to the context of each region (for this Q2: preparation of the world days, discussion on water resources, and reforestation planning).

RANO WASH has provided technical support to the DREAH and SRMO to prepare and implement these SRMO meetings and pleaded with DREAH the importance of maintaining the regularity of coordination meetings.

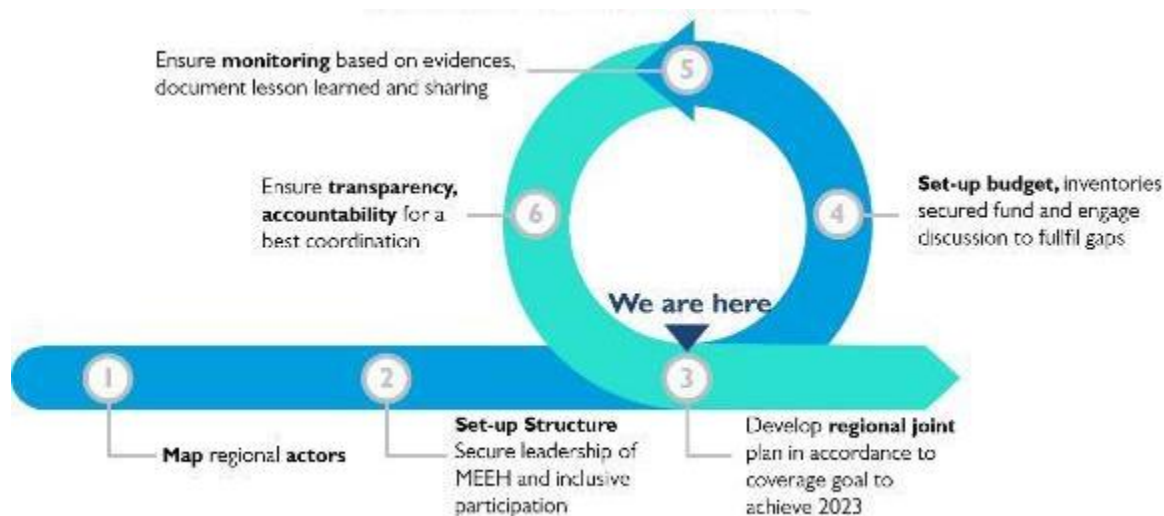


Figure 3. Regional Coordination Pathway: Start of a new annual planning cycle for 2021

To influence the standardization of coordination at the national level and to have a better overview of the WASH system, RANO WASH advocated with the Ministry for a refresher course for MEAH staff on the system approach. To this end, MEAH mobilized its Directors to prepare the training with us. However, due to the priorities of MEAH, especially the fight against COVID-19, this training was rescheduled for the third quarter.

Output I.1.2 Institutional capacity of the Ministry in charge of WASH developed to meet strategic needs

As mentioned during the Q1 report, the National WASH policy is planned to be submitted to the Parliament's meeting in May. With the support of the HP+ Project, the Ministry has mobilized a legal expert to review and address the government's remarks to transform the document into a bill. The MEAH plans to submit the bill to Parliament in May.

At the same time, MEAH has been doing some internal thinking and preparing the strategy based on consultations during national policy development. In February, MEAH presented their reflections to RANO WASH and the ToR of the consultant to develop the strategy. RANO WASH will work with MEAH to recruit the consultant, and MEAH will propose a schedule for developing the strategy.

Activities planned for the next quarter

- Support the MEAH through the sector strengthening exchange;
- Support of the DREAH for the follow-up of the activities with the planning and mobilization of the actors for the implementation of the activities;
- Support of the platforms at the regional level for the dynamization of SRMO ;
- Participation in the development of the National WASH policy;

IRI.2 Improved Sector Monitoring, Analysis, and Learning, Influencing Policy

Output I.2.1 SE&AM strengthened and extended

Our vision for 2022 is to have an operational cycle of planning, implementation, monitoring, reporting, and evaluation that allows for a systematic assessment of sector performance and a mechanism to document lessons learned. The following are some of our successes against Q2, FY21 objectives that contribute to this vision.

233 of 250 municipalities (93%) transferred physical versions of WASH data to the DREAHs against our Q2 objective of 80% of our intervention municipalities. In addition, we have trained the Monitoring and evaluation officer within the DREAH to use ICT4D technology (mWater) to monitor services and increased to 51 the number of pilot communes for the use of mWater². RANO WASH has provided smartphones to the DREAH to improve communication during COVID-19 and 51 Communes for the mWater pilot.

At the regional level, with the activities of the regional sector review SRMOs during Q1 and the annual regional planning during Q2, we are strengthening the experiences and culture of monitoring and evaluation of the sector, and more particularly, the inclusion of monitoring and evaluation data in the regional planning processes. However, there is still a challenge in synchronizing data at the regional and national levels. These challenges should be resolved with the SE&AM upgrade project.

RANO WASH has supported MEAH in developing a new action plan for the SE&AM upgrade at the national level. This new action plan focuses on developing a monitoring mechanism for the sector in a holistic way rather than focusing only on the information system. (Annexes 15, 16, 17)

Output I.2.2 Implementation of the learning agenda to increase and better regulate private-sector engagement in WASH

To strengthen the production of learning materials to improve the engagement and regulation of the private sector in the WASH sector, RANO WASH has initiated work to compile data from PCDEAH and market studies to highlight business opportunities at the commune level and is preparing an exchange between communes and the private sector.

In addition, we are preparing an inventory of private operators working in, for, and with the WASH sector to strengthen knowledge of the private sector's potential to contribute to the WASH sector's strengthening and stimulate discussions on the subject among all actors.

Activities planned for the next quarter

- Continue to support MEAH in the completion of the SE&AM upgrade;
- To support the STEAH in updating and making reliable the data at the level of the communes;
- Follow-up of the Communes on the update on mWater ;
- To finalize the strategies of engagement of private operators in the sector at the level of the Regions and the national level (done jointly with RANO WASH private Sector engagement team);

² mWater: STEAHs manage to implement the inventory of infrastructure as well as the update of their operating status. The DREAHs teams, on the other hand, are being asked to activate their role in supervising this information and supporting the communes in case of difficulty.

- Finalize the mapping of private operators at the national level;
- Organize learning workshops at the national level with private operators.

IRI.3 Strengthened Subnational Systems

Output 1.3.1 Decentralized resources available for sustained WASH service delivery

RANO WASH continues to strengthen the building block of WASH systems at the regional level. As noted in Output 1.1.1, this includes strengthening the planning cycle and linking regional annual planning processes and regional sectoral reviews. The other points reinforced at the regional level are:

- 1) the processes of monitoring the performance of water service providers by the DREAH and SRMO in Vakinakaratra, Alaotra Mangoro, Atsinanana,
- 2) capacity building of DREAHs for monitoring CLTS activities at the level of their region,
- 3) strengthening DREAHs to accompany STEAHs, especially for the use of mWater. In particular, RANO WASH trained the DREAH team of the Haute Matsiatra on IWRM, including promoting environmental protection and the major factors of water resources recharge on their demand.

Output 1.3.2 Communes' management capacities strengthened for WASH service delivery

In FY21, RANO WASH will continue working with communes to conduct the following activities:

- 1) incrementally increase the WASH budget line within the larger commune-level in 50 communes;
- 2) set up management contracts with private water operators in 99 communes;
- 3) improve the quality of technical and financial support services provided by the STEAH at the communal level;
- 4) improve monitoring systems and data updates for the SE&AM; and
- 5) define priorities and road map to improve accountability and regulation of WASH services in each commune.

An analysis of 151/250 communes that submitted information on their 2021 primary budgets showed that 138 communes have a WASH budget, and 111 communes have increased their WASH budget ³for 2021. The total amount of the increased budget was over 892,000,000 MGA (~225,725 USD).

Only 45 of the communes that increased their WASH budgets were able to transfer their budgets to RANO WASH in time to be included in our tracking system. The others will be included in the Q3 period. The most common budgeted investments are latrine construction in institutions, waste management in public places, and water supply improvements.

In this context, RANO WASH has mobilized CSOs-EAH, SLCs to discuss the importance of increasing the WASH budget at the commune level and continues influencing the communes to take decisions in this direction. The Project also trained and provided technical support to communes on improving tax revenues and budget use, especially in the WASH sector. To date,

³ For more detail, see in the Annex 14. Communal WASH Budget Q2.21 update

all 250 project communes have been trained on improving tax revenues, including 40 communes for Q2 with 32 new mayors who had not received training in previous years.

RANO WASH continued strengthening the STEAH capacity to implement WASH activities during this quarter, allowing us to reach 230 STEAH trained on CLTS and 32 STEAH trained on the use of ICT4D. Eighteen communes installed a solar-powered computer to strengthen their capacity to process information (reporting and archiving, accounting, PCDEAH, asset management, mWater, SE&AM).

160 Communes currently have a PCDEAH. Our objective at the end of 2021 is to have 200 validated PCDEAHs at the commune level. This PCDEAH allows the commune to improve the accuracy of the budgeting process for the commune. Efforts during this quarter are focused on developing tools for communicating the content of the PCDEAH to mobilize communities and local actors and mobilize external actors such as the private sector, regional institutions, and actors. The private sector group at the regional level and the SRMO are currently the two channels targeted at the external level to see a business opportunity in these communes.

RANO WASH mobilized 48 communes to follow up on their action plan to strengthen the WASH sector at their level. Each of these communes has developed the balance sheet of achievements and updated their action plan considering the challenges of the previous cycle. These sessions allowed RANO WASH agents to understand the importance of collaboration with the private sector to achieve the commune's objectives.

Activities planned for the next quarter

- Accompaniment and coaching of STEAH by DREAH for the implementation of WASH activities;
- Finalization of the remaining PCDEAHs;
- Installation of equipment and training of Commune in the Atsinanana Region;
- Continued support for the strengthening of community managers towards PPP;
- Continue the Life Cycle Cost⁴ process in the six pilot communes: Belavabary (Alaotra Mangoro), Andemaka (Vatovavy Fitovinany), Antsoatany (Vakinankaratra), Ranomafana (Atsinanana), and Ambatmarina (Haute Matsiatra).

IRI.4 Increased community control over WASH services

Output I.4.1 Communes and communities with an active civil society, aware of and organized to claim their right to water and sanitation

134 communal WASH CSOs are currently operational, out of a target of 130 for this quarter. They are very active in discussing WASH budgets at the commune level and monitoring the mobilization of these budgets, particularly for repairs of small systems, construction of public toilets in public places, and universal access to WASH in general. These CSOs also work with the communities to disseminate the concepts of human rights in the WASH sector and reinforce messages about the need to pay for water services to ensure their sustainability.

Exchanges between communal and regional WASH CSOs were undertaken in the regions of Alaotra Mangoro, Vakinankaratra, Haute Matsiatra, and Vatovavy Fitovinany, which allowed for

⁴ Life Cycle Cost process : which consists of making an inventory of all the infrastructures and monitoring the various costs to ensure the sustainability of the services. The aim is to improve future expenditure planning to ensure the sustainability of services.

the sharing of successes at the commune level, exchanges on approaches used in advocacy actions at the local level, as well as actions implemented with communities as part of the popularization of the human rights to water and sanitation.

In communities with water supply infrastructure, RANO WASH is strengthening the establishment of a Users' Association of Drinking Water Systems (ASUREP) in conjunction with the communal WASH CSO. We are building the capacity of ASUREPs to act as watchdogs for the quality of services provided and to engage in constructive dialogue between users, communes, and private operators to ensure the sustainability and quality of services. Currently, we have identified 105 user groups in the communes with small or large water supply systems, 81 of which have received support during this quarter. One of the activities promoted among these ASUREP⁵s is implementing the Community Score Card between the water service manager and the user (see next section: Accountability Mechanism).

Output 1.4.2 Communes with functional WASH accountability mechanisms

We currently have 157 Communes with ⁶operational accountability mechanisms exceeding our target for this year. As shared during the Q1 report, our goal is to strengthen the quality of results from these mechanisms, including the responsiveness of communes and service providers. Increasing the use of the community scorecard⁷ (CSC) was one of the solutions adopted. The CSC is one of the mechanisms least practiced last year but has a strong results advantage on the quality of services and collaboration for WASH. Thus, since Q1, we have implemented 72 Community Score Card (CSC), and 54 of them are in the process of completing their first cycle. The availability of users at the water point managers' offices, water service interruptions, and the distribution of hygiene product vendors are among the issues most raised during these CSCs.

The local consultation structures (*Structures Locales de Concertation*, or SLCs) are spaces for exchange between the commune's dynamic actors, including communities, service providers, and authorities. 224 SLCs are operational this quarter. They are part of the accountability chain where, among other things, solutions to shared challenges can be discussed for proposal to the commune. Their discussions revolved mostly around planning for WASH and monitoring the various stakeholders' commitments for this quarter.

