

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



**FY2021 Quarterly & Annual Report
I July to 30 September 2021**

RANO WASH

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

FY2021 Quarterly Report – Annual Report

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FRONT PICTURE: Celebration Commune ODF, Commune Andrainjato, District of Ambalavao, Haute Matsiatra Region. "Firaisantsoa," a VSLA of WASH actors committed to making their Commune one of the top ten Madio Communes in Haute Matsiatra. (Photo credit: RANO WASH)

TABLE OF CONTENTS

Acronyms and Abbreviations.....	iv
1 Project Overview/Summary	1
1.1 Project Description/Introduction	1
2 Activity Implementation Progress.....	3
2.1 Implementation Status.....	3
2.1.1 Strategic Objective 1: Governance and Monitoring of Water and Sanitation Strengthened for Sustainable and Equitable WASH Service Delivery.	6
IR1.1 Strengthened Government and Stakeholder Commitment and Accountability to Sector Development.	8
Output 1.1.1 Sector coordination and learning mechanisms operating effectively under strong national leadership.....	8
Output 1.1.2 Institutional capacity of the ministry in charge of WASH developed to meet strategic needs.....	9
IR1.2 Improved Sector Monitoring, Analysis, and Learning, Influencing Policy.....	10
Output 1.2.1 SE&AM strengthened and extended	10
Output 1.2.2 Implementation of the learning agenda to increase and better regulate private-sector engagement in WASH.....	10
IR1.3 Strengthened Subnational Systems	11
Output 1.3.1 Decentralized resources available for sustained WASH service delivery	11
Output 1.3.2 Communes' management capacities strengthened for WASH service delivery	13
IR1.4 Increased community control over WASH services.....	15
2.1.2 Strategic Objective 2: Increasing Private-Sector Engagement in Delivering WASH Services	19
IR2.1 Strategic Development and Innovation for Private-Sector Engagement in WASH Service Provision.....	20
Output 2.1.2 Regional WASH market development plans drafted	20
Output 2.1.3 Increased availability and accessibility of types and range of financial products for WASH services and products.....	23
IR 2.2 Improved Design, Construction, and Management of WASH Infrastructure.....	24
Output 2.2.1—Improved Design and Construction of Sustainable WASH Infrastructure	24
IR2.3 Strengthened Technical and Business Skills and Competencies	35
Output 2.3.1 Strengthened capacity-building for the private sector in business systems and technical operations	35
Output 2.3.2 - Development of professional associations.....	37
2.1.3 Strategic Objective 3: Accelerating the Adoption of Health Behaviors and Use of WASH Services	38
IR3.1 Improved Hygiene- and Sanitation-Behavior-Change Solutions through Applied Research.....	39
Output 3.1.1: Behavioral science innovations for WASH BC solutions through applied research	39
Output 3.1.2: Studies of integrated population, health, and environment (PHE) programming models stimulating cross-sectoral collaboration.....	40

Output 3.1.3: WASH–Nutrition linkages researched	41
IR3.2 Improved Implementation of WASH Behavior Change at All Levels: Communities, Government, and Private Sector	41
Output 3.2.1: WASH BC program coordination improved in RANO WASH regions	41
Output 3.2.2: Innovative CLTS and WASH BC implementation.....	42
IR 3.3 Evidence-based WASH behavior change and hygiene promotion shared to influence policy.....	48
Output 3.3.1 National-level networks, policies, and programs engaged for sustainable WASH BC	48
2.2 Gender Mainstreaming.....	49
2.3 Implementation Challenges and Modifications Made/Issues Addressed from the Last Quarterly Report3	53
3 Monitoring, Evaluation, Accountability, and Learning (MEAL).....	56
3.1 MEAL System Update.....	56
3.2 MEAL Capacity Building.....	56
3.3 Baseline study in the three new regions	56
3.4 Annual survey	56
3.5 Learning studies	57
3.6 Accountability to people served.....	59
4 Management and Administrative Issues.....	60
5 Financial Management.....	61
List of Annexes.....	62

List of Tables

Table 1. Summary progress toward key indicators Q4.21 Update0F.....	4
Table 2 Summary of progress towards key SO1 indicators Q4.21 Update.....	7
Table 3 Summary progress toward key SO2 indicators Q4.21 Update.....	20
Table 4. APS and APD Studies Q4.21 Update.....	25
Table 5. Status of construction activities during FY21	28
Table 6. Access to water services (new users) FY21.Q4 update	30
Table 7. Access to Sanitation Q4.21 Update	34
Table 8. Summary of Progress for Key SO3 Indicators Q4.21.....	39
Table 9. Number of communities verified as "open defecation free" (ODF) as a result of USG assistance Q4.21	42
Table 10. Implementation Challenges FY21.Q4 update	53
Table 11. MEAL refresher training	56
Table 12. Estimation of access to basic and safely managed water services	57
Table 13. Reported concerns by program participants.....	59

List of Figures

Figure 1 RANO WASH Consortium and resource partners.....	2
Figure 2. RANO WASH Regions.....	3
Figure 3 Regional Coordination Pathway and current status	8
Figure 4. WASH System Status for Vakinakaratra Region.....	12
Figure 5. Percentage of Communes that used their budget for the five key WASH components.....	13
Figure 6 . STEAH- Status.....	14
Figure 7. CSO WASH Status	16
Figure 8. SLC Status	18
Figure 9. Results of capacity building of WSP on water coverage.....	36
Figure 10. Increase of WSPs total revenue FY21.....	36
Figure 11. Amount invested by savings group members, Fiscal Year 2021	44
Figure 14.WASH service providers disaggregated by sex	50
Figure 15. WASH service providers disaggregated by age	50
Figure 16. Evolution of the number of calls Jul-Aug-Sep 2021 per Region, CRS green line.....	59

List of Pictures

Picture 1. Filling pots for reforestation around the Kianjanomby spring.....	40
Picture 2 .Nudging à l'EPP Antaretra, Vatovavy Fitovinany	46
Picture 3. Students washing hands in school, EPP Ampasimadinika, Atsinanana.....	46
Picture 4. Budgeting exercise for the annual WASH needs of EPP Kelilalina, Vatovavy Fitovinany.....	47
Picture 5. Gender focal point in Vatovavy Fitovinany region	52

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
GEM	Groupeement des Entreprises de Madagascar
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
ORN	Office Regional de Nutrition (Regional Office of Nutrition)
PCDEAH	Plan Communal de Développement 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)
PIDA	Program for Infrastructure and Development in Africa
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'Épargne 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
SMMEC	Société Malgache de Mutuelle d'Épargne et de Crédit
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

**Rural Access to New Opportunities in Water, Sanitation, And Hygiene
RANO WASH FY2021 Quarter 4 & Annual Report**

WASH	Water Sanitation and Hygiene
WASH-BAT	WASH Bottleneck Analysis Tool
WASH-BC	WASH Behavior Change
WHO	World Health Organization
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:	June 15, 2017—June 15, 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:	July 1 to September 30, 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 June 15, 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 10.

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



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 July to September 2021, which corresponds to the fourth quarter of the FY2021 fiscal year and the fourth reporting quarter of the RANO WASH project.

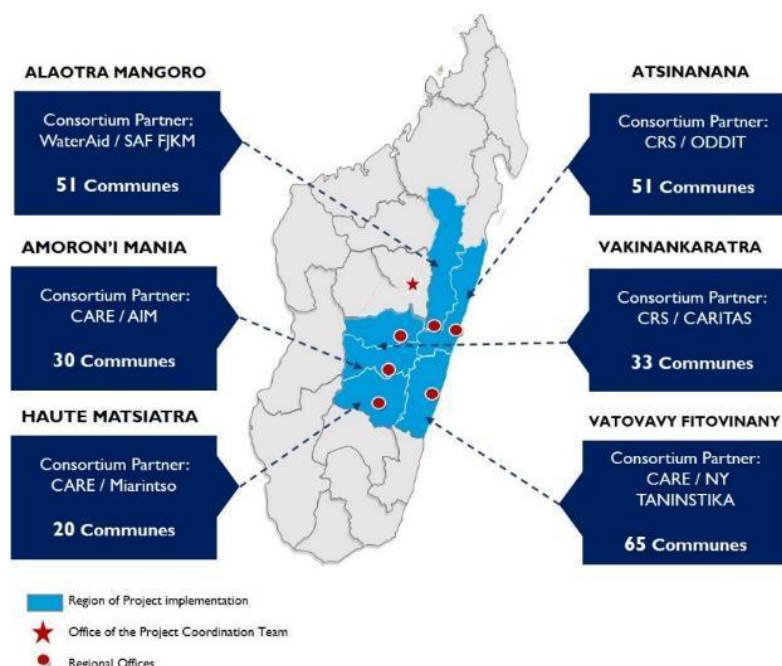


Figure 2. RANO WASH Regions

2 ACTIVITY IMPLEMENTATION PROGRESS

2.1 Implementation Status

The COVID-19 pandemic has continued to impact FY21. The pace of activities slowed down from March 2021 to May 2021 as some project staff at the regional and national levels were affected by COVID-19. However, the project has made efforts to adapt strategies and approaches to ensure continuity of activities by adopting the required health measures and further strengthening the online events, even increasing the actors benefiting from the project's sharing activities. The field trips between the Regions have resumed, especially in June 2021.

FY21 has been marked by the support to various stakeholders in the WASH sector, including the MEAH, DREAHs, mayors and their staff, private WASH operators to invest in services, develop their performance for inclusive and sustainable services. As a result of the training and coaching received by the Communes, 162 Communes out of the 50 targeted increased their WASH budgets this year. While still not fully meeting the project targets for access to safe water, the support to various stakeholders has demonstrated impact in accelerating access to water services, particularly in Q4, where more than 56,000 people gained access to basic or safely managed water services, doubling progress towards annual water access targets.

RANO WASH far exceeded sanitation targets in FY21, supporting more than 240,000 people to access basic or limited sanitation. More than 1,500 communities achieved ODF status this year alone. The adoption of the sector-wide system approach and the private sector engagement is beginning to produce changes¹. Much remains to be done, but the commitment shown by the MEAH and all actors explains the trends.

¹ This is notably visible through the implementation of Public-Private Partnerships, as a translation of the systems thinking or integrated approach at the communal level, with multi stakeholder involvement and concerning all building blocks of the wash system (policy, planning, monitoring, coordination, financing, provision of services, accountability, environment, etc)

This report will not simply focus on achievements. It will also illustrate trends and strategies for the remaining periods to strengthen all stakeholders contributing to sustainable and inclusive access to WASH services.

In FY21, RANO WASH also strengthened the dissemination and discussion of the project's achievements, especially in drinking water PPP, research with iDE on market-based sanitation, and integrating gender and social inclusion in the WASH sector. The project organized several online events to share and receive feedback from sector actors on the approaches and working tools developed and improved by RANO WASH. The project will continue to apply this good practice to strengthen in preparation for its phase-out.