A summary of 'quick wins' resulting from accountability mechanisms and SLCs is provided in Annex 13.

Activities planned for the next quarter

- Accompaniment of WASH CSOs on advocacy and law enforcement activities in WASH;
- WASH CSOs support at the regional level for CSOs support strategies at the Communes level;

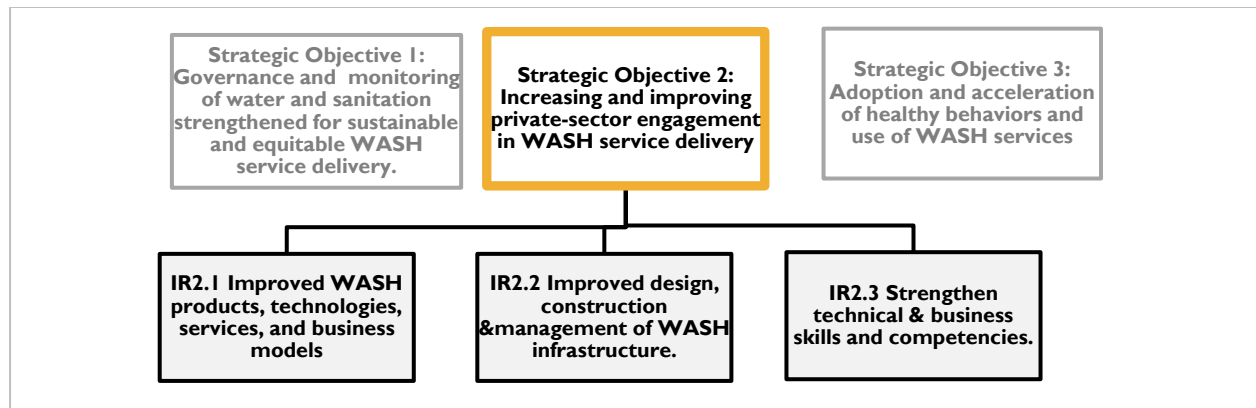
⁵ ASUREP and sustainability: we are counting on the commune and the network of communal CSOs to highlight the importance of these associations. Their existence and the mechanisms to ensure their sustainability and effectiveness have to be decided commonly at regional level. We will advocate for this at the regional level after the DREAH and the SRMO.

⁶ Accountability mechanism promoted through the project: community meetings, suggestion box, and Community Score Card, Green line;

⁷ The Community Score Card is a community based monitoring and evaluation tool that enables all stakeholders to assess the quality of public services. We use it to help dialogue between WSPs, authority and community. Both WASH services providers and Community set up a joint plan to solve challenge

- Follow-up and accompaniment of ASUREP as well as other service users on the CSC;
- SLC performance improvement and support for complaint feedback ;
- Accompanying communities in the use of accountability mechanism tools.

2.1.2 Strategic Objective 2: Increasing Private-Sector Engagement in Delivering WASH Services



Key Achievements

- **9,758** out of **21,066** (46%) people targeted gained access to basic drinking water services, and **2,492** out of **12,087** (21%) people targeted gained access to safely managed drinking water services;
- **42,101** out of **5,677** (742%) people targeted gained access to basic sanitation, and **18,111** to a limited sanitation service out of **27,658** targeted (65%);
- **4 construction contracts** were signed;
- **4 ESFs** were submitted to **USAID for validation**, and **three** were approved after review;
- **171 local masons** sold **696** sanitary products, and **225 local seamstresses** sold **14,300** hygiene products;
- **14 water service providers** were trained in marketing and financial education in collaboration with BNI/KRED;
- **44 young WASH entrepreneurs** were trained on business development;
- **Over 300 persons, from the administrative authorities** (mayors, councilors, STEAH, regional director of EAH) **and the private operators**, have received capacity building on the roles, responsibilities, and contractual obligations for the Build Finance O&M Public-Private Partnership model.

Table 3. Summary progress toward key SO2 indicators Q2.21 Update

Key Indicators	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
# of WSP/ artisans/vendors issued loan products for investment in WASH systems	8	39	9	0	0%	27	39	144%
# of people gaining access to basic drinking water services	15,711	8,378	21,066	9,758	46%	81,522	18,136	22%
# of people gaining access to safely managed drinking water services	13,379	3,512	12,087	2,492	21%	41,733	6,004	14%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	742%	23,000	75,106	327%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	65%	112,289	26,174	23%
# of infrastructure feasibility studies (APD and APS reports) completed	22	22	11	4	36%	40	26	65%

IR2.1 Strategic Development and Innovation for Private-Sector Engagement in WASH Service Provision

Output 2.1.2 Regional WASH market development plans drafted

RANO WASH organized two workshops planned in February for the second phase of the WASH Market Development Plans (WMDPs): initiation and data restitution in Haute Matsiatra and identifying potential markets in Amoron'i Mania.

The Project continued to develop WMDPs for the regions that have already completed the process (Atsinanana, Alaotra Mangoro, Vatovavy Fitovinany, and Vakinankaratra). Niche market packages with business models have been identified and have proven interesting to

regional and national investors already identified⁸. Draft WMDPs documents are being developed for Atsinanana and Alaotra Mangoro.

In the third quarter, we will organize virtual meetings for the regions of Atsinanana, Alaotra Mangoro, and Vakinankaratra to share the results with the stakeholders involved in the process before publication.

Box I. Water Kiosk Pilot

Coverage: in average population living in 500 m radius

Tariff: 2.5 MGA/Liter (50 MGA for 20 L jerry can)

Availability: the pilot kiosk has been built nearby MultiPEC, markets and public places, with tokens available during the day

The kiosk has a meter, and RANO WASH will define in Q3.21 the monthly volume and estimate the number of beneficiaries per kiosk



Picture I. A water kiosk with tokens, Commune Ampasimadinika, Atsinanana Region. Photo Credit RANO WASH

WATER KIOSK PILOT

As part of developing a "water" product adapted to service users and favorable to water service providers, RANO WASH piloted in Atsinanana with a water service provider, a water kiosk model with tokens that do not require a kiosk attendant.

It is a prepaid 24/7 service model suitable for rural farmers who do not receive periodic income. The water kiosk is considered a collective water point, with the price of water lower than that of a private connection. Water kiosks will benefit beneficiaries who are no longer dependent on the availability of water fountains. Service users will purchase tokens at the water service providers' office and other sales points such as MultiPEC.

⁸ During the WMDP process, we were able to identify a market for the water sector. We had set up a PPP business model, with a co-investment with a private manager. Ninety-two companies have come forward to respond to this market, and currently 11 are managing 24 systems. They have invested over \$235,000 to date.

In the sanitation sector, we defined the latrine market as potential. To date, more than 694 local masons are responding to the sanitation market, and promoting the products: SanPlat slabs; Satopan, and other products developed in self-construction.

In the hygiene sector, three markets have been defined: 03 hygiene markets, including

- I. the market for domestic hygiene,
- II. the market for the manufacture and sale of washable sanitary towels, and
- III. the hygiene communication market for behavior change. Of these three markets, only the market for the manufacture of washable sanitary napkins has been more developed. This market is currently served by 468 local seamstresses.

At the moment, our monitoring system does not allow us to have the amount of investment brought in by the private sector for these two sectors. We will review our learning plan at the end of the fiscal year and see if this topic will be prioritized among the others already identified.

Three water kiosks with tokens in three Communes⁹ are being installed this quarter and will be duplicated in other sites already operated by water service providers.

The Project is also exploring to roll out this model in remote areas, especially ODF villages that do not directly benefit from water services from the constructed water systems,

However, before scaling up this product, RANO WASH is taking the time to analyze and receive feedback from beneficiaries on the appropriation of the product and see what improvements can be made in collaboration with the managers: type of supply, number of tokens, etc... In terms of calculating the return on investment, the manager has also put a counter to calculate the volume consumed, and thus a projection of users. The result will be communicated in the next report.

Output 2.1.3 Increased availability and accessibility of types and range of financial products for WASH services and products

RANO WASH continues linking water service providers with commercial banks to sustain the systems and important coverage of services. Following the activities carried out during the first quarter, training was organized with KRED-BNI¹⁰ to help water service providers refine their development plan regarding marketing and financial management. A guideline was developed and shared with the managers to update their initial business plan.

In Q3, we will accompany the WSPs in updating their business plan, applying for financing, and following their business development.

Activities planned for the next quarter

- Continue to develop PDMW documents and organize dissemination meetings with stakeholders;
- Follow-up on contracting between private operators and financial institutions;
- Monitor the use of the three water vending machines with tokens: number of users, community perceptions of the water points, and business case analysis of the water points for replication.

IR 2.2 Improved Design, Construction, and Management of WASH Infrastructure

Output 2.2.1—Improved Design and Construction of Sustainable WASH Infrastructure

TECHNICAL FEASIBILITY STUDIES (APSS) AND DETAILED DESIGNS OF CONSTRUCTION PROJECTS (APDs)

The following table summarizes the achievements of APS and APD studies for FY21 Q2.

⁹ 3 Communes: Mahatsara, Ampasimadinika and Niarovana Caroline

¹⁰ <https://www.bni.mg/kred-hafa-mihitsy/kred-bni/>

Table 4. APS and APD Studies Q2.21 Update

Region	APS		APD		Comments
	Target	Actual	Target	Actual	
Atsinanana	0	0	2	0	In the Atsinanana Region, we focused on future construction for small systems and implementing PPP+ to expand existing services. We have had to consolidate sites for the economy of scale, which has delayed the start of studies. 6 APDs have been started and will be delivered in Q3.
Alaotra Mangoro	0	0	0	2	This APD are started in late September 2020, and the validation process was completed in Q2.21.
Amoron'i Mania	0	0	4	0	Haute Matsiatra and Amoron'i Mania teams had to re-select sites for APDs to meet the required criteria: technical and cost-effectiveness of the water system.
Haute Matsiatra	0	0	3	0	
Vakinankaratra	0	0	2	0	Three sites are conducting APD, but one had to be interrupted due to technical problems. The other two have a management challenge that is being addressed.
Vatovavy Fitovinany	0	0	0	2	The communes of Andondabe and Mahazoarivo are two new sites not considered in the roadmap but have been added because of their potential.
TOTAL	0	0	11	4	

The project team reviewed the water coverage plan, and sites that did not meet the required criteria, specifically cost-effectiveness, to ensure high coverage and sustainability of the water system were removed from the list. We also conducted inventories of failing water systems with local stakeholders willing to mobilize their resources to rehabilitate and expand services.

This review of the plan resulted in a new list of APDs: large systems for the Public-Private Partnership model or small systems with different private management models, including water kiosks with tokens, or independent technical operators or attached to a local water system management companies, ...

15 APD have been initiated, and reports will be finalized in Q3. The RANO WASH regional teams have planned to add 18 APDs to be finalized in Q4.

ESF, WQAP, AND CRM MONITORING AND IMPLEMENTATION

We held a training on implementing environmental compliance procedures, and climate risk management, in January 2021. Participants included regional private sector engagement officers (regional SO2s), technicians from Sandandrano and BushProof, and infrastructure managers at each consortium member organization.

In addition to the procedures applicable to the Project in terms of environmental compliance, Reg. 216, the training focused on developing the Environmental Impact Analysis (EIA) framework document and monitoring the implementation of mitigation measures USAID-funded worksites.

An action plan was established with the participants to deliver the next ESFs, depending on the corresponding APDs. It was established that from now, ESFs would be developed at Sandandrano and BushProof, monitored by the regional SO2s, submitted to the PCT environmental compliance specialist, who will review them before submission to USAID.

To this end, and through Q3, 27 planned sites have been added to the planning for the development of APDs and corresponding ESFs. 13 ESFs were started in Q2 and are still undergoing quality control and internal review. 4 ESFs have been submitted to USAID for

validation, 3 of which have been approved after review. The ten remaining studies will be finalized by the end of FY21.

Participants in the environmental compliance and climate risk management training were also trained on water quality control and monitoring procedures following the approved WQAP. One of the points raised, particularly during the training, was comparing data between the in-situ test kits and the IPM. The available data would allow us to see the variances between the two kits and take the necessary measures to address the various hazards. However, and following the approved WQAP, validation of water safety can only be done based on test results from the IPM at the water systems.

In FY21 Q1, one of the challenges mentioned about implementing water quality monitoring was mobilizing the IPM to the Vatovavy Fitovinany region. The field visits were finally carried out towards the end of March, and the results will only be available in April.

CONSTRUCTION WORKS

Four construction works are being prepared from the approved ESFs since FY20 Q4. The project faced challenges resulting in delays:

- **Implementation of TMP** (*Taxe sur les Marchés Publics*, public procurement tax) Negotiation with the companies given the change caused by the TMP on their financial contribution compared to their initial offer
- **Travel restrictions due to COVID-19** The difficulty encountered by the companies to start the works with the context of COVID-19: displacement of the team, staff of the company reached by COVID-19

We plan to start construction work in Q3.

The water system built in Lokomby is not yet functional. The Lorentz PSk2-5 C-SJ17-7 submersible solar pump installed in Lokomby has a manufacturing defect¹¹. The closure of the Analamanga Region under COVID-19 has prevented the supplier MADA GREEN POWER from going to Vatovavy Fitovinany to see and solve the problem. The supplier is doing the remote diagnosis and plans to solve the technical problem in Q3.

Our main challenge in increasing access to water services managed by private operators is the willingness and ability of households to pay for water connections.¹² It is further complicated in the context of COVID-19. RANO WASH has provided water pipes in seven sites to extend

¹¹ Equipment purchase is included in the tender. Each manager has their own supplier. The warranty depends on the supplier, but at least 5 years. For Lokomby, the warranty is 5 years.

¹² While consumers have a willingness to pay, this willingness depends primarily on the household's ability to pay. The household budget was severely affected by COVID-19 in FY20 and FY21.

Since the end of FY20, RANO WASH has put in place a plan to support WSPs to face these challenges. This plan has been divided into four phases:

1. training of WSP managers on business and water systems operations
2. a step to diagnose the water systems on pilot sites and to upgrade the resources
3. a phase of coaching WSPs and scaling up through champion sites
4. a stage for optimization of coverage through the development of mass-market products

As a result of our internal analysis, there will also be a change in promotional campaigns. The promotion of connections by subsidy is effective but for a short period of time. If not managed properly, it can have a negative impact and lead to a stagnation of connections. A communication campaign will be put in place immediately to break the psychological barrier of the beneficiaries, and condition them for another campaign. These approaches were shared with the managers during the training provided in Q2.

the secondary water pipeline network to activate the demands. The work is 80% completed by the end of Q3, and private operators have intensified demand generation to obtain orders. Two thousand five hundred water connections are expected to be installed from the material support.

This quarter was marked by RANO WASH's support to improve WASH infrastructure in schools and health centers. In Q2, 14 institutions have upgraded or are upgrading their WASH infrastructure. Training activities for schools and health centers were conducted and reported under SO3.

WATER COVERAGE

Coverage of water services remains a significant challenge and priority for RANO WASH for the WASH sector in general in Madagascar.

The project has identified five constituent barriers and drivers to WSP performance related to operationalizing business plans for each water system:



Misperceptions around the business plan

WSPs are not well familiar and generally lack a basic understanding of the components and requirements of business plans, which is not limited to the financial aspects but also includes marketing, management, etc.



Integrating too much information in the planning process

WSPs tend, as a result, to provide too much and not necessarily relevant information in their business plans, without much prioritization of data, necessary to make strategic decisions, in particular, to 'operationalize' the business plan, develop annual water user coverage plans, in coordination with the Communes, and develop marketing strategies and plans as part of this process.



Aiming for total geographical coverage

Aiming for "total" geographic coverage requires WSPs to be very proactive towards the market and adapt marketing activities to the geographic settings of the water supply systems, aiming to rapidly maximize the number of users in the existing system before considering investments for network extensions. The development of privately managed water point models (such as water kiosks) for small and remote villages is an important step towards professional, inclusive, and sustainable services.



Going Digital

Minimum digital management requirements include a 4G connected smartphone and a laptop to set up a simple digital management system using open sources online tools (e.g., ODK) to provide real-time operational and strategic decisions and address remote management challenges, notably in the context of COVID-19 travel restriction.



Improving the profitability of the service

The optimization of water supply systems relies on several additional components:

A water coverage plan, annually jointly reviewed and updated with communal authorities and water users' associations, is a central component of the WSP's business and generally not explicit;

Incorporating a calculation of investments and depreciation (equipment and capital investment) reflecting the PPP model (and sources of investment from the project, WSP, Commune, and users) into the business plan

To address these issues and accelerate the coverage of water users for all and future water supply systems, RANO WASH has developed a series of approaches and tools aligned with its private sector engagement strategy (Annex 6 of FY21 RANO WASH Annual Work Plan) presented below. Regional water coverage plans have also been updated and are provided in annex 22.



Simplified Business Planning Tools

RANO WASH is developing a simple and user-friendly set of tools for the WSPs, which breaks down the business plan into a sequence of several simple and precise interlinked components. RANO WASH plans several online events in Q2 to present the tools to the WSPs and WASH actors in Madagascar. These tools will also inform the requirement for the next iteration of tendering and contracting process for new water supply systems. (see Annex 20. Business Planning Tools)



Organizational Strengthening.

As part of WSP capacity building, the Project conducts organizational audits and provides recommendations on staffing structure, job descriptions, and relevant procedures.



Marketing Strategy

RANO WASH has developed an overall marketing strategy (see Annex 18 Q1.FY21 quarterly report) and is supporting WSPs develop/update their marketing strategy (overall and per water system)



Geomarketing

As part of the marketing strategy, RANO WASH is supporting WSPs to develop geomarketing strategies with simple open-source tools (fig 4)



Tools and Guidelines for the RANO WASH regional teams

The Project is in the process of developing tools and guidelines for the regional teams, compiling tools already developed, and adding new tools such as flow charts for decisions and linkages with other project activities (VSLA, etc.) (Annex 21. Field Guidelines for PPP/PPP+ options)



Dissemination of PPP Framework.

RANO WASH is planning a series of webinars and IEC materials, in coordination with the MEAH, to disseminate both the Water Code and PPP legal framework, targeting the MEAH/DREAH staff communal authorities, local stakeholders, and communities.



Figure 5. Geomarketing.
Identification of potential water users (\$) Vs. existing (red) using Google Earth (Atsinanana)



WASH Financing & resource mobilization

The Project continues promoting the WASH sector with the private sector and linking WSPs to commercial banks, promoting the development of financial products adapted for the sector, taking water supply as an entry point, promoting investments from the Communes, linking VSLAs to commercial banks, and using VSLAs as opportunities and platforms to promote local communities' investments in the WASH sector.



Address reporting gaps of underreported water connections: During the MEAL annual survey (Q4.21), RANO WASH will survey households with connections and assess underreported households and people with private connections who also provide water to multiple households. This information will be used as a correction factor to have a more accurate estimation of people accessing water in the targeted region.

ACCESS TO WATER SERVICES (NEW USERS)

This quarter's main achievements in terms of new user access to water are illustrated in table 5 below.

Table 5. Access to water services (new users) FY21.Q2 update

Regions	Potenti al coverag e (APD)	Total Coverage to date	%	Basic drinking water services (new users)						Safely managed drinking water services (new users)						Comments
				Q1		Q2		FY21		Q1		Q2		FY21		
				Target	Actual	Target	Actual	Target	Actual	Targe t	Actua l	Targe t	Actua l	Targe t	Actua l	
Alaotra Mangoro	126,942	10,326	8%	3,300	194	4,500	370	20,057	564	2,250	1,264	2,350	1,295	10,393	2,559	Targets were not met for three reasons: (i) construction initially planned to be completed in Q2, including Morarano Chrome, has not yet started, (ii) the new TMP procedures have impacted the financial offer submitted by the Private Sector, so we have to renegotiate, which delayed the construction contract signature (iii) For existing water systems, not only is October to April the lean season for the region, and people have no money to pay for water connections, but the uncertainty caused by Covid-19 makes the situation even worse.
Atsinanan a	86,637	31,548	36%	8,000	2,068	8,000	4,943	16,842	7,011	5,000	713	3,000	344	8,758	1,057	The rate of demand for connections is still limited. These new users are limited to the water connections promoted by private operators with

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Regions	Potenti al coverag e (APD)	Total Coverage to date	%	Basic drinking water services (new users)						Safely managed drinking water services (new users)						Comments
				Q1		Q2		FY21		Q1		Q2		FY21		
				Target	Actual	Target	Actual	Target	Actual	Targe t	Actua l	Targe t	Actua l	Targe t	Actua l	
																existing water systems. We will continue to support private operators to improve their marketing strategy. The delay in starting the installation and rehabilitation of small systems to facilitate access to water for grouped villages is also one of the gap causes.
Vatovavy Fitovinany	67,975	7,683	11%	2,170	6,116	943	4,445	20,444	10,561	5,000	1,535	3,538	853	11,300	2,388	We set the targets by quarter, considering that the first two quarters are difficult periods for Vatovavy Fitovinany. However, private operators have reinforced their activities to increase the number of connections. The mobilization of resources by Ny Tanintsika to install isolated water points also explains the good result.
Vakinanka ratra	61,069	-	-	0	0	3,300	0	12,630	0	0	0	1,650	0	5,252	0	The delay in APDs and the delay in starting construction account for the variance. All the water operators have signed their contract for the new construction work in Vakinankaratra, and we expect better results by the end of FY21.
Amoron'i Mania	31,025	-	-	0	0	2,700	0	15,400	0	0	0	1,022	0	5,654	0	
Haute Matsiatra	27,425	-	-	2,241	0	1,623	0	16,242	0	1,129	0	527	0	6,154	0	

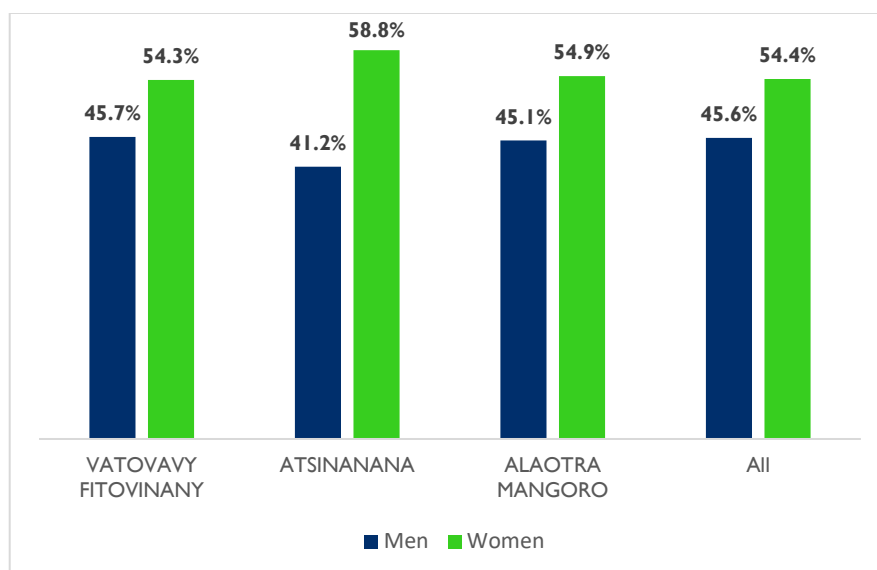


Figure 6. Distribution of people gaining access to basic drinking water services per sex and per region (Q2FY21)

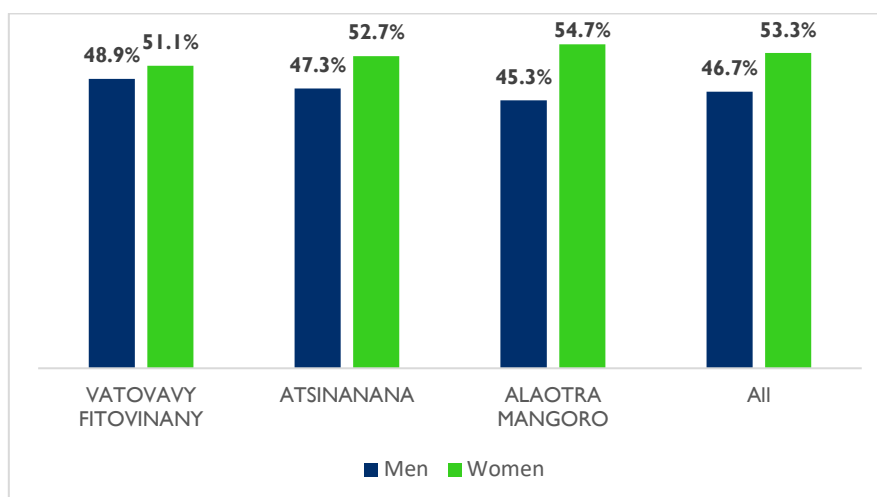


Figure 7. Distribution of people gaining access to safely managed drinking water services per sex and per region (Q2FY21)

The two graphs above present men's and women's access to basic water services in all the regions concerned.

Basic drinking water achievements represent 46% of the quarter's targets, with 21 % for access to safely managed water services.

The first and second quarters remain lean times for the community. The population is reluctant or does not have the means to invest in activities that are not perceived as a priority, such as access to water with a fairly large amount of money. In addition, the community does not plan and is afraid of the future given the health situation in the country. Savings are the order of the day, which explains a slowdown in results.