OVERALL INDICATOR PROGRESS

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

Table 1. Summary progress toward key indicators Q4.21 Update ²

Key Indicators	Q1		Q2		Q3		Q4			FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of people gaining access to basic drinking water services	15,711	8,378	21,066	9,758	24,040	1,150	40,799	36,769	90%	101,616	56,055	55%
# of people gaining access to safely managed drinking water services	13,379	3,512	12,087	2,492	12,373	5,922	9,672	20,355	210%	41,733	32,281	68%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	7,141	52,546	5,530	38,423	695%	22,800	166,075	728%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	32,918	28,066	30,435	20,266	67%	116,212	74,506	64%
# of institutional settings gaining access to basic drinking water services as a result of USG assistance	9	1	30	4	23	12	28	25	89%	90	42	47%

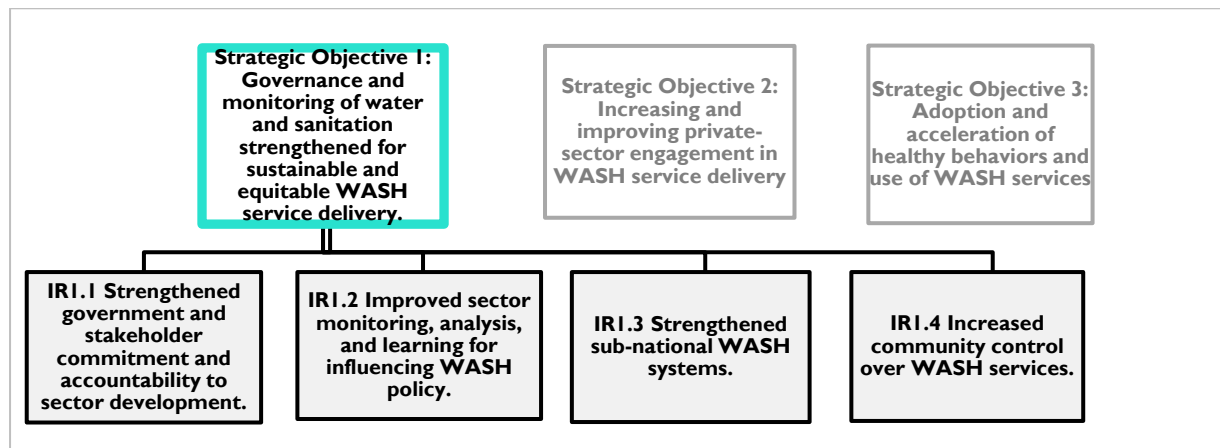
In addition, demonstrating the impact of the systems approach on access to sanitation services has been more evident for the project. The government-initiated Madagasikara Madio campaign strengthens the Ministry's leadership and ownership of initiatives contributing to the end of open defecation. During periodic meetings at the regional level, DREAH mobilized stakeholders to set their goals and establish their plan to become a Madio Model Region. During the SRMO reviews, DREAH takes the lead in coordinating activities and resources to achieve the set goals. All stakeholders, partners at the regional level, Communes and their local partners align with these established goals and plans. RANO WASH has adopted several approaches to activate household behavior change and support structures such as VSLAs to contribute to this cause. Local service providers, i.e. local masons, are also strengthened to provide services that respond to the local socio-economic context.

² 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](#) and [redesign chart JMP JUL2017 3-02-e1501763782601.png \(627x1357\) \(unwater.org\)](#)

Rural Access to New Opportunities in Water, Sanitation, And Hygiene
RANO WASH FY2021 Quarter 4 & Annual Report

Key Indicators	Q1		Q2		Q3		Q4			FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of communities verified as "open defecation free" (ODF) as a result of USG assistance	183	156	202	423	368	585	134	359	268%	887	1,523	172%

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



Key Achievements

- The **regional coordination structures (SRMOs)** in the **six intervention regions** have their action plans, conduct periodic meetings to discuss strategies, and monitor their performance in achieving access to WASH services. The habits of dialogue acquired at these structures multiply the collaborative actions between regional actors to solve challenges and build integrated actions to achieve regional objectives.
- **238 communes** continue to **provide timely updates of data on the SE&AM monitoring platform**, exceeding the **target of 200 communes** for this fiscal year. Maintaining this pace serves as proof that the process established for updating SE&AM is feasible.
- **159** communal OSC-EAH are operational, exceeding the **target of 150** for this fiscal year. These associations protect the rights of consumers of WASH services through existing accountability mechanisms and dialogue spaces.
- **157 communes** have **functional accountability mechanisms**, exceeding the annual **target of 150 communes** for this fiscal year to value community feedback and input into decisions by authorities and service managers.
- **162 communes** increased their **WASH budgets** over the previous year, exceeding the annual target of **50 communes** for this fiscal year, indicating communes' commitment to strengthening the quality of WASH services provided to their constituents.

Table 2 Summary of progress towards key SOI indicators Q4.21 Update.

Key Indicator	Q1		Q2		Q3		Q4		FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%
Progress on the pathways to set up regional coordination*.	Phase 6 Year 20	Phase 6 Year20	Phase 3 Year 21	Phase 3 Year21	Phase 4 Year21	Phase 4, Year21	Phase 5 Year 21	Phase 5, Year21	Phase 5 Year 21	Phase 5, Year21	100%
% common reporting in SE&AM (out of 250 Communes)	68%	65%	80%	93%	80%	94%	80%	95%	80%	95%	118%
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	6 DREAH conducted STEAH training (Step I)	1 DREAH conducted STEAH training (Step I and II)	6 DREAH conducted training of STEAH in their Region (Step I and II)	3 DREAH conducted STEAH training (Step I and II)	6 DREAH conducted training of STEAH in their Region (Step I and II)	3 DREAH conducted STEAH training (Step I and II)	50%
# of intervention communes engaging with the private sector to provide WASH services	50 Target communes identified	47 target communes Identified	50 Communes engaging with Private sector	47 Communes identified in Q1 and engaging with the Private sector, and 37 identified	80 Communes engaging with the Private sector	56 engaging with Private Sector	99 municipalities engaging with the private sector	91 engaging with Private Sector	99 municipalities engaging with the private sector	91 engaging with Private Sector	91%
# Commune with trained STEAH	220	220	220	220	230	208	245	215	245	215	87%
# communes with OSC-EAH operational	130	134	130	134	140	146	150	159	150	159	106%

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

The project's vision is to have a WASH sector where actors are mobilized to finance and implement a joint plan to achieve SDG6, with clear financial and human resource targets that consider available public funds and resources and opportunities for the private sector investment or other alternative financing mechanisms.

During this fiscal year 2021, we have been able to strengthen the habit of the actors at the regional level to maintain periodic meetings to strengthen collaboration between actors to solve challenges encountered, share lessons learned and experiences, implement a joint plan to achieve regional objectives in terms of WASH and hold periodic regional sectoral reviews to improve the performance of the regional sector progressively.

Each region has had one or two meetings ³per quarter for two consecutive years, with a regional sector review in December and joint planning from January to March. The Haute Matsiatra region even organized a mid-term sectoral review during Q4.



Figure 3 Regional Coordination Pathway and current status

The SRMOs have transformed the Madagascar Madio 2025 roadmap (reaching Madagascar ODF in 2025) into a joint regional plan with active follow-ups and joint solution finding in our intervention regions. Discussions for joint solutions to accelerate access to water are beginning to take shape, but the financial challenge for these actions is still a significant barrier to these discussions. Finally, Civil Society Organizations (CSOs) play an active role in facilitating and taking responsibility for these SRMOs. Private operators are beginning to participate more and more in these meetings.

The case for water supply is different, which is perceived as requiring significant investments. RANO WASH's focus to develop water users' coverage plans and promote financing between communes, local actors, and the private sector should improve this situation in the medium term. For example, in Vakinankaratra, RANO WASH has worked with the DREAH to develop a water coverage plan

³ See list of SRMO meeting during Q4 in Annex 14

based on existing water infrastructure in need of rehabilitation and better management and develop a strategy to encourage the private sector to expand their business by investing in water services.

A refresher course for all MEAH directorates followed by a training of trainers for seven agents of the Ministry was deployed in the six regions of intervention, this refresher course on the system approach allowing to diagnose the current situation of the WASH system of the six regions of intervention of RANO WASH as well as the medium-term actions to be implemented at the regional level. One of the outcomes of these activities is the declaration by MEAH to re-launch the implementation of the national sector review by the end of 2021. The need for additional capacity building for the seven MEAH agents and the organization by MEAH of regional meetings required more time than expected. We decided with the MEAH to postpone the meeting with the national actors for FY22.

Output 1.1.2 Institutional capacity of the ministry in charge of WASH developed to meet strategic needs

The National WASH Policy, proposed by MEAH and sector stakeholders in March 2020, has been rewritten into a proposed law at the government's request. However, exchanges between the government and MEAH are still ongoing to finalize the document. RANO WASH has pleaded with the new Minister established in October to prioritize this dialogue to finalize all framework documents of the sector. Although the policy still needs to be validated at the national assembly level, the MEAH team has internally developed a first draft of the national strategy to implement this policy. RANO WASH has updated the plan for developing the national strategy and the national WASH plan, which is still dependent on the validation of the draft law by the National Assembly.

RANO WASH provided training of trainers on LCC to the MEAH team in Q3 and Q4. Then, they piloted the Life-Cycle Costing approach in seven Communes in the six regions of intervention of the project. The LCC provided a cost planning tool and ensured access to sustainable services at the communal level.

Activities planned for the next quarter

- Technical support and coaching of MEAH and DREAH for SRMOs to ensure the leadership of joint planning, financial analysis, discussions around sector progress, and effective coordination of the sector;
- Provide logistic and technical support for sector reviews;
- Continue participating in WASH thematic groups to promote the system approach within the coordination mechanism.
- Continue to coach private sector actors in advocating for an improved enabling environment that facilitates private investment in the WASH sector through the existing platform (AOPDEM);
- Continue to coach local, regional, and national CSOs in implementing and refining action plans for advocacy activities, to clarify roles and responsibilities and the importance of their participation in dialogue platforms such as the SLC or SRMO to raise their voices within national and regional platforms;

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

Output I.2.1 SE&AM strengthened and extended

Our vision 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 our progress during FY21 that contribute to this vision.

237 of 250 municipalities (95%) transferred WASH data to the DREAHs against our FY21 objective of 80% of our intervention municipalities. The Communes are more and more used to feeding the SE&AM. These efforts helped to (1) facilitate discussions at the local level on solutions to improve their situations, (2) inform discussions at the national level to upgrade the national EAH monitoring system (SE&AM) on information collection challenges and feasibility, (3) and ensure that the migration to a new version of SE&AM is done smoothly.

We continued to support 51 STEAHs to use mWater to update SE&AM with a smartphone. We have encouraging results in Haute Matsiatra, where the support provided by the DREAH team has enabled 16 out of 20 communes to synchronize data collected on SE&AM for this quarter. Similarly, the Alaotra Mangoro and Atsinanana regions have nine communes that regularly update their mWater data. The DREAHs' support to the communes must be strengthened to address leadership issues in ensuring regular updates for the Vatovavy Fitovinany, Vakinankaratra, and Amoron'i Mania regions.

Based on the needs analysis at the MEAH level and the actors in our six regions of intervention, a first draft of the monitoring and evaluation plan of the sector has been developed and is being validated. MEAH developed this document with the support of a consultant commissioned by RANO WASH. This exercise reinforced their ownership of the M&E plan, and they could discuss their expectations. In addition, the other departments and the DREAH in the RANO WASH intervention regions are more involved in the reflection on the sector's M&E system. Moreover, the MEAH has developed an interest in strengthening its partnership with INSTAT.

The transfer of data from the current SE&AM platform to DHIS2, the system chosen by MEAH for the next SE&AM platform, has been completed - an organizational analysis of the MEAH's agents to ensure the quality of services offered for monitoring the sector is underway. Agents have received online training on DHIS2 reinforced by face-to-face training to maintain the system. The Appendix 20 SE&AM upgrade Update provides the updated schedule for the SE&AM upgrade and the updated data flow for the new system.

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

To better target and orient future PPPs in its regions of intervention, RANO WASH has started mapping the private sector, of which those of four regions are already finalized. The survey form has already been finalized, and the survey has been initiated.

Three regions have begun receiving STEFI reports from private managers as part of this process (Alaotra Mangoro Region, Atsinanana Region, Haute Matsiatra Region). To consider the mid-term review's recommendation, RANO WASH supported some communes to hold meetings with economic operators to seek resources to finance their PCDEAH (see section I.3.2). And the project has developed a process with MEAH to extend this approach in the six regions of intervention of RANO WASH. The analysis of these data and the results of these processes will lead to lessons learned regarding the performance of private operators and communes to strengthen their collaboration to improve WASH services.

RANO WASH staff and the representatives of the twenty RANO WASH intervention Communes benefited from an exchange visit in the Commune of Sahambavy, supported by Eaurizon. The Sahambavy Commune staff and the water service provider were present during the event. This activity allows the visitors and the hosts to share their respective experiences relating to PPP.

Activities planned for the next quarter

- Continue to train and coach ministry staff to improve the sector's monitoring and evaluation system and mobilize stakeholders to ensure their respective roles in the WASH sector monitoring system;
- Provide technical assistance to MEAH and DREAH and coach each SRMO on SE&AM updates, tools, and processes to evaluate the progress of regional targets periodically;
- Provide technical assistance to the MEAH to 1) develop the WASH sector report, 2) organize and hold regional reviews and one national joint sector review, and 3) follow-up the implementation of the recommendations and the resolutions taken during the reviews;
- Coach municipalities benefiting smartphones by the project to pilot the use of ICT4D SE&AM tools;
- Build the capacity of communes and SLCs to interpret data and use it to strengthen decision-making processes
- Provide technical and logistic support to the DREAH for the operationalization of STEFI in the intervention regions

IRI.3 Strengthened Subnational Systems

Output I.3.1 Decentralized resources available for sustained WASH service delivery

By 2022, we aim to support the DREAH and municipalities to plan and mobilize resources that incorporate private sector involvement and monitor the progress of their plans.

In FY2021, RANO WASH continued its efforts to strengthen the building block of WASH systems at the regional level, including (1) strengthening the planning cycle and linking regional annual planning processes and regional sectoral reviews (discussed in the output I.1.1); (2) strengthening DREAH's ability to support their respective municipalities effectively; (3) retrain DREAH and SRMO to improve the status of their regional WASH System progressively.

One progress for this quarter was strengthening collaboration through linkages at the SRMO level. Examples are provided in the table below

Box 1. Example of collaboration through SRMOs

- (1) training of ORN (Regional Office of Nutrition) agent to implement CLTS to participate in the fight against open defecation in Vakinankaratra;
- (2) integration of FAFI projects (PARN) and RANO WASH to improve behavior change on hygiene in the Haute Matsiatra and Amoron'i Mania regions;
- (3) Collaboration with SRB/SRI (Service Régional du Budget et de l'Impôt) to support commune for tax mobilization and the development of the communal budget;
- (4) DREDD (Regional Directorate for the Environment and Sustainable Development) for the Vatovavy Fitovinany region to support communes to protect watersheds. One of the changes during these last quarters was the governors' and prefects' involvement within the SRMO meetings.

RANO WASH with MEAH and DREAHs teams develop STEAH training to be delivered on smartphones with the advantage of being more concise and not requiring face-to-face training. This training would help participants get informed before the face-to-face training or refresh on the key points of the training if needed. A description of the training is provided in annex 24.

In three regions, the regional Finance and Budget departments have supported our communes in developing communal budgets and mobilizing tax revenues. RANO WASH has "activated" an institution closer to the communes (at the regional level) and whose role is to support the communes in these areas. The role of RANO WASH has been to influence this support to solve the barriers² of communes to increase the WASH budget to honor their role as project owner for WASH. For information, in FY20, we worked with the MID at the national level to provide this support. Support for tax mobilization has enabled Communes to consider these resources as a means of carrying out investments decided at their level (Some examples are shared in Annex 15).

A "water fair"³ concept mobilizing regional chambers of commerce and the regional institution has been developed with MEAH to help communes mobilize private sector resources for WASH development. Communes are prepared in advance to (1) "attract" private operators to the potential of the commune as well as the markets available at their level, and (2) private operators are informed about the investment potential of the WASH sector. The concept was developed with MEAH and discussed at the regional level. The first experience with this concept was implemented in the Haute Matsiatra region in September 2021, which allowed six communes to have private partners for their projects.

RANO WASH retrained the MEAH staff in "the WASH sector-wide systems approach" on June 18 and 19 in Antsirabe. All MEAH 11 directorates were present with 12 heads of service, where they were able to: (1) familiarize themselves with the WASH system, (2) undertake self-evaluation to identify the strengths and weaknesses of the system, and (3) highlight the contributions of each department to strengthen the national WASH system. The commitment of the MEAH national team to frame their actions within the WASH system build blocks and the exercise of periodically assessing progress contributes to building the Ministry's staff capacity to work within the framework of the WASH system, strengthening Madagascar and strengthening their leadership skills. The process was then rolled out to the six intervention regions by the MEAH team by implementing a regional WASH system self-assessment. Participants included DREAH, the three DREAH departments⁶, and SRMO members. The results of the regional WASH

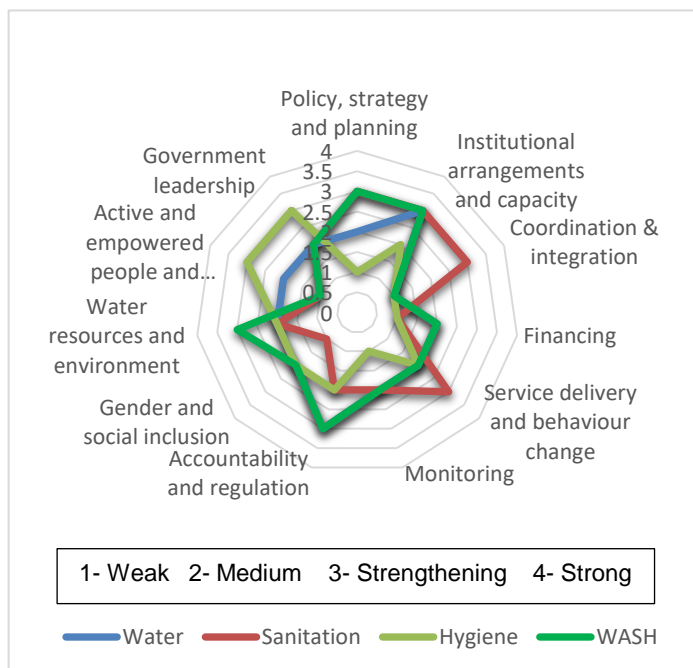


Figure 4. WASH System Status for Vakinankaratra Region

⁴ Barriers encountered by communes in increasing their WASH budgets: (1) ability to develop a budget in the format requested by the state, (2) registering WASH-related budgets, (3) finding resources to finance new WASH expenditures such as mobilizing tax revenues;

⁵ For more information see SO2 section

⁶ The three services of the DREAH: SRAT (Regional Technical Service), SRSE (Regional Monitoring and Evaluation Service), SRAF (Regional Administrative and Financial Service)

system assessments are given in the appendix. Within this framework, RANO WASH trained and prepared the seven trainers-facilitators of MEAH to conduct these workshops.

Output 1.3.2 Communes' management capacities strengthened for WASH service delivery

During FY21, RANO WASH worked with communes to 1) incrementally increase the WASH budget line within the larger commune-level in 50 communes, 2) set up management contracts with private water operators, 3) improve the quality of technical and financial support services provided by the STEAH at commune level STEAH, 4) improve monitoring systems and data updates for the SE&AM and 4) define priorities and road map to improve accountability and regulation of WASH services in each commune.

162 communes were increasing their WASH budgets out of 199 communes that have currently shared their data. The total FY21 WASH budget for these 199 communes is 1 820 million Ariary. As shared in annex (Annexes 17, 18, 21, 22), of the 33 communes surveyed in the Atsinanana region, 10 (33%) have a 100% WASH budget implementation rate (expenses vs. budget), and over 60% have a WASH budget implementation rate of over 40%.

Box 2. Challenge on data collecting for the actual expenses from communal WASH budget

We do not have comprehensive data for implemented expenditures yet because: (1) many of the administrative accounts (documentation of expenditures) are not yet validated by the districts, (2) for some communes sharing expenses information is not yet automatic, especially for those who don't have the validation from the district of their administrative accounts.

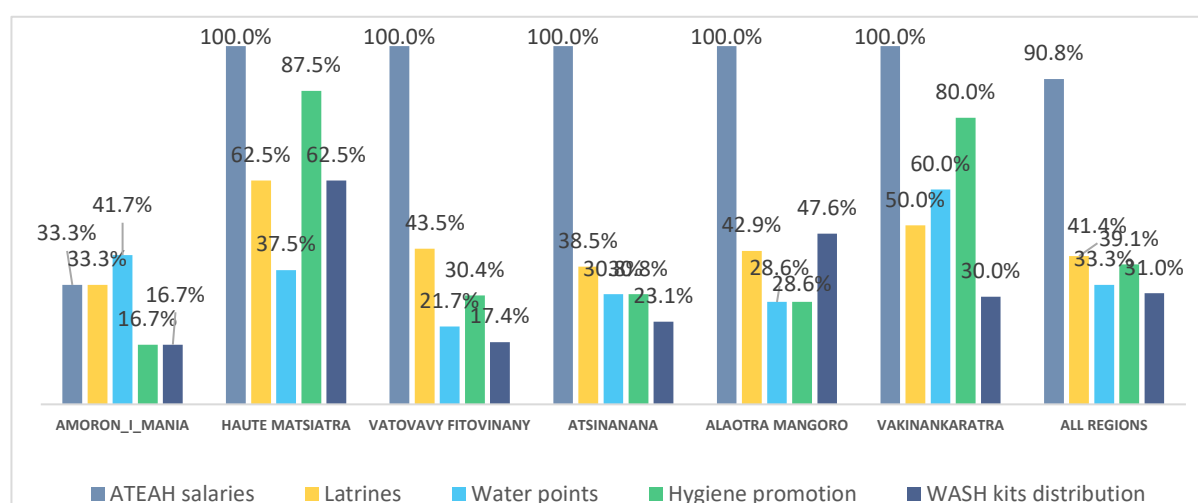


Figure 5. Percentage of Communes that used their budget for the five key WASH components

Currently, 178 communes are implementing their PCDEAH after validation, against a target of 200 for this year. Another 53 communes have already begun developing their PCDEAH, but the process is ongoing, particularly in the Alaotra Mangoro and Vakinakaratra regions. The ownership of the commune of the elaboration of the PCDEAH is a success factor of the process. The PCDEAH allows the commune to improve its budget process. Coupled with the tax mobilization and advocacy activities implemented by the WASH CSOs to increase the commune's WASH budget, these activities form the basis of efforts to increase commune WASH budgets. An illustration of the results in the Vakinakaratra region for tax revenue mobilization is given in Annex 21.

Two events were organized this year to allow the commune to sell their PCDEAH to the private sector: (1) a meeting between private operators and the commune in Brickaville during Q3, (2)

support from the communes of Haute Matsiatra to submit projects to the Tany Meva Foundation during Q3, (3) the "water forum" in Haute Matsiatra during Q4. As a result: (1) avenues for further development identified to strengthen the collaboration between private operators and municipalities; (2) Three of the supported communes have been pre-selected for the funding from Tany Meva Foundation; (3) six of the seven communes that participated in the "water forum" in Haute Matsiatra have begun to strengthen discussions with a potential private partner.