Cumulative delays in new construction have significantly delayed the achievement of these goals. The causes are various, from the delay of the APDs with the preparations required to consolidate sites for small systems, the approval of contracts before construction, and especially the negotiations with the companies with the change in their financial

contribution compared to their initial offer because of the implementation of the new TMP procedures.

Nevertheless, access to drinking water is one of the RANO WASH priorities. To this end, we have initiated several activities:

- Update the water coverage operational plan (Annex 22);
- Train private operators to ensure systematic implementation and monitoring of the operational plan by water system;
- Provide pipes for the extension of the secondary water pipeline network of the built water systems, thus reducing the connection cost to be paid by the households;
- Support Communes with their partners at the communal level, as well as water service providers to identify and invest in water service extension projects;
- Rehabilitate, upgrade, and improve the management of non-functional isolated water points;
- Improve the marketing strategies of private operators based on the two research studies on the determinants and barriers to using water services provided by private operators and the service user satisfaction survey;

RANO WASH also continues to link banks and private operators to facilitate access to financial services for water service providers. We plan to meet with the Economic Development Board of Madagascar¹³ (EDBM) and Miarakap¹⁴ for a long-term goal of contributing to the improvement of the enabling environment for private sector development for the WASH sector.

SHARING RANO WASH PPP APPROACH FOR DRINKING WATER SUPPLY

As part of the World Water Day celebration, RANO WASH shared the PPP approach to drinking water to share good practices, lessons learned, and the challenges encountered through a webinar organized by MEAH. This sharing also aims to invite other actors to scale up the approach and improve it with us.

The theme attracted the attention of the sector's actors. Sixty-seven participants attended this webinar, and many questions on the challenges and lessons learned were received.

In April, we will organize another webinar to share the two tools for water service providers: water coverage operational plan and revised business plan considering the gaps found with the old model. We will set up a working group to reflect on piloting and improving the tools from this webinar.

ACCESS TO SANITATION SERVICES

Achievements in sanitation have far exceeded targets, especially in terms of access to basic services. 42,101 people out of 5,677 targeted gained access to basic sanitation facilities, and 18,111 people out of 27,658 targeted gained limited access. The application of various approaches mobilizing various actors, including local promoters, VSLA, STEAH, and local masons, has brought positive results in access to sanitation services. These results are further discussed in the SO3 section.

¹³ <https://edbm.mg>

¹⁴ <http://miarakap.com>

Table 6. Access to Sanitation Q2.21 Update

Regions	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
# of people gaining access to a basic sanitation service as a result of USG assistance								
Alaotra Mangoro	1,500	4,862	1,600	15,468	967%	6,400	20,330	318%
Atsinanana	1,500	13,876	1,500	10,667	711%	6,600	24,543	372%
Vatovavy Fitovinany	495	3,803	495	1,646	333%	2,160	5,449	252%
Vakinankaratra	200	7,374	700	2,460	351%	3,000	9,834	328%
Amoron'i Mania	482	743	932	3,088	331%	3,400	3,831	113%
Haute Matsiatra	275	2,347	450	8,772	1949%	1,440	11,119	772%
Total	4,452	33,005	5,677	42,101	742%	23,000	75,106	327%
# of people gaining access to a limited sanitation service as a result of USG assistance								
Alaotra Mangoro	8,500	2,066	10,000	5,227	52%	37,629	7,293	19%
Atsinanana	8,001	1,501	8,001	2,087	26%	32,083	3,588	11%
Vatovavy Fitovinany	3,950	1,147	3,900	1,649	42%	15,750	2,796	18%
Vakinankaratra	700	379	2,700	846	31%	9,541	1,225	13%
Amoron'i Mania	1,950	1,460	1,857	1,643	88%	7,857	3,103	39%
Haute Matsiatra	2,100	1,510	1,200	6,659	555%	9,429	8,169	87%
Total	25,201	8,063	27,658	18,111	65%	112,289	26,174	23%

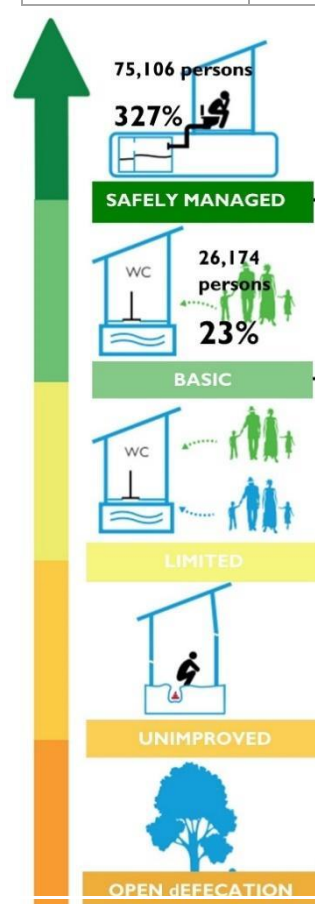


Figure 8. RANO WASH
results Vs Sanitation Ladder
Q2.21

This quarter, Youth First continued providing technical support to local masons to develop their business. We also plan to promote SatoPan with local masons after the requests from households during the pilot phase. The delivery of 2,000 SatoPan to Madagascar has been delayed due to the COVID-19 context. We are expecting to receive and send them to the Communes according to the orders received in Q3.

Activities planned for the next quarter

- Launch water infrastructure constructions in Morarano Chrome, Antsoatany, Soanindrariny, and Ambohitsimanova;
- Support communes and their partners to implement their water infrastructure rehabilitation project with their resources;
- Develop and submit 12 ESFs (new and revised);
- Conduct and report the remaining APS and APD;
- Monitoring of the application of environmental compliance measures in the ESFs approved, and the water quality;
- Coaching WSP managers to update their road map: marketing, financial and technical aspects;
- Follow-up on action plans related to ESF measures;
- Follow-up on the water coverage operational plan.

IR2.3 Strengthened Technical and Business Skills and Competencies

Output 2.3.1 Strengthened capacity-building for the private sector in business systems and technical operations

Training and coaching for small local entrepreneurs by Youth First

In March 2021, Youth First conducted training sessions for 44 local youth entrepreneurs to acquire new market opportunities on their own. The training includes the following five modules:

- Entrepreneurship vision;
- Business law;
- Financial education;
- Business planning;
- Marketing and Communication;

The training guides and documents are attached to this report. (See Annex 29 Capacity building Tools for young WASH entrepreneurs)

Young entrepreneurs receive case-by-case coaching after the training to improve their business model and planning and mentor them in their implementation.

TRAINING FOR WATER SERVICE PROVIDERS ON MARKETING AND BUSINESS MANAGEMENT

RANO WASH provided a 5-day training course on marketing and business management to 44 people from 12 Water Service Providers in the intervention municipalities. A diagnosis of the companies' profile was made before the training to facilitate the points to be reinforced during the training and the coaching on a case-by-case basis. (see Annex 20 Business Planning Tools)

The training targets three categories of people at the company level: i) company managers, ii) water system managers, and iii) financial managers. In general, the missing capabilities of companies are market and customer acquisition and long-term remote operations management. The four key themes of the training are business management, marketing, financial management, and handling the management tool with the ODK platform. The last two topics benefited from technical input from Banque BNI/KRED.

The marketing training provided the basic knowledge of how to get customers using standard (4P: Product, Price, Place, and Promotion) marketing levers, using practical and repeatable examples. The training was designed to shock how companies proactively seek new markets and revenues without waiting for "natural" sales to come in.

In the same scope, the management and entrepreneurship part of the training aimed to improve the internal structure, communication, and procedures. Enterprises' routine procedure analysis allowed them to find weak spots in the enterprise way of working. Still, very few have the adequate internal capacity (human and procedural) to implement an efficient marketing strategy.

RANO WASH has developed a mobile application to help service providers professionalize water services. It facilitates fluid communication between decision-makers and the field team, leading to faster decision-making. During the training, participants had a practical session on using the tool to master the data workflow and the added values of

Box.2 Youth First Support Process:

Phase 1: training of trainers to conduct the sessions (February)

Phase 2: Entrepreneur training that will be based on the capabilities of each entrepreneur (March)

Phase 3: Individual coaching (March-April): business model improvement
Planning of actions to be undertaken
Support for implementation and acquisition of new markets

the tool. The mobile application has five main uses: i) remote reading and billing, ii) activity monitoring: maintenance, billing, system performance, campaigns, iii) real-time information management, iv) incident management.

After the training, we plan to support companies in updating their business plan and operationalizing their geo-marketing strategy, coaching them on a case-by-case basis.

TRAINING OF MUNICIPAL TEAMS ON THE RANO WASH DRINKING WATER PPP MODEL

In Q2, RANO WASH held training for several stakeholders at the communal level on:

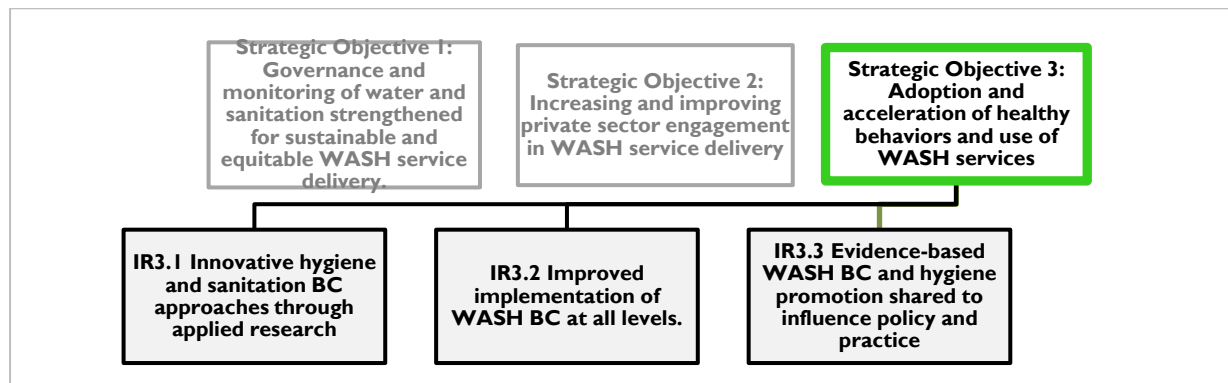
- Public-Private Partnership, Contract, call for tenders, Water Code, Common Implementation Decree and PPP Law, and T-Form bidding. (with an exchange visit)
- Roles and responsibilities of WASH technical services at the communal level (STEAH)

More than 300 persons benefited from the training, including the council's president, mayors, ATEAH, and WSPs.

Activities planned for the next quarter

- Follow Youth first's coaching of young entrepreneurs to implement the business plan
- Support water service providers in updating their business plans and the use of geo-marketing data

2.1.3 Strategic Objective 3: Accelerating the Adoption of Health Behaviors and Use of WASH Services



Key Achievements

- 423 communities out of 202 targeted were verified as open-defecation free. In addition, 10 (out of 19) communes self-declared as ODF and it is expected they will become ODF this fiscal year.
- Exceeded targets for access to basic sanitation with 42,101 people gaining access out of a targeted 5,677
- 2,080 VSLA members invested in WASH products and services out of 1,350 targeted for this period
- Supported health care facilities and schools to improve their WASH services and behaviors
- Conducted field data collection for the research on use of privately managed water services
- Collaboration with iDE on developing a good market-based sanitation model for the project

Table 7. Summary of Progress for Key SO3 Indicators Q2,21

Key Indicators	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
# of new communities verified as ODF	183	156	202	423	209%	887	579	65%
# VSLA members investing in WASH products and services	2,240	3,558	1,350	2,080	154%	6,506	5,438	84%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	742%	23,000	75,106	327%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	65%	112,289	26,174	23%

IR3.1 Improved Hygiene- and Sanitation-Behavior-Change Solutions through Applied Research

Output 3.1.1: Behavioral science innovations for WASH BC are explored, iterated, and evaluated

RESEARCH

Research on the use of water services managed by private operators

This quarter was marked by the realization of the field data collection for the research on water services managed by private operators. This research has two objectives: (1) understand the behavioral determinants and the barriers that prevent households from not using drinking water services managed by the private sector, (2) define and implement key activities to address these barriers to encourage the use of services.

We submitted the research protocol to the HML IRB¹⁵ and obtained the research ethics review approval (see Annex 25 Water Research Ethics Review Approval). In February, we organized the data collection in two regions: Alaotra Mangoro and Vatovavy Fitovinany. We trained ten interviewers, and they did the data collection in one week. During March, the interviewers did the compilation and data entry for the analysis team to use. Unfortunately, some of our interviewers got the COVID-19 and could not do the data entry as planned. The data analysis team is composed of the RANO WASH team and CARE USA Water team. The analysis will be done in quarter three.