Box3. Challenge for the Commune to implement the WASH budget

In general, for this FY21, communes have difficulty implementing the WASH budget line because of: (1) there is an overestimation of the estimated time to mobilize funding, (2) directives at the treasury level have prevented communes from implementing investments during the COVID-19 period for the Alaotra Mangoro region, (3) royalties normally paid by Ambatovy (mining project) have not been mobilized this year (Alaotra Mangoro and Atsinanana region)⁷, (4) commune needs additional reinforcement to classify the WASH expenditures.

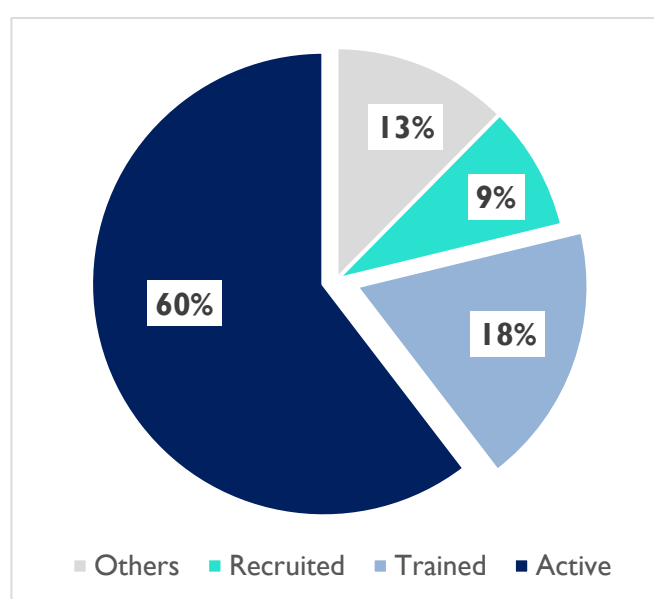


Figure 6 . STEAH- Status

Currently, 221 communes have a trained STEAH team. Because of the STEAH team's workload, during Q3, many communes chose to hire a dedicated person specifically for the STEAH position (hire new STEAH vs. continuing combining this role with existing commune staff). STEAH is becoming more and more important for implementing the commune's activities. For example, the STEAHs in the Vatovavy Fitovinany region have been the focal points for the fight against COVID-19. The STEAHs in the Vakinankaratra region have played an important role in the fight against open defecation in their communes and the achievement of Vakinankaratra Madio 2021.

Together with partner ministries, we also provided communes with refresher training in

communal project management, tax revenue mobilization, and support for governance analysis. This activity is intended to inform the communes of the various opportunities, including partnerships with the private sector, to be explored to reach their objectives. With our support, the communes have identified opportunities to upgrade water services from community management to professional management and mobilize local opportunities such as local masons to become professional service providers to accelerate progress towards the commune's sanitation goal. During this FY21, 91 communes out of 99 targeted have established a partnership with a private operator to improve access to WASH services for their community.

⁷ "The mining royalty in the sense of the current Mining Code (2% of the value of the product at the first sale), is divided into a mining royalty (0.60%) collected for the benefit of various administrations and other central bodies, and a rebate (1.40%) collected for the benefit of the Autonomous Provinces, Regions, and Communes (Article 117)". The revenue from the rebates is divided between the respective budgets of the Autonomous Province (10%), the Region (30%), and the Commune (60%) concerned. According to the mayor of Ranomafana Est, the decision to suspend the use of these royalties was taken by the presidency for reasons of financial security. Communes have had to review their priorities in relation to the planned activities in 2021.

To encourage communes to develop their WASH plans, monitor the plans' quality and WASH systems performance, implement the WASH systems approach, and continue governance assessment activities, the MEAH and DREAH must assume their role in supporting communes. We always put the DREAHs on the front line to train and coach the communes. But the main challenges are to institutionalize these functions and sufficient budget to ensure the sustainability and scaling up of these efforts.

Activities planned for the next quarter

- Continue to support the SRMO in planning, conducting meetings, and preparing data visualization/materials around specific themes, including accountability mechanisms and the promotion of private operators for the development of WASH services within each region;
- Work with the regional budget department (SRB), the regional tax department (SRI), and district services to identify processes that enable these institutions to effectively support communes in local resource mobilization and financial planning for improved access to WASH and quality of related services;
- Prepare communes to organize exchange workshops between communes and the private sector, and accompany communes in establishing working relationships with the private sector to operationalize their PCDEAH;
- Continue to test a financial planning method in six communes to improve cost forecasting for the sustainability of services

IRI.4 Increased community control over WASH services

Output 1.4.1 Commune and communities with an active civil society, aware of and organized to claim their right to water and sanitation

By 2022, RANO WASH will ensure that communities serve as watchdogs for access and quality of WASH services and actively dialogue with authorities to improve WASH services. CSOs will play an important role in (1) empowering the community to demand and respect rights related to WASH and (2) engaging the Commune and WASH service providers to respond to community demands and feedback on service quality.

159 communal WASH CSO are currently operational, out of a target of 150 for this FY21. Through its representation in the local dialogue structure (SLC), they are very active in influencing communes to set up communal WASH budgets ⁸and advocating for improvements in WASH services at the institutional or community level. Investments in drinking water are generally costly, so the communes' responses are directed towards constructing institutional latrines, repairing small systems, installing garbage bins in public places (market, bush cab parking), and awareness-raising on latrines construction per household. These CSOs also work with the communities to disseminate the concepts of human rights in the WASH sector, reinforce messages about the need to pay for water services to ensure their sustainability and contribute to achieving regional or communal objectives within the framework Madagascar Madio.

⁸ For this FY21, 162 commune have increased their WASH budgets and 77% of them have started to create their WASH budget line (see IR 1.3.2)

One of our efforts this FY21 was to operationalize ASUREPs (water user groups) to mobilize communities served by a water supply service to seek quality service delivery. We currently have 181 communes whose existing water supply services have operational ASUREPs. As a result of the training, ASUREPs interacted with the community to explain the need to pay for water services. As a result, collection rates have already increased to address challenges experienced under community management. One of the activities promoted among these ASUREPs is implementing the Community Score Card between the water service manager and the user (see next section: Accountability Mechanism).

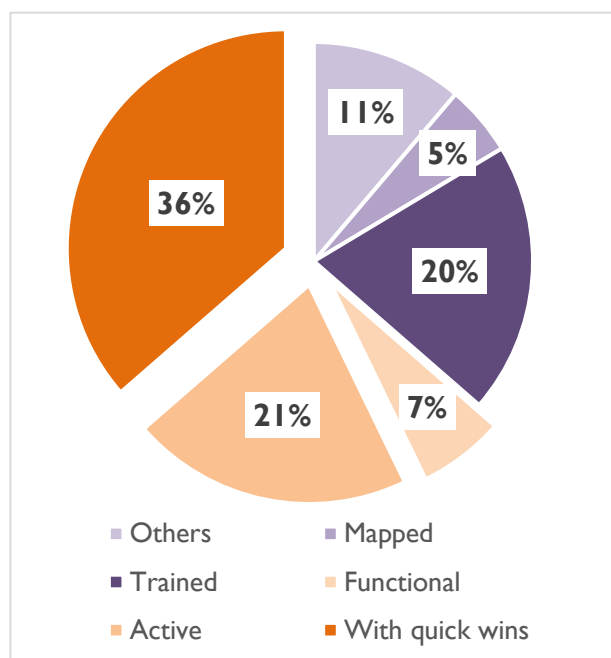


Figure 7. CSO WASH Status

To facilitate the sustainability of WASH CSO, RANO WASH has developed a self-assessment tool based on five factors (existence of a clear mission and strategy, internal system and communication, finance, technical expertise, and external relations and advocacy). This document is used by CSOs and complements the WASH CSO phasing tools, which allow RANO WASH to parameterize support to encourage WASH CSOs to reach service improvement or strengthen engagement from authorities (quick win).

Several regional wash CSOS have begun building links with other organizations such as the Mérieux foundations, the HINA platform, and the ONN to begin thinking about their empowerment. But mobilizing partners and finding funding remains the major challenge.

Examples of 'quick wins' resulting from CSO WASH

are provided in Annex 15.

Activities planned for next quarter

- Start supporting WASH-CSO groups at the communal and regional level to 1) improve inclusiveness by ensuring all vulnerable and marginalized populations are included in setting priorities, 2) operationalize action plans, especially relating to advocacy activities, 3) training on the concept of WASH as a human right, the national WASH code, advocacy, and community empowerment;
- Continue to Strengthen ASUREP as a consumer association at the level of drinking water services to ensure the protection of consumer rights through the monitoring of the quality of Water services, the strengthening of transparency, and the mobilization of users to feedback on services;
- Work with CSOs to monitor the uptake of accountability mechanisms, document successes and lessons learned, and identify ways to share these within coordination platforms and to communities themselves;
- Work with CSO-EAH at all levels, District and DREAH to identify approaches to ensure the sustainability and productivity of communal WASH-CSOs and ASUREP to carry the voice of the community to the various dialogue platforms to strengthen the quality of services;

Output 1.4.2 Commune with functional WASH accountability mechanisms

We expanded the number of communes with operational accountability mechanisms to 187, exceeding our target of 150 communes for this FY21.

To strengthen the quality of results at the level of accountability mechanisms, RANO WASH has conducted the following activities:

- (1) trained 93 of its agents to conduct Community Score Card (CSCs⁹) recognized for the previous year as having the most convincing results for improving the quality of services and building a constructive dialogue between community and service providers;
- (2) strengthened local archiving tools to enable tracking of feedback and actions taken to resolve shared challenges;
- (3) strengthened communication to mobilize the community to use these mechanisms;
- (4) get WASH CSOs to question when feedback remains without action.

As a result, in 116 communes, actions were taken following the feedback from these mechanisms¹⁰. On the other hand, these discussions also allowed the private operators to bring their views and reasoning to the communities for the sustainability of the services and accustom the community to their services and constraints. While having empty suggestion boxes is often reported, the community meeting following the opening of the box always serves as a space for community feedback. Initiatives to promote these suggestion boxes at VSLA meetings and encourage members to enter their feedback for their community's WASH services into the box have helped get people used to giving feedback and using the suggestion boxes.

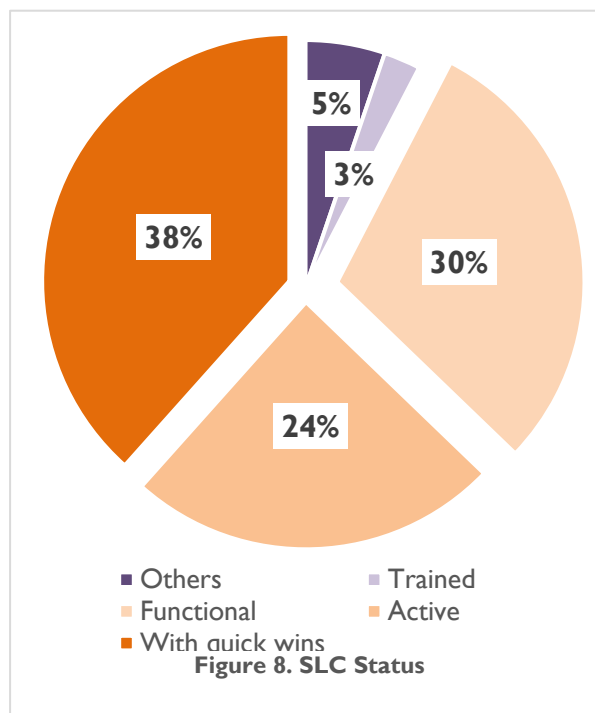
However, especially for the new regions, monitoring by the community the implementation of the decisions by local government and WASH operators based on community feedback is not yet systematic.