Research on handwashing with soap

We gathered the phone numbers of the sampled households that will be interviewed remotely by the Connecteo team during this quarter. We also prepared the data collection tools and the compilation matrix to immediately start the survey once we received USAID approval for Connecteo's contract. (See Annex 26 Data Collection tools – Barrier Analysis)

Sanitation research with iDE

Our collaboration with iDE also marked this quarter. We started the quarter with the data collection in the field: this was a part of the HEAR phase, where the team gathered information and insights from different stakeholders in the sanitation sector. We visited four regions, two in the coastal areas (Atsinanana and Vatovavy Fitovinany) and two in the highlands (Alaotra Mangoro and Amoron'i Mania).

After the data collection and entry, iDE made the compilation and the analysis. In March, iDE organized a design workshop¹⁶ to help them develop the concepts and offer recommendations on the product, supply chain, partners, financing options, sales strategy, marketing promotion. The research results and details can be accessed through the following [link](#), including the data synthesis. The recommendations after the creative workshop can be accessed on the [Mural board](#).

A presentation of the results, along with the final report, is due in quarter three.

¹⁵ HML IRB provides assurance for the protection of human subjects in international social & behavioral research in public health, children, COVID-19, HIV/AIDS, education, refugees & migration, economics, WASH, agriculture, M&E, vulnerable and high-risk populations, prisoners, and violent extremism
<https://www.healthmedialabirb.com/>

¹⁶ Workshop participants: PCT's programmatic team, representatives from the project consortium and the project's regional teams, and USAID mission members.



Tonga sao! Welcome to the RANO WASH Co-Design Project Hub. Please consider this site as your primary access point for collaborating and uploading and saving research files, interview notes, photos, and analysis materials.

①

Picture 2. Screenshot of iDE's welcome page for the RANO WASH HCD co-Design Project Hub

GROW-UP STICKER

This second quarter was marked by the training of the local promoters so that they can start the new cycle. Four hundred seventeen local promoters were trained in the six regions. More will be trained next quarter, along with the start of the new iteration.

Output 3.1.2: Studies of integrated population, health, and environment (PHE) programming models stimulating cross-sectoral collaboration

Our pilot PHE programming continued in Vatovavy Fitovinany. RANO WASH provides technical support for rehabilitating the WASH infrastructures to the regional hospital in Ifanadiana as part of the collaboration with NGO Pivot. With the VALBIO center, the team did a site visit to validate the plots that will be reforested as part of the source protection in Kianjanomby.

Moreover, NGO Ny Tanintsika, which is also RANO WASH's implementing partner in this region, has obtained funding from Conservation International to implement a project which aims to contribute to improving the engagement of communes and local populations in sustainable watershed management to sustain WASH investments inclusively and equitably, for health and community resilience. Three out of four Communes for this new intervention are already RANO WASH's communes with our intervention packages. This new project was specifically designed as a PHE activity and complements what Ny Tanintsika has done with RANO WASH. We plan to learn from this implementation with Ny Tanintsika and Conservation International and provide insights and new ideas for the other regions.

Output 3.1.3: WASH–nutrition linkages researched

RANO WASH continues to work with the regional nutrition offices, especially in the three regions where the World-Bank-funded project FAFY is working.

In Vakinankaratra, RANO WASH will work with sixty lead mothers or "*Reny mahomby*" to deliver integrated WASH and nutrition messages in two Communes.

In Haute Matsiatra, the collaboration between the two projects resulted in a common activity in which the local promoters working in WASH will deliver those messages in the weighing centers.

Activities planned for the next quarter

- Research on handwashing with soap;
- Analysis and reporting on the results of research on water services provided by the private sector;
- Disseminating of the RANO WASH MBS strategy designed with iDE and establishing the MBS operational plan¹⁷;
- Continuation of activities related to PHE;
- Continuation of collaboration with Nutrition regional offices.

IR3.2 Improved Implementation of WASH Behavior Change at All Levels: Communities, Government, and Private Sector

Output 3.2.1: WASH BC program coordination improved in RANO WASH regions

Regional coordination through SRMO continued this second quarter. Sanitation, and especially contribution to achieving Madagasikara Madio by 2025, is one of the main topics discussed by the SRMO in the six regions.

In Amoron'i Mania, which aims to be ODF by 2023, RANO WASH supported the training of SRMO members on the CLTS approach.

In Vakinankaratra, due to become ODF this year, the SRMO members shared different approaches to achieve this objective. RANO WASH was able to share its behavior change approach and sanitation activities.

Likewise, in Vatovavy Fitovinany, the SRMO has launched a contest between Communes to become ODF. Vatovavy Fitovinany is due to become ODF by 2022, so this contest among Communes will contribute to this target. The SRMO also organized a special session on behavior change approaches and, the different stakeholders such as RANO WASH, UNICEF, USAID ACCESS were able to share their respective approaches.

In Alaotra Mangoro, the SRMO decided to collaborate with mass media to organize a sanitation campaign.

Output 3.2.2: WASH BC implementation

CLTS AND SANITATION

423 communities out of 202 targeted were verified as ODF during this quarter. This good result is the continuation of triggering initiated in the first quarter and, as the verification process takes time, the results add up over time. The ripple effect¹⁸ also explains this strong result. In Haute Matsiatra, most verified communities were not directly triggered through CLTS, but they were influenced by neighboring communities becoming ODF and wanted to become one. Thus, the process immediately starts the FUM. In Atsinanana, 60% of verified communities were also results of the ripple effect. In Vakinankaratra, 39% of verified communities have also rippled effect results, against 29% due to CLTS alone. The

¹⁷ For the next phases, the iDE will continue to support RANO WASH for the prototyping, testing and launch preparation. It will last 6 months.

¹⁸ Creating a ripple effect can come from triggered communities becoming ODF stimulating their neighboring villages to become ODF as well. But most importantly, we rely on the presence of more responsible local authorities who will trigger their communities and create an enabling environment for a larger impact. The local masons also make it easy to generate this ripple effect as their field of action (market) is not limited geographically.

remaining ODF communities were achieved through other approaches such as VSLA, the SATA approach¹⁹, the Grow-up Sticker, or the authorities taking responsibility.

Another factor for this good performance is also the involvement of STEAH in sanitation activities. Indeed, most of them are now trained in CLTS and sanitation promotion, and sanitation is a priority in the communal action plans, so they take over responsibility. It is less and less RANO WASH's field team activity because it becomes more and more the Commune and STEAH and the local actors' priority to become ODF.

The Project also promotes sanitation at a larger scale with the Fokontany and Communes ODF. In Atsinanana, since the beginning of the fiscal year, 102 ODF Fokontany were verified as ODF. 10 Communes were self-declared ODF in three regions: 3 in Atsinanana, 4 in Haute Matsiatra and, 3 in Amoron'i Mania. They are waiting for the verification process by the DREAH, as specified in the national verification process. We plan to certify them ODF in FY21 Q3. The Commune of Amboditavolo in the Vatovandry district was verified as ODF in Atsinanana. To date, 10 Communes have been verified as ODF by the DREAH in the RANO WASH intervention regions.

Table 8. Number of communities verified as "open defecation free" (ODF) as a result of USG assistance Q2.21

Regions	Q1		Q2			FY21		
	Target	Actual	Target	Actual	%	Target	Actual	%
Alaotra Mangoro	35	39	45	110	244%	170	149	88%
Amoron'i Mania	30	34	35	111	317%	122	131	107%
Atsinanana	33	20	50	32	64%	170	44	26%
Haute Matsiatra	25	28	10	40	400%	80	63	79%
Vakinankaratra	30	23	42	65	155%	115	99	86%
Vatovavy Fitovinany	30	12	20	65	325%	230	93	40%
TOTAL	183	156	228	423	186%	887	579	65%

In Q2, 42,101 people gained access to a basic sanitation service out of a target of 5,677. The trend on the preference for improved and non-shared latrines continues in the six regions. Our data analysis reveals that most of them are in the Q2 and Q3 poverty quintile (respectively 49,5% and 32,8%). Only 8% are among the poorest. Building improved toilets need money, especially familial ones, so the poorest have difficulty accessing them.

¹⁹ SATA Approach: a participatory mapping of the village which is color-coded and helps the community to work together to improve their sanitation situation

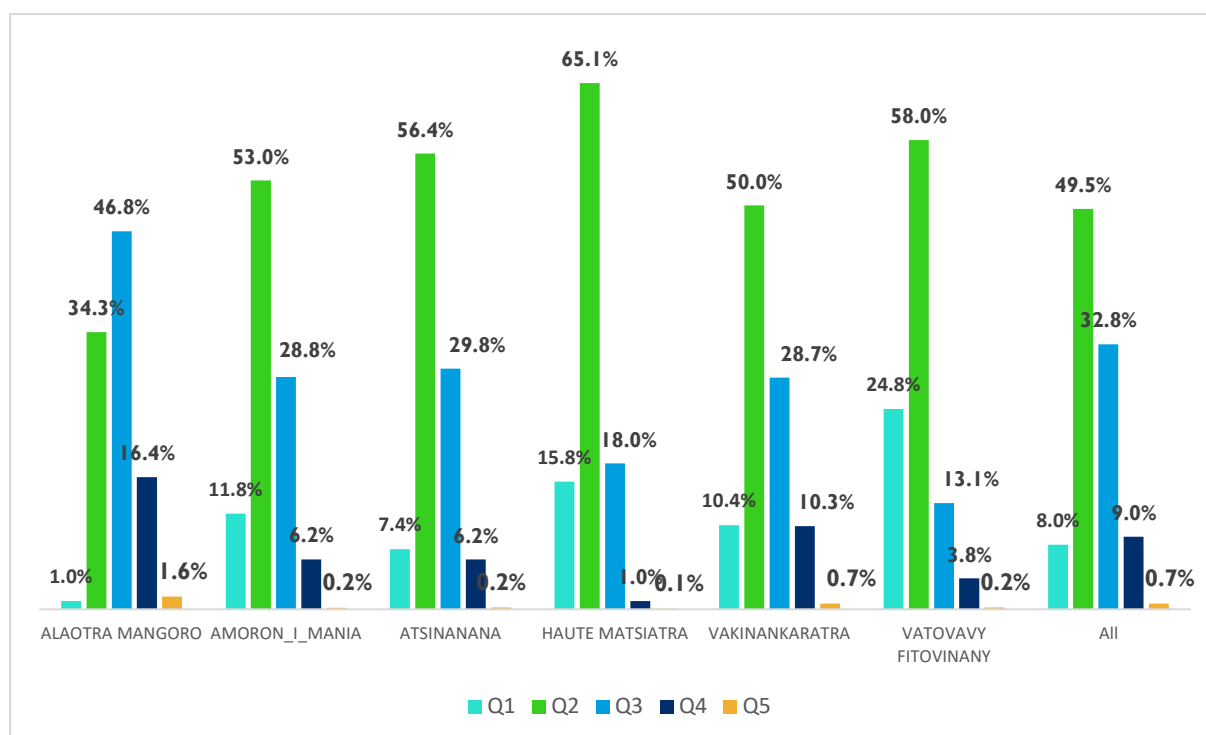


Figure 9. Distribution of people gaining access to a basic sanitation service per region and poverty quintile (Q2FY21) Q1 from poorest to richest Q5

The trend for low performance on the limited sanitation also continues: 18,111 people gained access to limited sanitation services out of a targeted 27,658 targeted. However, even with limited sanitation, only 9,2% are from the poorest quintile. We always assumed that the poorest would be the ones to use shared toilets and then scale up on the sanitation ladder over time. However, our data analysis tells a different story because even the poorest do not access a shared toilet.

Our collaboration with iDE will allow us to develop and implement a viable and sustainable market-based sanitation model. Still, this model will likely target people in higher quintiles at first for this to be sustainable. To achieve Madagasikara Madio 2025, we will need a more inclusive model and see how the first quintile people can access toilets, even shared ones. We will look more into this for the next two quarters and closely see financing options and affordable models that are easily scalable.

VSLAs

2,080 out of 1,350 targeted VSLA members invested in WASH services during this quarter. The VSLA members remain one of the best means to promote access to WASH services and products. Not only do they have the financial means to purchase the products, but they also have the will to improve their everyday life, so to make them change is easier.

A total amount of MGA 37,443,958 (\$ 10,401) was used by VSLA members to have better access to WASH services. Sanitation remains the most important investment made, with 59% of expenses, followed by hygiene at 26% and expenses for water at 15%²⁰.