The local consultation structures (SLCs) are spaces for exchange between the Commune's dynamic actors, including communities, service providers, and authorities. 232 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.

The discussion points/topics for WASH within these structures include a budget proposal for the Commune's WASH needs as part of the preparation of the initial 2021 budget, validation of the PCDEAH, consideration of the necessary budgets for water resource protection activities, how to make the Commune ODF and identification of means to facilitate household access to latrines. The collaboration of stakeholders through the SLC was among the factors that facilitated the achievement of the status of the 18 ODF communes supported by RANO WASH for this fiscal year

⁹ 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

¹⁰ Accountability mechanism promoted through the project: community meetings, suggestion box, and Community Score Card, Green line;



During the first quarter, due to COVID, discussions at the SLC level were suspended or slowed down due to the COVID-19 pandemic, though SLC structures were used in some communes for discussion on COVID-19 prevention measures. The SLC consultations have since resumed.

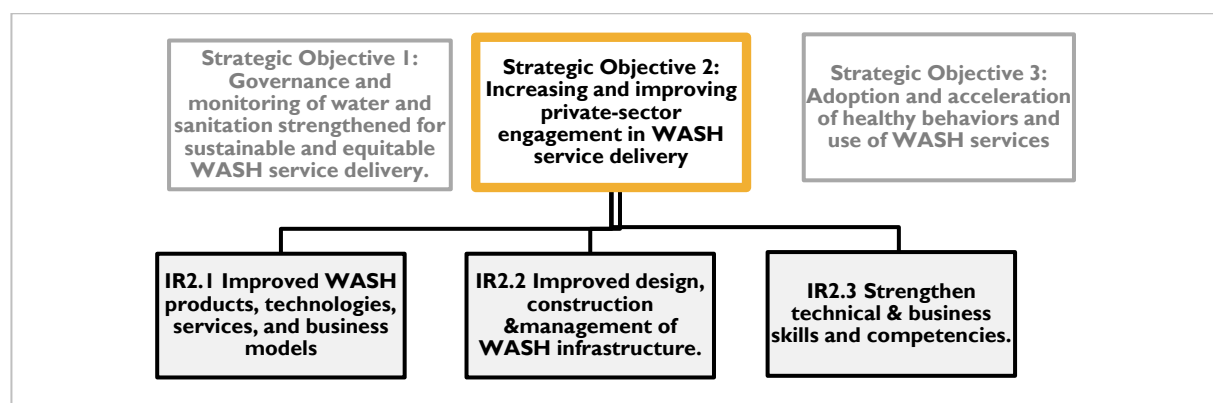
Local structures such as WASH CSOs, SLCs, and ASUREPs ensure community feedback reaches municipal decision-makers. Ninety-six of the municipalities concerned have taken decisions in favor of the proposals resulting from the consultations of their SLC. WASH discussions have diversified to include excreta management, household waste, wastewater, and ODF areas.

Quick win examples illustrating the results of these structures' efforts are included in Annex 15 Quick Wins from the local Structures.

Activities planned for the next quarter

- Support WASH-CSO groups at the communal and regional level to 1) improve inclusiveness by ensuring all vulnerable and marginalized populations are included in setting priorities, 2) operationalize action plans, especially relating to advocacy activities, 3) training on the concept of WASH as a human right, the national WASH code, advocacy, and community empowerment;
- Continue to strengthen ASUREP as a consumer association at the level of drinking water services to ensure the protection of consumer rights through the monitoring of the quality of Water services, the strengthening of transparency, and the mobilization of users to feedback on services;
- Work with CSOs to monitor the uptake of accountability mechanisms, document successes and lessons learned, and identify ways to share these within coordination platforms and to communities themselves;
- Coach and provide supportive supervision to 250 communes to produce quick wins in WASH service improvement that are responsive to recommendations from SLCs and feedback through accountability mechanisms;
- Supportive supervision to SLCs in facilitating public-forum discussions and documenting and analyzing community feedback, and formulating recommendations for communes;

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



Key Achievements

- In FY21, **56,055** out of **101,616** (55%) people targeted gained access to basic drinking water services, and **32,281** out of **47,511** (68%) people targeted gained access to safely managed drinking water services, with **sales projections of 59,356 for new water users**
- In FY21, **166,075** out of **22,800** (728%) people targeted gained access to basic sanitation, and **74,506** to a limited sanitation service out of **116,212** targeted (64%);
- **103 service providers out of 40 targeted in FY21** (258%) were issued loans for investment in WASH services (banks, VSLA)
- **Manampy Corporation**, a private company created by young University graduates has developed a **prototype of electronic water kiosk** with the support of the project to be piloted in the Alaotra Mangoro Region
- The DREAH of Haute Matsiatra organized **the first Water Fair** in Madagascar by supporting six Communes to present their water business opportunities to private investors. **Four Communes received interest express letters from investors out of the six exhibitors to give access to water to 13,684 people.**

Table 3 Summary progress toward key SO2 indicators Q4.21 Update

Key Indicators	Q1		Q2		Q3		Q4			FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of WSP/ artisans/vendors issued loan products for investment in WASH systems	8	39	9	0	8	57	5	14	280%	40	103	258%
# of people gaining access to basic drinking water services	15,711	8,378	21,066	9,758	24,040	1,150	40,799	36,769	178%	101,616	56,055	55%
# of people gaining access to safely managed drinking water services	13,379	3,512	12,087	2,492	12,373	5,922	9,672	20,355	210%	47,511	32,281	68%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	7,141	52,546	5,530	38,423	695%	22,800	16,607 5	728%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	32,918	28,066	30,435	20,266	67%	116,212	74,506	64%
# of infrastructure feasibility studies (APD and APS reports) completed	7 APS 15 APD	7 APS 14 APD	0 APS 11 APD	0 APS 4 APD	0 APS 7 APD	0 APS 2 APD	0 APS 0 APD	0 APS 2 APD		7 APS 33 APD	7 APS 22 APD	100% 70%

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

Output 2.1.2 Regional WASH market development plans drafted

Wash Market Development and connecting municipalities with private operators

In FY21, RANO WASH used the WASH market development plan process to mobilize all public and private WASH actors in the six intervention regions to convert low access to WASH services to a market opportunity to attract financial commitment for sustainable, inclusive services. We have included the WASH market development plan for the Alaotra Mangoro Region in Annex 25, illustrating the priority WASH markets identified and business models developed by stakeholders.

Additionally, through the WASH market development plan process, actors such as the DREAH, Communes, and private operators build on business models and jointly identify potential resource mobilization activities among local actors. Examples of this resource mobilization process and additional links between communes and private operators in FY21 include:

- The Commune of Mandialaza in Alaotra Mangoro has appealed to private operators in the Region because the Commune has a fund of MGA 37,000,000 (USD 9,210) for access to drinking water and an APS report supported by RANO WASH. Very interested in the call, RANOn'ALA B, a company managing water systems in the region, realized the APD study. The total amount of the water system, according to the study, is MGA 383,938,355 (USD 95,570). Based on the study, RANOn'ALA B opted to become the Builder - Co-investor - Manager of the water system of Mandialaza with a contribution of MGA 61,806,250 (USD 15,385). The Commune is seeking additional funding from other private¹¹ and public sector actors in the region, such as the Fanalamanga Company, the TOM TOM company, and the Fanamby NGO. RANO WASH will provide materials¹² if the Commune can find the remaining funds necessary for construction.
- Following a round table in the Atsinanana region in FY21 Q3, groups of private operators, mining operators, and hoteliers have agreed to finance a sanitation project on the beach in the Vohitranivona Commune. RANO WASH and the DREAH supported the Commune to develop an agreement between the commune and stakeholders to eliminate open defecation through a PPP sanitation model. A model management contract with a private operator will be negotiated to manage and construct sanitation infrastructure resulting from this agreement.
- In Haute Matsiatra, six communes participated in the Regional Water Fair and presented WASH business opportunities in their respective localities. As a result of the Fair, four private operators submitted expressions of interest to invest in four Communes under the Build - Invest and Operate model.
- The DREAH in Atsinanana successfully mobilized partners to finance access to WASH services. UNICEF has taken over and is supporting financially and technically a non-operational system in Commune Betsizaraina by adopting the PPP model developed with RANO WASH. The project is currently underway. Then he participated in the PIDA¹³ competition initiated by the AfDB and won the first prize with USD 2,200,000 for financing access to safe water in the District of Antanambao Manampotsy. And lately, he has been in negotiations with Madagascar Water Project¹⁴ to extend water supply to unserved areas. The DREAH assures Madagascar Water Project that the DREAH with the Communes is committed to the good management of water systems thanks to the experiences acquired with RANO WASH.

¹¹ As part of a corporate social responsibility activity.

¹² RANO WASH proposes supplying pipes and some hydraulic accessories for connection as a material provision. The Commune then will provide transportation from Antananarivo to Mandialaza, and RANO AN'ALA B will also take charge of installing pipes at its expense. (This is the principle of the spontaneous application of mutual agreement according to Article 49 of the implementing decree 2003-193).

¹³ PIDA: Program for Infrastructure and Development in Africa

¹⁴ The Madagascar Water Project is a foundation aiming to provide safe, sustainable and accessible water sources to rural communities in Madagascar: [The Madagascar Water Project Inc - Clean Water, Poverty](#)

Box 4. ANTANAMBAO MANAMPOTSY wins the PIDA contest with the RANO WASH PPP + model

The Atsinanana region, one of the regions of intervention of RANO WASH working in close collaboration with the Regional Directorate of Water, Hygiene and Sanitation, has participated in the competition of Program for Infrastructure and Development in Africa (PIDA) with the objective of financing tangible infrastructure projects for the development of a district. The competition involved communes and districts in many countries in Africa and the Indian Ocean. The winners of the competition are Madagascar and Mauritius

Many districts in the Atsinanana region do not yet have water infrastructure, including the district of Antanambao Manampotsy. The idea therefore came to participate in the PIDA competition, which will provide funding of two million two hundred thousand dollars (\$2,200,000).

The strategy was simple but effective: present the PPP+ model of RANO WASH: a co-financing between a GIC (Manager - Investor - Builder) and a project. The latter finances the infrastructure works and the private managers invest in the provision of drinking water to households, distribution and management of the system. Marketing approaches to behavior change and gender approaches to the rights of vulnerable people were also emphasized in this model.

In his interview, the Regional Director of Water, Hygiene and Sanitation confided to us: "Thanks to the RANO WASH model that we copied, the donors were satisfied and granted us funding of \$2,200,000.

It will allow all seven communes of Antanambao Manampotsy to have new water infrastructures. In the project, eight drinking water supply constructions are planned, including four water systems, sanitary blocks, and social standpipes.

WATER KIOSK PILOT UPDATE

In FY21, RANO WASH developed and tested a business model for token or coin-operated kiosks that do not require the presence of human operators and that can reach underserved villages in the vicinity of the water system managed by the WSP.

An initial pilot phase was conducted in Atsinanana using automatic token kiosk technology. The objectives of the pilot phase were to determine the reliability of the technology, the acceptability of the concept to consumers, and the profitability of the service for the managers and the operator. Three kiosks were installed and evaluated for this phase.