²⁰ For sanitation, expenditures are mainly for the purchase of materials to improve the toilets, such as SanPlat slab, walls for the superstructure. For water, expenses range from the purchase of water connections from WSP, to the payment of monthly water bills to WSP, to the purchase of water containers and water treatment. For this quarter, the

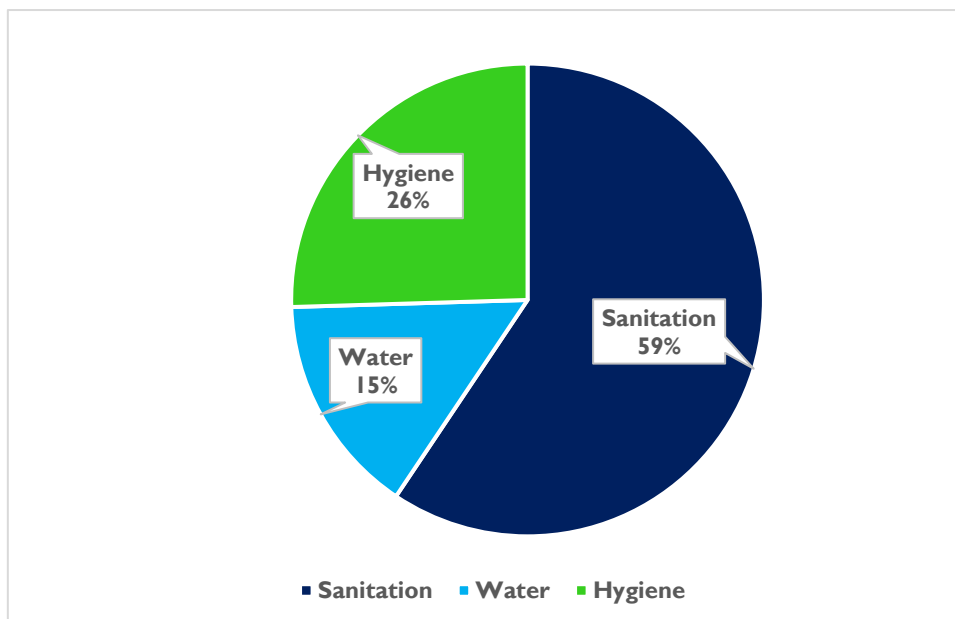
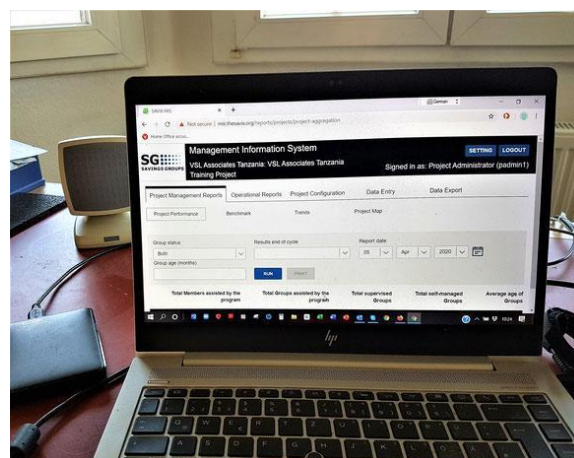


Figure 10. Use of WASH investment by VSLA members

For this second quarter, we also prepared the next VSLA contest and decided to improve access to basic water services provided by the private sector. Thus, we will work more with VSLA groups situated in Communes with ongoing public-private partnerships or future PPP+ models that will be launched this year. This next contest is under preparation and will be launched in the third quarter.

The coordination between saving groups promoters also marked this quarter to improve quality and sustainability. The VSLA cluster was set up in Vakinankaratra, Atsinanana, Haute Matsiatra and Alaotra Mangoro. The idea of a coordination platform between saving groups promoters, including the village agents, was well received by the different stakeholders. Some recognize the important role that savings groups play in development in general.

Data entry to SAVIX also continued after the training for the team. While we had issues previously with inputting data and doing analysis, we can now have the first results of the groups whose information we have started to upload. This information allows us to understand the health and maturity of these savings groups. Most importantly, we can have financial information that we will likely use to link with financial institutions, which is a part of our strategy.



Picture 2. SAVIX Information Management System Photo Credits VSL Associates.

purchase of jerry cans for water storage and water treatment products such as Sur'Eau remain the most important in terms of water expenses. For hygiene, the purchase of soap is the largest, and the purchase of sanitary napkins is the second largest.

The following table gives a snapshot of the information on the savings group currently available on SAVIX²¹.

Table 9. Summary information on VSLAs from SAVIX

Number of groups uploaded to date	163
Number of members	2,986
Number of men	520 (17%)
Number of women	2,466 (83%)
Total financial assets	243,988,350 MGA (64,598\$) ²²
Available loan fund	93,000,250 MGA (24,623\$)
Ongoing loans to members	137,527,400 MGA (36,412\$)
Social	7,260,650 MGA (1.922\$)
Propriety	3,378,850 MGA (895\$)
Bank balance	2,821,200 MGA (747\$)
Current amount of savings (cycle)	196,340,900 MGA (51,983\$)
Net income	38,395,599 MGA (10,166\$)
Average loan per member	107,696 MGA (29\$)
Average savings per member	234,520 MGA (62\$)

We can see with this table that the VSLA groups remain an interesting financial means for members to improve their income by having loans and income-generating activities and make savings. We can also see how these VSLA members can be potential clients to financial institutions, and some of them are potential entrepreneurs, including WASH entrepreneurs. We will continue to upload VSLA information on SAVIX, identify potential WASH entrepreneurs among those members, and connect with financial institutions. We are also using this information to tailor our support to each group based on their strengths and weaknesses.

SUPPORT TO HEALTHCARE FACILITIES AND SCHOOLS

Workshops on the sustainability of WASH services within health centers with MoPH

In February and March, two workshops have been organized by the MoPH and supported by WSUP, USAID ACCESS, and RANO WASH. These workshops resulted from the conversations between the two projects and WSUP and our need to find solutions to address the sustainability of WASH services within healthcare facilities. We have discussed with the MoPH team and presented our concerns on the lack of directions for the public healthcare facilities to ensure that they can have sustainable WASH services for their

²¹ <https://www.vsla.net/vsla-tools/the-savix-management-information-system>

²² Average exchange rate in Q2 FY2021 1USD=3,700 MGD

users. Indeed, the WASH-Friendly guidebook informs the healthcare facilities that they need to develop a sustainability plan for their services. However, there are no details on how to do it and on how to fund this plan. We suggested that it might be easier for the healthcare facilities and for actors such ourselves to have clear guidelines on what type of managing system and funding mechanism to put in place.

Outside of the MoPH and the three projects and organizations, representatives from the Ministry of decentralization, Ministry of national education, different actors working in the health sector such as WHO, UNICEF, WaterAid, and the OSCEAH. The main discussions and results after these two workshops can be seen in Annex 27. The participants decided that the actors can test these recommendations for six months, and after that, we can reconvene and learn together what went well and was difficult. Each organization will report back on their experiences from implementation during this period, and the final model built on the lessons learned will only be designed after this six-month test.

SUPPORT TO HEALTH CENTERS AND SCHOOLS IN THE SIX REGIONS

As of quarter two of FY21, RANO WASH supports 147 schools and 77 health centers. The list of these institutions can be seen in Annex 28. During this quarter, we constructed toilets and installed nudges in schools and health centers in Vatovavy Fitovinany, Alaotra Mangoro, and Atsinanana. This is part of our support for these institutions to improve their WASH services. We also organized the training for 12 health centers in Amoron'i Mania on the WASH-Friendly process. Contrary to the previous training, the MoPH accepted to train two representatives from each health center²³, so it was less money-consuming. However, they still refused to have their regional team conduct the training.

In Haute Matsiatra, the team conducted a follow-up on the schools and health centers' action plans. The WASH Committees set up these action plans to improve their WASH services for their users. These plans show that the collaboration between municipalities and institutions is starting to be common and that the reflections of the Committees now include funding options and opportunities.

In Atsinanana, the Project participated in the open house organized by the DREN for all actors working in schools. It was an opportunity to foster potential partnerships. Along with the ZARA RANO project, RANO WASH also made donations of Kit WASH to 11 health centers and 12 schools as part of the hygiene promotion within these institutions. Each kit WASH is comprised of a handwashing station, soaps, garbage can, broom, wheelbarrow, shovel.

HYGIENE PROMOTION THROUGH MASS CAMPAIGNS, MARKETING, AND MEDIA CAMPAIGNS

The celebration of World water day marked this period. It was an opportunity for the team to conduct hygiene promotion activities and encourage water services provided by the private sector.

In Vatovavy Fitovinany, the celebration was organized in two Communes where RANO WASH construct water infrastructure: Lokomby and Antaretra. The Mickael enterprise

²³ The MoPH accepted to give this training following specific negotiations. However, they continue to believe that they should do it directly with all health centers, at least until the training curriculum is finalized and all the regional teams are formally trained. We do not believe that continuing this model through specific negotiations is interesting in the long term because this means that we do it to achieve short-term results but do not contribute to long-term change within the system. Thus, we will continue to support them to improve the model towards the decentralization of the process.

worked with the mayor, the ASUREP and, ATEAH to promote water services. They also encouraged the practice of better WASH behaviors. In Antaretra, the Mickael Enterprise made a discount offer for the households that register for a water connection during that day. In Lokomby, the local mason who participated in the celebration also made a 25% discount on the SanPlat slab.

In Atsinanana, the celebration organized by the SRMO was an occasion to do mass campaigns on hygiene and a presentation on different activities by diverse actors such as RANO WASH, JIRAMA, Madagascar Water Project, NGO Saint-Gabriel.

In Vakinankaratra, we continued to broadcast radio spots on the local radios. Some of these spots were on COVID-19 prevention, and some on the other behaviors promoted by the Project. We also designed and broadcasted ten radio shows on menstrual hygiene.

Activities planned for the next quarter

- Launch of the next iteration of Grow-Up sticker campaign: identification of new households and household-level activities
- Launch of the next VSLA contest for FY21
- Explore linkages of VSLAs with MFI and banks, develop a training curriculum on financial education for group members
- Support the MoPH and MNE at the national level to improve WASH in institutions and support health centers and schools at the local level
- Hygiene promotion activities, especially related to COVID-19

IR 3.3 Evidence-based WASH behavior change, and hygiene promotion shared to influence policy

Output 3.3.1 National-level networks, policies, and programs engaged for sustainable WASH BC

For this quarter, apart from the two workshops with the MoPH discussed in the previous part, the project did not organize another activity that focuses on influencing policies. Indeed, we focused on the learning part with the three ongoing types of research (handwashing with soap, use of privately managed water services, and market-based sanitation). We expect that the lessons learned, insights, and discoveries we will make with these researches will be presented and shared for the next two quarters as part of our influencing policies.

Activities planned for the next quarter

- Organize a sharing session of the results of the research on the use of water managed by a private operator
- Organize a sharing session with the results of the design journey with iDE
- Organize a sharing session with the results of the research on handwashing with soap

2.2 Gender Mainstreaming

This quarter, RANO WASH's gender and social inclusion activities focused on training the project team and project partners on the Social Analysis and Action approach for Water, Sanitation and Hygiene, celebrating World Women's Day, participating in the development of the national strategy for menstrual hygiene and health management, building the capacity of small-scale WASH youth entrepreneurs, and the WASH Gender Working Group webinar session.

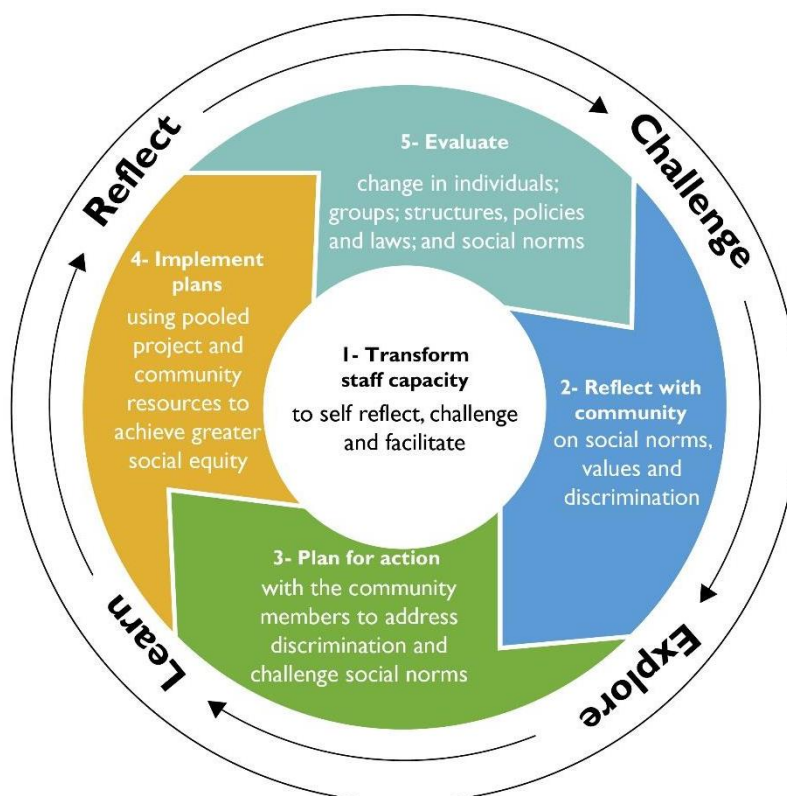


Figure 11. SAA Implementation Process

TRAINING AND PRACTICE OF SOCIAL ANALYSIS AND ACTION (SAA) APPROACH IN WATER SANITATION AND HYGIENE

RANO WASH organized in Ambalavao, in the Haute Matsiatra region, a theoretical and

Box3. Messages reached in the SAA approach:

- Division of labor for WASH
- Perceptions and practices related to menstruation
- Open defecation and latrine use
- Handwashing with soap
- Collection and use of safe water
- Governance of WASH services

practical training of the RANO WASH staff and the project partners on the gender transformative approach "Social Analysis and Action" for Water, Sanitation and Hygiene. This approach is part of a behavioral and social change strategy through a social transformation at community groups and institutions. It is a new way of involving the local community to understand their potential

to change, influencing more beneficial social norms and values for all, especially girls and women, so that they have reliable access to WASH services and products in ways that do not negatively affect their dignity, rights, culture, and natural environment.