A qualitative and quantitative assessment of the operations of these kiosks led to the following conclusions:

- The automatic kiosks are very easy to use for potential clients, and there are no identified barriers to adoption
- The water point itself does generate income. However, profit is small, and the management of several automatic water points is necessary to become viable for managers
- After six months of testing, the technology appears simple, reliable, accurate, and robust. Still, the evaluation shows areas for improvement, notably in refining the business model around the water point and optimizing user experience.

Automatic kiosks are potentially transformative in increasing access to water coverage, particularly in rural communities close to but underserved by existing service providers. Thus, RANO WASH has supported a local start-up company, UNIUM, since Q3 FY20 with research and development of new technologies for automatic kiosks. UNIUM has evolved and taken the name of Manampy Corporation. Manampy Corporation has additionally developed a prototype of an electronic kiosk allowing remote management of several water points and a business model for service management. RANO WASH supports the start-up company in developing its business plan, testing its prototype on the water

systems built with RANO WASH support, and promoting the product. A pilot phase involving the implementation and management of a fleet of 80 kiosks is currently being deployed in the Alaotra Mangoro region with support from RANO WASH, and scaling up in other sites is also planned.

Like all technical materials, the risk concerns, especially the O&M. But the difference of this type of kiosk is that it is already equipped with a system of return or automatic programming to the designer of all the anomalies up to the signal of water cut. And, the need for intervention with a clearer transcription will therefore be retransmitted in the shortest possible time to the concerned WSP, the MANAMPY CORP.

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

A total of 103 service providers obtained loans to invest in WASH services and products in FY21, far exceeding the target of 40. These are loans taken out by local seamstresses and masons from VSLA to fulfill orders received. The average loan amount is MGA 282,000 with a 5 to 10% interest rate. The repayment should be done in 3 months. The activities of these entrepreneurs occur in short cycles, which is well suited to VSLA services.

However, linking larger private WASH operators, such as water services providers, with financial institutions remains challenging. In FY21, no companies obtained a loan from banks and MFIs. However, service providers did negotiate financial arrangements. This year, the companies selected for the Build-Invest-Operate model have negotiated payment facilities with input suppliers. Two companies, which work in sectors other than WASH, can obtain overdraft to facilitate cash management. One has managed to obtain an overdraft amount of MGA 100,000,000 (\$24,890) per year. The project will connect WSPs with investors groups to develop their activity with the help of the different formulas of investment funds and guarantees and make it sustainable without re-committing profits or financial as before to support them to access more adapted financial services. Thus, they invest their funds, and together they get a mutual benefit after a certain time agreed and accepted by the manager-investor-builder.

In FY21, the project continued to strengthen communication about the WASH sector with financial institutions. Moreover, this year the project linked WSPs with Baobab Bank, AccèsBanque, BNI including its KRED branch, Société Générale and MCB.

To increase partnership between WSPs and banks, several actions were taken, especially in Q3 and Q4:

- Diversification of financial institutions and approaches: the integration of microfinance institutions such as KRED or Baobab has made it possible to provide the WSPs with financial education and training on corporate finance. However, this collaboration has mainly allowed for a change in approach to the design of the documents to present to the lenders. Unlike traditional banks, microfinance for businesses reverses the roles by reaching out to businesses and preparing the financial statements and business plans themselves, making it much easier for small companies to do business.
- On the enterprise side, training and tools have been developed specifically to provide the enterprise with visibility on sales targets, financial and technical means to implement investments and ensure maximum return on investment. These tools have been disseminated during face-to-face training sessions and webinars for several actors: companies, NGOs, ministries.

The main limiting factor in the relationship between financial institutions and system operators is the ability of companies to guarantee the loans they need, given the irregularity of their income. Indeed,

almost all RANO WASH's partner companies are construction companies, whose turnover is relatively significant but very irregular, ultimately detrimental to obtaining a loan. To estimate the financing gap and effectively implement the campaigns, RANO WASH organized a coaching workshop. Each company was able to make a precise simulation of the resources needed to finance the connection campaigns, taking into account the marketing needs to adapt the offer to the market realities. For a medium-sized system reaching about 375 connections, it is necessary to mobilize MGA 82,000,000 (USD 20,411), which often exceeds the financial capacity of the companies.

To face this challenge, RANO WASH has started to develop alternative sources of financing, including:

- The establishment of systems of "revolving stocks" of materials. By providing enterprises with an initial stock of materials and setting up a regular monthly payment facility with the consumption fee (within the capacity and willingness of each household), a regular amount is collected monthly, allowing the self-financing of campaigns¹⁵.
- The development of a partnership between microfinance institutions and water service providers, in which consumers obtain small loans for services and pay down these loans via their monthly payments to water service providers. The guarantee is assessed at the client level and no longer at the company level. Still, the company collects and transfers the funds to the financial institution. This concept has been developed with the *Société Malgache de Mutuelle d'Epargne et de Crédit* (SMMEC). It applies only to water users registered with the agency in communities' sites with participating water operators. This solution will be tested in a pilot phase in FY22.

Activities planned for the next quarter

- Strengthen the partnership with EDBM to improve and publish PDMW reports ;
- Finalize product development on water e-kiosks;
- Contractualization of Manampy Corporation for financial support for the deployment of 80 water kiosks in Alaotra Mangoro region with Water Aid Madagascar;
- Continued market development and monitoring of water coverage generated by coin-operated water kiosks;
- Finalize and test the microloan model for water users with financial institutions (SMMEC);
- Implement the revolving fund strategy among the WSPs;
- Follow/benchmark water coverage performances of the different offers/

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 status and achievements of APS and APD studies for FY21.

¹⁵ Example of a model being designed with Enterprise Mickael to boost the sale of water connections: RANO WASH provides 100 water meters and related water connection equipment, the payments of households who want to subscribe can be spread as follows: first payment: MGA 50,000, then a fixed amount of MGA 3,000 to MGA 5,000 in addition to the monthly consumption for 3 to 5 years.

Table 4. APS and APD Studies Q4.21 Update

Region	Q1		Q2		Q3		Q4		FY21		Comments
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
Atsinanana	1 APS 2 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 3 APD	0 APS 0 APD	0 APS 0 APD	0 APS 0 APD	1 APS 7 APD	0 APS 0 APD	Despite the completion of six APDs, final revisions to these documents are underway to reduce the costs of the proposed systems. The final approval is scheduled for Q1.22. The unrealized APS and APD correspond to the Tsivangiana site, which was dropped in Q1 due to the inefficiency of the required investment relative to the number of people potentially served. But to meet the potential beneficiary targets, Atsinanana has developed two additional APDs to be finalized in FY22 Q1.
Alaotra Mangoro	0 APS 0 APD	0 APS 3 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 0 APD	0 APS 0 APD	0 APS 0 APD	0 APS 0 APD	0 APS 5 APD	The Alaotra Mangoro region made up for unrealized APDs from the previous year.
Amoron'i Mania	0 APS 3 APD	0 APS 2 APD	0 APS 4 APD	0 APS 0 APD	0 APS 4 APD	0 APS 0 APD	0 APS 0 APD	0 APS 0 APD	0 APS 11 APD	0 APS 2 APD	We decided to reduce the number of APDs in Amoron'i Mania after analyzing the available APSs. Most of the investments would not result in a cost-effective PPP. 4 APDs were planned to be elaborated and finalized in FY21. But two studies will be finalized in FY22 Q1-Q2.
Haute Matsiatra	0 APS 2 APD	0 APS 2 APD	0 APS 3 APD	0 APS 0 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 0 APD	0 APS 5 APD	0 APS 4 APD	The remaining site required additional technical analysis and will be finalized in FY22 Q1-Q2.
Vakinankaratra	0 APS 2 APD	0 APS 1 APD	0 APS 0 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 0 APD	0 APS 1 APD	0 APS 4 APD	0 APS 2 APD	The water system for Ambohimandroso and Ambatotsipihina was planned to be on the same APD, but the construction cost was too high. Moreover, technical options proposed in this APD seemed inevitable after consultation between the team. The solution taken was to resume the study in FY22 and separate the two sites.
Vatovavy Fitovinany	6 APS 6 APD 2 r.drill*	7 APS 6 APD 2 r.drill*	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 1 APD	6 APS 6 APD	7 APS 9 APD	We decided to increase the APD of Vatovavy Fitovinany to compensate for the non-viable sites in the other regions, especially the case of Amoron'i Mania.

Rural Access to New Opportunities in Water, Sanitation, And Hygiene
RANO WASH FY2021 Quarter 4 & Annual Report

Region	Q1		Q2		Q3		Q4		FY21		Comments
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
TOTAL	7 APS 15 APD	7 APS 14 APD	0 APS 9 APD	0 APS 4 APD	0 APS 9 APD	0 APS 2 APD	0 APS 0 APD	0 APS 2 APD	7 APS 33 APD	7 APS 22 APD	33 APDs were developed during FY21. For 9 of the 11 remaining, due to the very high cost of the systems, technicians have reviewed the technical options to reduce the cost, and revision of the reports is underway. And 2 APDs are in the process of writing reports, with data already available.

BushProof and Sandandrano successfully achieved 7 APSs and 22 APDs out of the 7APSs and 33 APDs planned for FY21. The table above explains the reasons for the variances between planned and achieved targets.

Over the project's life, we completed 113 APSs out of 127 targeted and 81 APDs out of 91 planned. Therefore, we can say that most of these necessary study documents have already been completed. There will be no more APS planned, while the review and validation of the remaining APDs will continue until the first quarter of FY22. The list of APS and APD reports is available in the appendix.

However, the APS and APD documents developed by RANO WASH will be archived in the SE&AM and shared with the communes, DREAHs, and MEAH levels after their validation.

See Annex 27. List of WSPs, APS, and APD Q4.21.

ESF, WQAP, AND CRM MONITORING AND IMPLEMENTATION

For FY21, 27 potential sites were identified from the APDs validated for ESF development. However, 18 ESFs have been submitted to USAID for validation, of which 13 have been approved after review. Quality control and cost review of some of the work is underway for the remaining sites before submission to USAID for validation. The list of approved ESFs and the status of ESFs planned to be developed for FY21 are available in the appendix of this report.

As in previous years, BushProof and Sandandrano continue to monitor the implementation of the environmental measures required by the ESF for each system during the construction phase. Corresponding documentation is being developed as construction progress and will be finalized with the submission of compliance plans by the contractors.

In addition, tracking the implementation of environmental compliance measures in the ESF documents is critical to the work in progress. Environmental compliance is one of the most important aspects of project implementation. It ensures that the project interventions achieve the positive, sustainable changes in human health, nutrition, and the environment that were originally intended while minimizing negative environmental impacts. Environmental compliance measures also ensure the quality and sustainability of the project's services and the investment's security.

Thus, before any work begins, training and support for the Commune and other key actors in implementing environmental measures related to water resource prevention will occur in the regions concerned.

For the region of Vakinankaratra, the training took place towards the end of June, with the objective of the capacity building provided and monitored by the infrastructure manager of RANO WASH Vakinankaratra with the support of environmental compliance and infrastructure managers at the level of the RANO WASH PCT as well as engineers from the engineering firm Sandandrano, for the benefit of actors such as Chief Fokontany, STEAH, PL, ASUREP, TA, Enterprises, and DREAH in monitoring and control of construction sites and environmental compliance measures.

For the Haute Matsiatra region, after the training on respect for the environment, IWRM, and watershed protection, the rural Commune of Androy took the initiative to set up the protection of the Andohanalamena spring basin by creating watershed committees, issuing communal decrees delimiting the protected area, setting up the immediate protection perimeter fence of the catchment work and putting up no-entry signs around the various protection perimeters: immediate protection perimeter, close protection perimeter, and remote protection perimeter.