Staff-level transformation is the first step in this approach. The trained participants piloted the analysis among themselves and at the community level.²⁴ Then they conducted the training for the field agents in their respective regions.

²⁴ Some of the social norms explained by sayings that emerged during the training practices favor the maintenance of unhealthy behaviors: "*Lehilahy tsy manana hazon-damosina, lemim-bavy*," insinuating that men are dependent on women because they take care of household activities, thus favoring the heaviness of the chores intended for women and girls. This thought is reinforced by the proverbs "*Vehivavy tsy natao miala lavitra ny toko*", "*Ny vehivavy natao kofehy manara-panjaitra*" and "*Vehivavy, akoho vavy maneno*", that model women are those who always stay at home to take care of their family and know how to keep quiet. To this end, it takes a complicated path for women to have

The results of the SAA implementation will be reported in the next report.

CELEBRATION OF INTERNATIONAL WOMEN'S DAY

For this year, 2021, Madagascar has chosen the following theme for the national celebration of World Women's Day: "Empowered and Resilient Women in a Healthy Environment for Sustainable Development.

This theme aligns with RANO WASH's promotion of women's leadership in the water, sanitation, and hygiene sector.

Events were organized to mark the event in the RANO WASH's six regions of intervention.

DEVELOPMENT OF THE NATIONAL STRATEGY FOR THE PROMOTION OF MENSTRUAL HYGIENE AND HEALTH MANAGEMENT

MEAH mobilized partners²⁵ to develop the National Strategy for Menstrual Health and Hygiene Management and its National Implementation Guide. The National Strategy for Menstrual Hygiene and Health Management aims to contribute to the MDG 6.2 "ensure equitable access to adequate sanitation and hygiene services for all and end open defecation, with particular attention to the needs of women and girls and people in vulnerable situations, by 2030" by focusing on menstrual hygiene and health management²⁶.

RANO WASH participated in the different consultations and meetings organized. We took this opportunity to share the strategies and approaches of RANO WASH in menstrual hygiene. In addition to the usual messages on menstrual hygiene, we suggested giving importance to strategies to change social norms that prevent girls and women from living with menstruation in dignity, whether at the household, community, or institutional level.

The MEAH shared the strategy draft document with the WASH partners for review and will finalize the document.

CAPACITY BUILDING OF YOUNG WASH ENTREPRENEURS

RANO WASH's partnership with Youth First took shape in FY21 Q2. RANO WASH held meetings to share its gender vision with the Youth First team. After analyzing the situation of the 44 young entrepreneurs, the Youth First team developed the training tools and began training the young entrepreneurs.

The training guides and tools were reviewed and validated by the project to ensure that they were gender-sensitive. The tools were understandable to local entrepreneurs, and

their place in the labor market and in the consultation and decision making bodies. And other adages reinforcing open defecation, the consumption of unsafe water and the taboo around menstruation: "*Ny rano tsy tetezin-doto*" misleads people because water is never dirty, "*Ny harena no angonina*" which makes people hesitate to build latrines because it is wealth that must be collected, but faeces is dirty. Lately, the belief that not only menstruation should be a discussion topic discussed for women and women are dirty during their menstruation only reinforces the difficulties of girls and women to live menstruation with dignity.

²⁵ The mobilized entities were composed of usual partners of the sector but also the other ministries, such as the MSP, the MEN, the MPPSPF and the MJS. The MPPSPF made recommendations to ensure that all target categories and relay structures are not forgotten to facilitate implementation. Vulnerable women, professional centers, and local associations such as scouting were cited. They committed themselves to disseminate the strategy and contribute to its implementation through their several partners. They also showed interest in training, professionalization, and income generation activities for women in order to empower them.

²⁶ This includes having facilities close to home that are easily accessible and used when needed; reducing the burden of water collection; and providing services and facilities that enable women and girls to manage their sanitary and hygienic needs with dignity.

that the youth entrepreneurs' products and services were inclusive. These tools are provided in Annex 29. The details of the training are explained in the SO2 section of the report. Youth First coaches at the regional level will support the young entrepreneurs in having a realistic business plan that meets their objectives and accompany them in its implementation.

WEBINAR SESSION OF THE WASH GENDER TASK FORCE.

The Gender and WASH Working Group held a sharing meeting on gender mainstreaming in the WASH sector²⁷. More than 41 persons at the national level, including ministerial departments, regional directorates, organizations, and WASH partners, participated in the webinar.

As a reminder, the mission of this group is to strengthen the WASH program so that it can reinforce gender mainstreaming and social inclusion in terms of promoting gender equality, in concert with all sector actors, in collaboration with the gender mainstreaming department of the Ministry of Population and Women's Affairs, so that together, WASH actors can implement gender-sensitive and transformative strategies and approaches. The topic for the next meeting will be gender-responsive institutional infrastructure.

Activities planned for the next quarter

- Continue to coach youth operators in partnership with Youth First
- Monitor the implementation of the "social analysis and action" approach in pilot communes
- Develop and use communication materials promoting gender mainstreaming
- Participate in the sharing session in the Gender and WASH Task Force

2.3 Implementation Challenges and Modifications Made/Issues Addressed from the Last Quarterly Report

Table 10. Implementation Challenges FY21.Q2 update

Challenges	Modification / Resolution
COVID-19 The pandemic's uncertain evolution is a great challenge for all project stakeholders as it delays decision-making. The launch of the tendering and contracting process for new water systems was delayed by three months due to the lockdown, closure of administration, and prioritizing the MEAH's COVID-19 response. The Project has adapted its approaches for business continuity and seized the opportunity to advance access to WASH services as a priority to respond to the pandemic. Travel restrictions at the national and local levels delayed several activities, such as data collection to finalize	Activities continued for the first two months. In March, the situation worsened, and the project had to postpone and adapt activities that required travel and regrouping. In March, the project team members with COVID-19 increased, and many family members underwent treatment. It has affected the rhythm of activities and the focus of the team. Each organization is taking measures to support the team and ensure that staff prioritizes their health above all else. The prioritization of response activities to COVID-19 makes complicated regular

²⁷ See attached Annex 28 Minutes of the Gender WASH Working Group Meeting of February 25, 2021 (French)

Challenges	Modification / Resolution
the WMDP, MEAL data collection, or equipment transport for the water systems.	activities, especially those implemented with ministries. COVID-19 has set back thinking about the importance of services sustainability, such as the management and financing mechanism for WASH services at school and health center and training of the MEAH staff on the WASH system strengthening. The government is primarily concerned with responding to immediate needs. The uncertainty that has been perpetuated by COVID-19 reinforces people's reluctance to use the money for WASH services. WASH private operators have difficulty traveling for supervision and transporting construction materials.
<p>Quality tests. The analysis of water quality by the Institut Pasteur of Madagascar was limited this year because it was difficult to mobilize the IPM for water analyses that require on-site travel since the pandemic. Water operators continued the analyses with their means.</p> <p>In Q1, the IPM has resumed its operations to meet water quality testing needs at the regional level. The region of Vatovavy Fitovinany is still in the process of seeing with the IPM their availability.</p>	The IPM field visits in Vatovavy Fitovinany were finally carried out towards the end of March, and the results will be available in April.
<p>Paradigm shifts regarding the private sector engagement The main challenges in engaging the private sector in providing WASH services reside in considering the private sector as a development actor and partner and for all stakeholders to understand and adopt a market-based mindset. It starts with the project members themselves, who are more familiar and comfortable with community-based approaches and are suspicious of the private sector. Government and local authorities have historically promoted the idea of free public services and have not developed an enabling environment for private sector engagement and investment.</p>	<p>We continued to organize events to share and debate the challenges of private sector engagement in the WASH sector.</p> <p>We shared the PPP model implemented by RANO WASH during the World Water Week celebration organized by MEAH to discuss good practices and challenges, especially the importance of an enabling environment for private sector engagement and investment.</p>
New challenges	Measures taken
Monitoring social changes to promote gender and social inclusion: To monitor gender and social inclusion changes, having	RANO WASH has adopted Social Analysis and Action, which is a gender transformative approach. Initially, with the team and partners on the field, RANO WASH identified the social

Challenges	Modification / Resolution
indicators to track social changes remains a challenge.	barriers for the WASH program. Then, together, the project conducts actions based on interactive discussions at the community level, with household members, traditional authorities, elders, holders of local practices. For the next periods, RANO WASH plans a more focused study on monitoring these social changes.
It is still difficult for the different actors, including project staff, to reconcile behavior change activities with the use of WASH services. The traditional conception of behavior change resulting from information and communication persists in individual and collective beliefs, sometimes making it difficult to implement more innovative strategies at different levels, whether with other development stakeholders, public institutions, and especially private sector collaboration.	RANO WASH continues exchanging and sharing with teams to address this issue, which is still ongoing. However, it is easier for certain activities such as menstrual hygiene to promote the link with menstrual pads, as there is no real cheaper alternative. For other behaviors such as using a toilet, as long as open defecation is accepted as part of social norms, promoting the use of the toilet is still difficult. The research on the use of water services and our collaboration with iDE is part of our solutions to address this challenge as these researches reveal different determinants for behavior change, including access to products and services.
Taxe sur les Marchés Public (TMP). The introduction and roll-out of the TMP occurred after the launch of the RANO WASH restricted tendering process for new infrastructures. Most WSPs struggled to understand the new rules and practical implications for their current and future construction and delegation contracts	RANO WASH received the letter on February 15, 2021, from MEAH indicating consortium members' names mentioning the new procurement tax (TMP) application. RANO WASH continues to work with MEAH to obtain another official letter on the import tax exemption. Negotiation on the new tax rule with the firms selected for the four construction contracts is successful. The contracts are signed.

3 MONITORING, EVALUATION, ACCOUNTABILITY, AND LEARNING (MEAL)

3.1 MEAL System Update

3.1.1 MEAL system modification

As reported in the Q1 report, RANO WASH engaged a MEAL system review to align the MEAL system to the current project data need. The approach used to review the MEAL system was based on two steps.

- MEAL review workshop at the PCT level
- MEAL review workshop with regional teams

MEAL system review at PCT level

The MEAL review workshop for PCT staff was organized in February 2021. It involved both MEAL (All MEAL staff at the PCT level), the program (CoP, DCoP, Advisors, Specialists), and operation (Director A&F, Compliance) staffs at the PCT level. The objective of the MEAL system review workshop was to:

- 1- Harmonize the staff's understanding (MEAL and program) of the RANO WASH project and their expectations regarding monitoring, evaluation, responsibility, learning, and reporting.
- 2- Build the capacity of project staff on the design and implementation of a MEAL system.
- 3- Revise monitoring tools (data flow map (s), MEAL content in the DIP, communication plan with stakeholders; and MEAL plan, performance indicators reference sheet (PIRS).
- 4- Revise the project data collection and transmission strategy.
- 5- Optimize the roles and responsibilities of staff (program and MEAL) regarding MEAL in the project.

At the end of the MEAL system review workshop, some key recommendations were made and stated below.

Data collection and transmission system

- Have a fully electronic data collection system to ensure that the team can have data from all indicators in real-time.
- Keep the hybrid system in place (paper and electronic). The paper versions serve only as a backup to limit the risk of data loss in the event of tablet loss before synchronization.
- Organize quarterly field visits to work with regional teams, identify gaps, and support regional MEALs to fill these gaps.

Definition and calculation of project indicators

- Harmonize all MEAL documents to ensure that the definition of indicators presented in the PIRS is reflected in all other MEAL project documents, including consideration of the reporting frequency of indicators. Based on this

recommendation, RANO WASH submitted a request to USAID to revise the reporting frequency of some indicators.