In general, the sites launched during FY21 have implemented the mitigation measures planned for the construction phases and will now move on to the acceptance phases. In addition, systems are still in progress and will be completed in the first quarter of FY22.

Regarding water quality, available test results and detailed action plans following the current WQAP are available in the EMMR water quality appendix file.

Similarly, climate risk management activities, best practices, and lessons learned regarding this topic are shared in the detailed EMMR, particularly a summary table of RANO WASH achievements related to the CRM plan.

Update on Construction Works and Access to Water Services

As of FY21, 21 of the 29 water systems constructed by the project are operational. Technical and provisional acceptances of at least five systems are planned for FY22 Q1 and three by FY22 Q2.

The map of all RANO WASH water systems is available at the link below:

<https://crsorg.maps.arcgis.com/apps/webappviewer/index.html?id=b0463f8e0b2b4aacb55acc39ae8b31a7>

Annex 28, "Water System Construction Q4.21 Update," summarizes the status of all construction undertaken by the project.

As of Q4 FY21, three construction projects have been started, and five systems are in the finishing stages and will be handed over in the first quarter of next year. Construction of the remaining eight systems is planned for FY22. Delays are due to the complexity in negotiating and defining clear roles, and responsibilities between public and private sector actors in the construction, finance, operation and management of systems, performance monitoring; successfully navigating these complexities is essential to the sustainability of rural water supply systems and services but have required longer timelines than originally planned.

According to the PPP contract promoted by RANO WASH, the co-investor delegate has the latitude to propose at its own expense all necessary technical improvements to the original design with the agreement of the main contractor and the commune as well as the RANO WASH project. This requires timely engagement from the PPP contract management team (contracting authority, commune, the project manager, DREAH) to facilitate relevant discussion and resolve technical and non-technical divergences.¹⁶

Continued disruptions due to the COVID-19 pandemic, including disruptions to supply chains and competing priorities within commune governments, have also impacted construction timelines.

The status of all systems scheduled to be implemented in FY21 is summarized in the table below.

Table 5. Status of construction activities during FY21

Region	List of sites	Status
Amoron'i Mania	1- Ambatomarina	ESF Approved - Work to begin Q1FY22
	2- Ilaka Centre	ESF in progress - Construction planned for FY22
	3- Ivato Center	ESF Approved - Work to begin Q1FY22
Haute Matsiatra	1- Ambalamahasoia	ESF Approved - Work to begin Q1FY22
	2- Andrainjato-Ambalavao	ESF Approved - Pending contract validation
	1- Andrainjato East	In the final stage of construction, technical acceptance is scheduled for January 15, 2022.
	2- Androy	ESF Approved - Construction in progress.

¹⁶ As an example, a WSP sought approval from the project manager (maître d'oeuvre) to implement a technical solution modifying the original design of the water system, with the aim to increase the technical performance of the water system. After discussion and practical testing by the WSP and himself, the project manager finally accepted the proposed design. This process took much longer than expected as the project manager insisted on implementing initial technical design per the tender dossier, while the WSP is contractually liable and also a co-investor in the system, and required substantial involvement from the Contract Management Team and at a later stage the RANO WASH coordination team to resolve the issue.

Region	List of sites	Status
Vatovavy Fitovinany	3- Ampasimanjeva	ESF awaiting validation before proceeding with contracting procedures. Construction is scheduled for FY22.
	4- Mahazoarivo	ESF awaiting validation before proceeding with contracting procedures. Construction is scheduled for FY22.
	5- Namorona	ESF in progress - Waiting for feedback from USAID
	6- Vohitrindry	ESF Approved - Construction in progress, technical acceptance planned for 21 Dec 2021.
	7- Vohimasina North	ESF awaiting validation before proceeding with contracting procedures. Construction is scheduled for FY22.
Atsinanana	1- Ambalavolo	ESF in progress, construction planned for FY22.
	2- Ambohimanarivo	ESF in progress, construction planned for FY22.
	3- Marosampanana	ESF in progress, construction planned for FY22.
	4- Marovola	ESF in progress, construction planned for FY22.
	5- Tamboro	ESF in progress, construction planned for FY22.
	6- Tanandava	ESF in progress, construction planned for FY22.
Vakinankaratra	1- Ambatotsipihina	ESF in progress - Waiting for feedback from USAID
	2- Ambohimanambola	ESF is awaiting validation before proceeding with contracting procedures. Construction is scheduled for FY22.
	3- Ambohimandroso	ESF in progress, construction planned for FY22.
	4- Antsoatany	ESF Approved - Construction in progress, technical acceptance planned for Nov 1, 2021.
	5- Soanindrariny	ESF Approved - Construction in progress, technical acceptance planned for Oct 27, 2021.
	6- Ambohitsimanova	ESF Approved - Technical acceptance done in Q3 FY21, Provisional acceptance scheduled for Oct 29, 2021.
Alaotra Mangoro	1- Ambohitrarivo	ESF in progress, construction planned for FY22.
	2- Morarano Gara	ESF approved - Questioning the evaluation of the tender because of the Commune's institutional problem.
	3- Morarano Chrome	Construction technical reception scheduled for 29 Oct 2021.

See Annex 33

ACCESS TO WATER SERVICES

This quarter's main achievements in access to water are illustrated in Table 5 below.

Table 6. Access to water services (new users) FY21.Q4 update

Regions	Potential coverage (APD)	Total coverage to date	%	Basic drinking water services (new users)										Safely managed drinking water services (new users)										Comments and next steps
				Q1		Q2		Q3		Q4		FY21		Q1		Q2		Q3		Q4		FY21		
				target	actual	target	actual	target	actual	target	actual	target	actual	target	actual	target	actual	target	actual	target	actual	target	actual	
Alaotra Mangoro	126 942	15 997	13%	3 300	194	4 500	370	5 500	55	6 757	20 769	20 057	21 388	2 250	1 264	2 350	1 295	2 700	923	3 093	3 648	10 393	7 130	The increase in access to basic drinking water services has been mainly due to the accounting of water points rehabilitated by the Communes and their local partners, including water potability assurance.
Atsinanana	86 637	30 496	35%	8 000	2 068	8 000	4 943	842	289	-	7 171	16 842	14 471	5 000	713	3 000	344	758	1 042	-	2 938	8 758	5 037	In general, for Atsinanana, the assurance of water potability has taken longer, which has delayed the counting of service users.
Vatovavy Fitovinany	67 975	13 327	20%	2 170	6 116	943	4 445	1 993	806	15 338	8 048	20 444	19 415	5 000	1 535	3 538	853	1 854	2 285	908	12 895	11 300	17 568	There was a notable increase in "safely managed drinking water services" beneficiaries compared to FY21 targets for Vatovavy Fitovinany in Q4. This is mainly related to the construction of new systems and the start of operation of systems that were previously built but could only start operation recently (case of Lokomby, Fenomby)
Vakinankaratra	61 069	-	0%	-	-	3 300	-	3 960	-	5 370	41	12 630	41	-	-	1 650	-	2 000	-	1 602	11	5 252	11	The systems have been built, but the potability tests are still in progress. The beneficiaries will only be counted once the analyses conform with water quality standards. Social problems at the Soanindrariny site have also delayed the start of construction of additional infrastructure
Amoron'i Mania	31 025	2 091	7%	-	-	2 700	-	2 520	-	10 180	214	15 400	214	-	-	1 022	-	1 320	1 672	3 312	724	5 654	2 396	RANO WASH has targeted the start of work on three sites for FY21, but 2 of these tenders were unsuccessful, causing a significant delay in the procurement process and the start of work.
Haute Matsiatra	27 425	105	0%	2 241	-	1 623	-	9 225	-	3 153	526	16 242	526	1 129	-	527	-	3 741	-	757	139	6 154	139	The work of building and connecting communities with investors has just begun, and the results will be more visible in FY22.

In FY21 Q4, the project had significant results related to access to water services: 36,769 people were reached out of 40,799 targeted for basic services, and 20,355 people were reached out of 9,672 targeted for safely managed services. WSP support is beginning to bear fruit in Communes with privately managed water systems. Moreover, WSPs coached by the project in 29 Communes have received orders for an additional 59,356 people, of whom 53,171 people will gain access to basic services and 6,185 people will gain access to safely managed water services. Despite these significant results, the FY21 targets for safe water have not yet been met.

Particularly in FY21, the service issue has focused primarily on the "Manager Performance" aspect once the construction phase is complete. The following three points summarize the project journey with private operators in FY21.

a) Private water service providers in transition:

During the first quarters of FY21, a thorough diagnosis of the parameters influencing the performance of the WSPs was conducted. The results identified the following points:

On the demand side:

- A significant impact of the COVID-19 health crisis on the financial capacity of customers, both in terms of purchasing connections and paying for consumption
- A market in rural areas reluctant to pay high connection costs, even in "rich" times, given the uncertainty of income due to the COVID-19 health crisis

On the supply-side:

- There is a gap between the viable cost of water connection and the ability of users to pay. Users want to pay but are not able to pay the cost of connection, and WSPs are not able to offer lower connection costs.
- Inadequate structuring of the companies to make massive connections sales, both in terms of human resources, performance management line, and irregularity of income. This irregularity of income (construction work, since the management is still a startup) leads to an additional difficulty for companies to obtain bank loans to finance the campaigns.

At the level of the sector in general:

- A lack of understanding of the business plans and their connection with the marketing campaigns
- An underestimation of the beneficiaries from the installed connections

b) Tailored support for companies in this transitional phase:

The project has implemented a tailored coaching approach for companies to address these issues. This approach includes:

- Company training
- Detailed marketing strategy
- Individual coaching of each company
- Marketing campaign plan for the WSPs

As part of the coaching, the team supports WSP to develop a connection payment facility model that meets households' ability to pay. For example, the total cost of the connection is MGA 230,000, and the offer proposed by WSP is spread over 3 or 5 years with an initial payment of MGA 50,000 and a monthly payment of MGA 3,000 to MGA 5,000 in addition to the monthly consumption depending on the capacity of the subscriber. However, after the investment for the construction, the companies have difficulties starting this marketing campaign. The project subsidizes from the endowment of connection equipment at the beginning to constitute a system of "revolving stocks" at the level of the WSP.

In addition to this coaching, the evaluation of the project's interventions included beneficiaries from USAID-funded construction projects and beneficiaries who saw the status of their drinking water service improve thanks to RANO WASH's intervention through the potabilization of water and the soft support provided.

c) A trend towards improved access to drinking water:

There has been a noticeable improvement in the performance of the WSPs in terms of clients and service provision in FY21, primarily attributable to RANO WASH capacity-building activities with WSPs. Although relatively small in volume at present, the growth in beneficiaries is estimated to continue beyond the project. Two main indicators demonstrate these developments at the WSP level:

- The increase in connection requests to the WSPs
- The growth in sales of connections at the WSP level

In addition to this increase in WSPs' capacities and service quality, the growth in beneficiaries is also attributable to:

- Additional beneficiaries gained via the integration and improved service quality of water points as a result of RANO WASH support for water purification and protection of springs
- Additional marketing support for operators to grow their customer base
- Consideration of under-reported beneficiaries identified through surveys.
- Counting of beneficiaries that were receiving services but that were not counted until water potability was verified or new clients served through added water connections between existing and new systems.