- Identify the data sources for all indicators and the collection approach to be put in place for each source, mainly to ensure the completeness of the data. In line with this recommendation, RANO WASH proposed to USAID to adjust the calculation of the number of people who have access to water, as this indicator is suspected to be underreported because of the complexity of the indicator and some unexpected and unanticipated behaviors of project participants on the fields. For example, project participants with private connections also provide water to neighboring households not counted under this indicator. During the annual survey, RANO WASH will collect data to estimate the average number of people receiving water from households connected to the network. Based on this information, RANO WASH will provide a more accurate estimate of the number of people who have access to water in the project area.

Data use to improve the quality of the project

- Clarify and revise the data collection, verification, and validation process to fully allow each actor to play his role.
- Propose a data analysis plan and align the project dashboard with this analysis plan. Also, allow teams at all levels to have access to the dashboard to inform their decision-making process.
- Organize a data analysis and reflection meeting to inform decision-making within the different teams.

General recommendation

- Ensure that each year a data quality assessment is conducted to identify data quality issues and address them.
- Revise the MEAL budget to ensure all activities aimed at improving the MEAL system are considered.

Finally, participants in the workshop agreed to introduce a case management list for all the water systems constructed, rehabilitated, or supported by the RANO WASH project. All these systems will be monitored every quarter to analyze their coverage rate. This information is crucial to have targeted strategies for each water system when trying to increase the number of project participants (people connected to the water system) and help triangulate monitoring data on the number of project participants reached.

MEAL system review with regional teams

The MEAL review workshop with the regional teams was part of the Project midterm review. The objective of this workshop was to revise the MEAL system to make it more fluid in the service of program improvement. More specifically, the workshop aims to:

- Browse the results of the PCT workshop on the MEAL system Collect contributions from regional teams on improvements to the current MEAL system
- Validate the changes and make recommendations.

During the workshop, the regional team validated all the recommendations made by the PCT during the first workshop, and they also made the following recommendations to improve the overall MEAL system:

- Clarify role and responsibilities for all MEAL activities among regional and PCT teams and regional team and implementing partner team. Following this recommendation, the MEAL team developed a MEAL operating manual that clarifies roles and responsibilities and provides clear instructions for all MEAL activities. The MEAL team, when developing the MEAL operating manual, also made sure that all USAID recommendations after the DQA were addressed in the manual.
- Provide more MEAL capacity building for the regional team. Following this recommendation, RANO WASH planned and implemented on March 2021 a MEAL refresher training for the regional team. The regional MEAL team will cascade down this training for all the project stakeholders on the field during Q3.
- Include the accountability mechanism establish at the communal level into the overall project accountability mechanism. RANO WASH relies only on the CRS Green Line, which is insufficient to collect all the feedback as this mechanism is not accessible to all participants, especially those who do not have a phone. RANO supported communes to establish a feedback mechanism in the area. In many communes, these mechanisms are functional, and RANO WASH should also collect feedback through these mechanisms and address them.

3.1.2 MEAL Capacity Building

Multiple capacity-building initiatives were reported in two regions covered by the RANO WASH project, as listed below.

Haute Matsiatra region:

- Capacity building of Technical Agents (TAs) and zonal supervisors on data collection and recording achievements in CommCare.
- Capacity building of TAs on the documentation of all data collected concerning the activities carried out.
- Capacity building of zonal supervisors on data validation on CommCare and data processing in Excel.

Amoron'i Mania

- Training of zonal supervisors and TAs on the new MEAL system and electronic platform. The training was delivered by the regional MEAL Officer, who was previously trained by the PCT team on the changes introduced in the MEAL system.

Vakinankaratra

- Refresher training for TAs, Zonal supervisors, and implementing partner team on the MEAL system, the project performance indicators, the data flow map, the use of the achievement record form, ICT4MEAL, the data validation system, the monthly operational plan update system.

Other capacity-building activities involving all the six regions

- A training of trainer session was conducted online from March 24 to March 26, 2021, with the regional MEAL officers from the 6 RANO WASH regions. This training was a refresher training to update the MEAL Officer on the changes

introduced in the MEAL system, the new electronic platform to cascade this training down to zonal supervisors and TA.

- Training on ICT4D, SE&AM, and mWater in Antsirabe, Vakinankaratra. WaterAid provided training to the regional team.

3.2 Baseline study in the three new regions

USAID approved the RANO WASH baseline contract for the new three regions. Because of the delay in implementing this study, RANO WASH was already implemented in these three regions for more than one year. This situation led RANO WASH to adjust the study objective. It was no more relevant to compute the baseline value for outcome and impact indicators, as the project was already implemented in these regions.

In addition, RANO plan to collect information to compute these indicators and to avoid duplication, RANO WASH decided to adjust the baseline objective as shown in the table below:

Table 11. Baseline FY21.Q2 update

Baseline objective in the approved terms of reference	Proposed changes in the baseline objectives
Establish the baseline values of impact and outcome indicators per the Project's logical framework	Map the WASH sector in the three regions (the actors working in, with, and for the WASH sector and the services offered by these actors)
inventory the existing water points in the three regions	inventory the existing water points in the three regions
inventory the water and sanitation infrastructure in all schools and all CSBs	inventory the water and sanitation infrastructure in all schools and all CSBs

RANO WASH readjusted the first baseline objective and replaced the baseline values of outcomes and impact indicators by mapping the WASH sectors in the same three regions. These data are more relevant and useful for the project than establishing the baseline values of the indicators.

A detailed methodology will be developed by the consultant and validated by RANO WASH early in April, and data collection is planned for May 2021.

3.3 Midterm review

During the reporting period, RANO WASH conducted a midterm review. The objective of the mid-term review was to draw up a collective assessment of the progress and achievements made by the members of the consortium in the implementation of the RANO WASH project since its launch and to assess the relevance of the results and the progress achieved, considering the evolution of the institutional environment.

The objective was also to assess the extent to which the principles of strategic scope (gender, social inclusion, capacity building, sustainable development) have been reflected in the overall contribution of the RANO WASH project and progress made towards the achievement of outcomes or relevant transversal themes such as gender, environment.

More specifically, the mid-term review objectives were to:

- Evaluate the progress made, both quantitative and qualitative, through the Annual Action Plans implemented during the period 2018-2020 towards achieving the expected results as stated in the results framework and their relevance to existing national policies and programs.
- Evaluate the sustainability of these results and the contribution of the activities/projects to the products/outcomes defined by the government of Madagascar.
- Evaluate the project's relevance/effectiveness/efficiency according to priorities and needs, verify the degree of compliance of the implemented project with the objectives and targets set during its design, and assess the degree of compliance of the outputs with the government strategy.

The midterm review approach was based on three steps:

- Midterm review design. This step was done and reported during the first quarter.
- Data collection and analysis
- Midterm review learning workshop.

Data collection and analysis

Data collection was conducted in January 2021 using both key informant interviews (targeting local authorities, community leaders) and focus group discussions (targeting project participants). After data collection, data were analyzed by the technical advisor, and preliminary results prepared

Midterm review learning workshop

The midterm review workshop was held on February 2021 and involved PCT staff, Consortium member representatives, regional teams, and implementing partners teams. USAID and the Ministry of Water, Hygiene, and Sanitation were also invited, and they actively participated in the workshop.

The objective of the mid-term review workshop was to use monitoring and evaluation data to improve the quality of the implementation of the RANO WASH project. More specifically, the workshop aimed to:

- Analyze the current situation of the WASH system in Madagascar using the "building blocks" approach and identify the aspects for improvement which the RANO WASH project could prioritize.
- Analyze the real situation of project implementation both quantitatively and qualitatively and harmonize the understanding of stakeholders on this subject.
- Identify the strengths and successes of the project in the light of the data, and define activities to capitalize on said strengths and successes.
- Identify project weaknesses, considering the data, and define activities to help improve project implementation regarding weaknesses.
- Analyze the consortium's functionality, effectiveness, and efficiency to manage the project and make recommendations to make the consortium more efficient.
- Make actionable recommendations and break them down into a detailed implementation plan for the RANO WASH project.

At the end of the workshop, all the data collected in the field and during the workshop were analyzed, and a report was prepared. The report will be submitted to USAID by the end of April or latest, early May 2021.

3.4 Accountability

RANO WASH only received 11 feedbacks from project participants during the reporting period through CRS green line.

- Request for information about the project activities and the green line (7 feedbacks)
- Question about infrastructures -latrine construction (1 feedback)
- Complaint about compensation for RANO WASH college members (1 feedback)
- Request for collaboration (1 feedback)

Overall, the number of feedbacks reported decreased by about 70% compared to 37 feedbacks received during the last quarter. RANO WASH decided to increase sensitization in the communities to let project participants know about the mechanism in place and make sure they can access the feedback mechanism. In addition, RANO WASH has established feedback mechanisms in many communes, and the project has not monitored these feedback mechanisms to report on the feedback received by municipalities.

RANO WASH sensitized regional MEAL Officers to link communal feedback mechanism to project mechanism. RANO WASH can address participants' feedback collected by communes and conduct regular accountability data collection in these communes and reports.

3.5 Learning

During the MEAL system review, RANO WASH also initiated a revision of the learning agenda. The updated version of the learning agenda is submitted as part of the current reports.

In addition, the RANO WASH team made recommendations to organize quarterly data analysis and reflection meetings at the regional and PCT levels to improve data use in the project decision-making process.

Activities planned for the next quarter

- Conduct the Baseline study for the three new regions
- Roll out the revised MEAL system
- Train the field staff on the modification included in the MEAL system and the ICT4D platform.
- Conduct two learning studies.
- Prepare the terms of reference and data collection tools for the annual survey

4 MANAGEMENT AND ADMINISTRATIVE ISSUES

Personnel

During this quarter, RANO WASH added or replaced the following positions in our program coordination team:

- Communication and Media Officers (1 senior officer and 2 officers)

Management

During the reporting period, all project offices continued their activities, adapting and taking relevant COVID-19 measures to conduct their activities (partial telework in Antananarivo, hybrid face-to-face and online meetings, implementation of hygiene measures).

This quarter, the PCT focused on revising and finalizing the harmonized tendering and contracting procedures to reflect further and operationalize the Invest- Build- Operate and Maintenance PPP model into tenderers selection criteria.

Delayed submission of project quarterly report

The recent spike of COVID-19 cases in Madagascar from late March and April has significantly affected RANO WASH project staff and consortium members (CARE, CRS, WaterAid, BushProof, and Sandandrano). Several RANO WASH project staff, including members of the Project Coordination Team and senior operational staff of RANO WASH consortium members, have been ill for several weeks and are now slowly recovering or caring for ill family members.

This situation has impacted some of the project's key activities at the national level and delayed critical dialogues and preparation relevant to the FY21 Q2 quarterly report. Several internal deadlines for developing the narrative and financial report had to be rescheduled due to key consortium members or PCT staff being sick (and in quarantine).

RANO WASH has requested and received USAID approval for delayed submission of the RANO WASH 2nd quarterly report due to USAID on 30 April and to submit it by 31 May 2021

Project management and coordination highlights from this quarter include the following:

- COP-CARE USA HQ Skype -monthly
- COP-DCOP/MEAL Programmatic and Technical Meeting – Weekly
- COP-DAF Finance/Operations Meeting – Weekly
- Project Coordination Team Meeting – Monthly
- Steering Committee Meeting – March 2021
- Regional-PCT Skype Calls–Monthly
- Regional-level Team Meetings – Biweekly to Monthly
- MEAL PCT/Region/Skype – Weekly
- MEAL Review PCT/Region Meeting/Skype – Quarterly

No-Cost Extension

The Project has held discussions with USAID to explore the options and modalities for a No-Cost extension, considering the impact of COVID-19 on RANO WASH activities and

significant delays from FY2020. The Project plans to submit a proposition of timeline with a formal submission in Q3.2021.

Coordination

RANO WASH continues to engage with USAID monthly and GoM partners at the regional, communal, and national levels.

As part of the COVID-19 coordination, RANO WASH continues attending weekly meetings with USAID HPN partners

Events and Visits

Some of the more noteworthy visits/events during this quarter (excluding those at the regional level) are summarized in Annex 8.

5 FINANCIAL MANAGEMENT

RANO WASH's total expenditure in Q2 FY2021 is \$1,582,868, which makes a cumulative expenditure for the first semester of \$2,795,095, representing a burn rate of 30% against the budget of \$9,189,673 for the Fiscal year 2021.

The Project contributed a total of 291,473 in cost-share in the first semester, representing 20% of \$1,436,860 planned for FY21. RANO WASH continues to monitor its target at the end of the project lifetime. (See Annex 4)

RANO WASH also submitted the financial report (SF425) to USAID for this quarter, reporting a cumulative expenditure of \$17,228,294 and a cumulative cost-share of \$1,811,700.

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RANO WASH

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