SHARING THE RANO WASH PPP APPROACH FOR DRINKING WATER SUPPLY

In FY21, the dissemination of the PPP model with WASH sector stakeholders has been a priority for the project – both to gain insight from the sector to refine the PPP model further and prepare for the RANO WASH project closeout. RANO WASH organized a virtual sharing session on the PPP model in collaboration with MEAH, in which the project's business plan template and digitized management tool were provided to water service providers. All tools related to the PPP implementation were shared with participants and stakeholders, including tender documents, contract templates, business plan templates, and tools used by WSPs to ensure the quality of services.

In Q4, all enterprises supported by the project tested the digital application in water system management with close monitoring of the RANO WASH MEAL team. The results of this testing phase will be reported in FY22.

RANO WASH provided a training and sharing session on the PPP model and business plan to the MEAH technical team. The MEAH staff and the six DREAHs also participated in the workshop to

discuss the concept of PPP with an Unsolicited application for PPP water services "Design-Build - Invest - Operate" model. This concept aims to support the Communes in the RANO WASH project catchment area or outside to encourage private operators to invest in WASH services, knowing the market opportunities that the Commune can offer them. (Annex 26. Public-Private Partnership Model for Water Services – “Build - Invest – Manage).

In Q4, RANO WASH supported the MEAH in developing the concept note for the water supply project for southern Madagascar. The MEAH wants to use the "Build - Invest - Operate" PPP model as a basis for the provision of water supply in southern Madagascar and engage the private sector in the region to advance inclusive and sustainable professional services and contribute to the investment.

ACCESS TO SANITATION SERVICES

Table 7. Access to Sanitation Q4.21 Update

Regions	Q1		Q2		Q3		Q4			FY21		
	Target	Actual	Target	Actual	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	1 800	15 909	1 500	14 499	967%	6 400	50 738	793%
Atsinanana	1 500	13 876	1 500	10 667	1 500	5 745	2 100	6 015	286%	6 600	36 303	550%
Vatovavy Fitovinany	495	3 803	495	5 193	585	4 329	585	5 420	926%	2 160	18 745	868%
Vakinankaratra	200	7 374	700	2 460	1 700	4 564	400	1 776	444%	3 000	16 174	539%
Amoron'i Mania	482	743	932	3 088	956	11 426	1 030	6 104	593%	3 400	21 361	628%
Haute Matsiatra	275	2 347	450	8 772	600	10 573	115	1 062	923%	1 440	22 754	1580%
Total	4 452	33 005	5 677	45 648	7 141	52 546	5 730	34 876	41	23 000	166 075	722%
# 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	10 129	8 799	9 000	10 022	111%	37 629	26 114	69%
Atsinanana	8 001	1 501	8 001	2 087	8 000	940	8 081	1 644	20%	32 083	6 172	19%
Vatovavy Fitovinany	3 950	1 147	3 900	2 725	3 950	3 089	3 950	4 455	113%	15 750	11 416	72%
Vakinankaratra	700	379	2 700	846	5 100	747	1 041	248	24%	9 541	2 220	23%
Amoron'i Mania	1 950	1 460	1 857	1 643	2 610	3 141	1 440	2 643	184%	7 857	8 887	113%
Haute Matsiatra	2 100	1 510	1 200	6 659	3 129	11 350	3 000	178	6%	9 429	19 697	209%
Total	25 201	8 063	27 658	19 187	32 918	28 066	26 512	19 190	5	112 289	74 506	66%

Access to sanitation services has far exceeded FY21 targets. The factors for this success are described in detail in section 3.2.2. However, we are aware that the current quality of latrines may not withstand the usual hazards. We are focusing on continuing research with iDE on designs adapted to coastal areas to have a sustainable product, saleable, and more responsive to customer needs.

Activities planned for the next quarter

- Processing USAID feedback on current ESFs.
- Development and submission of new ESFs
- Start work initiated by Q4.21 tenders (after obtaining approval of the corresponding ESFs)
- Review of remaining APD studies, including APD related to small-scale rehabilitation of isolated water points (managed as PPP+)
- Follow up on action plans related to water quality assurance
- Document good practices and project experiences

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

In FY21, RANO WASH conducted several capacity-building activities to develop the activities of young entrepreneurs.

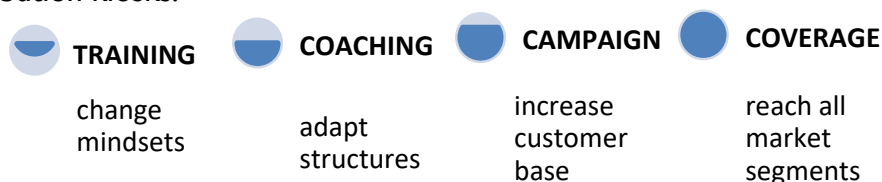
- Coaching of local masons and seamstresses through Youth First resulted in the development of training guides and business plan and business model outlines for young entrepreneurs,
- Development of a group coaching/training methodology for local masons on marketing, using projected sales data to create a business plan,
- Sharing among young entrepreneurs selected to participate in the Young Entrepreneurs' Fair event that will have broadened the perspectives of each young entrepreneur,
- An incubation program for Manampy Corporation (ex UNIUM). The program began by sharing with young entrepreneurs the challenges of water service coverage. The e-Kiosk model was born out of discussions with them. The incubation program is beneficial to both parties. The sector, through RANO WASH, benefits from the expertise and creativity of the young people, and the company can work in the RANO WASH Project Office and has a coach to develop the business. Manampy Corporation, again with the coaching of RANO WASH, will implement a pilot phase of 80 kiosks in areas of intervention of WaterAid Madagascar in FY22.

Capacity building of Water services providers for effective water coverage

The WSPs capacity-building program is a four-step process:

- The training aims to change the enterprises' perception of the potentialities and opportunities at each of their water systems and give a panel of activities that can be undertaken to generate revenues for the enterprise.

- The coaching aims to adapt the company's structure, resources, and procedures to enable effective implementation of marketing activities
- The Marketing campaigns bring back water connection sales, and consequently, beneficiaries
- The coverage, which compensates for gaps in beneficiaries that are too difficult for companies to cover due to profitability or any other reason that the private sector inherently cannot cover. This step is based mainly on the implementation of automatic distribution kiosks.



Below are some achievements at the end of FY21 showing the trend of results from the WSPs capacity-building activities.

Campaign (FY21-Q4)					
Baseline: 4386 water conexions sold by Q3 FY21					
Metric\month	June	July	August	September	Total
Increase in connection requests	+110 ↑	+251 ↑	+422 ↑	+832 ↑	+1616 ↑
Increase in water connection sales	+25 (+0,6%) →	+57 (+1,3%) ↑	+96 (+2,2%) ↑	+189 (+4,3%) ↑	+367 (+8,4%) ↑

Figure 9. Results of capacity building of WSP on water coverage

Three key indicators can summarize the increased capacities of operators supported by RANO WASH:

- The increase in the number of connection requests to the managers testifies both to the effectiveness of the marketing offer (the offer reaches the customers and interests the customers, hence the requests) and to the capacity and eagerness of the companies (director, managers, and operations and sales managers) to acquire new customers.
- The increase in the number of connection sales confirms the financial capacity of the companies to implement the campaigns (advance connections via the payment facility) and the performance of the resources in implementing the campaigns
- The increase in total revenue shows the commitment of the private sector to expand services and demonstrates the growth of paying customers

	FY20	FY21	% increase
Total Entreprises' gross revenue (5 enterprises for 13 systems)	22 665 860 Ar	70 960 899 Ar	213,08% ↑

Figure 10. Increase of WSPs total revenue FY21

Capacity building of fecal sludge management operators

RANO WASH had planned to conduct a pilot fecal sludge management activity in FY21. In designing this activity, two important observations were noted:

- In RANO WASH's intervention areas, several fecal sludge management services have already been implemented by different operators (both private and NGO)
- Beyond the technical and environmental constraints that are relatively well understood and overcome, most of the services already in place face difficulties in terms of marketing and profitability, at different levels and in different contexts.

Therefore, the added value of RANO WASH consists primarily of supporting existing systems for material reinforcement and providing marketing, entrepreneurial, and contractual support. RANO WASH has already identified some potential sites for support in the intervention regions and will discuss with the operators the possibility and modalities of partnership before implementing the activities in FY22.

Output 2.3.2 - Development of professional associations

Integral to maximizing the profitability of the private sector in WASH service delivery is the development and support of professional associations and cooperatives. The RANO WASH program harnesses collective power across respective private sector organizations. By improving and clarifying their cohesion and position, the associations will be enabled to advocate with the government and the financial and commercial sector at a critical phase of private service development in the WASH sector. By increasing their skills at a sub-national level, masons, seamstresses participate in national events. Support to associations and cooperatives will help separate agents that are performing well from those that are failing and identify common needs for further training.

In FY21, RANO WASH supported the creation of four associations of artisans intending to strengthen artisans' capacity to develop profitable businesses. These were two associations of 22 local masons (Vakinankaratra) and two professional associations of 20 masons and 15 seamstresses (Amoron'i Mania). We conducted training on business plan development. Eleven private operators by the end of FY21 have designed their business plans.

The team also supported creating a network of WASH local operators in three cities of Toamasina II, Brickaville, and Vatomandry in Atsinanana. The objective is to share experiences and good practices to evolve in the wider WASH sector, make this network operational, and have more visibility into existing markets. The project supported the network of operators in Vatomandry to become a formal cooperative, which allowed them to....

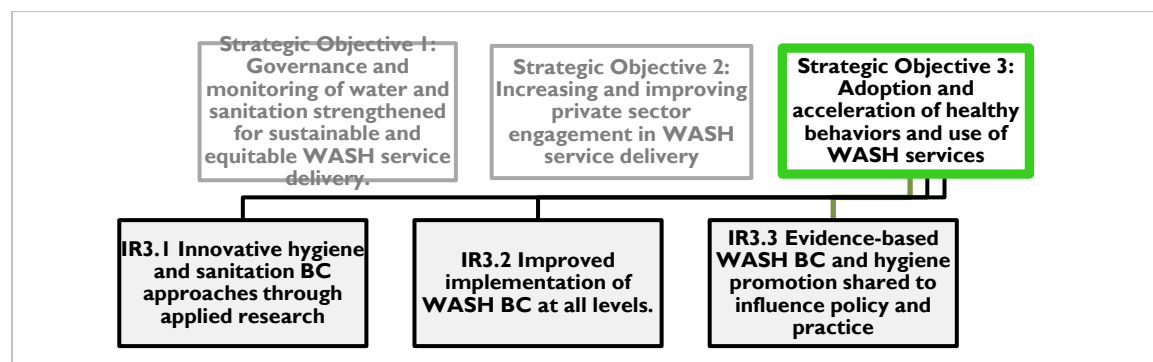
The project trained the ASAMA craftsperson's association in Amoron'i Mania on the production of washable sanitary pads and put them in touch with the regional Chamber of Commerce and Industry. According to the law, the Chamber of Commerce and Industry provided them with training on associative life.

Activities planned for the next quarter

- Strengthen the relationship between private operators and partners such as the Chamber of Commerce and Industry, EDBM, GEM, and GFEM
- Development of partnerships and services for WSP for water coverage: water kiosks, payment recovery

- Diffusion of water services related offers to WSPs: water kiosks, systems management services
- Development of new technologies for incubated enterprises: stand-alone water point e-kiosks
- Follow on the marketing campaign of WSPs
- Continue individual tailored coaching to enterprises

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



Key Achievements

- **1,523 communities were verified ODF, out of 887 targeted.** For Q4, 359 Communities were verified ODF, out of 134 targeted.
- **18 Communes out of 19 ODF communes targeted for this fiscal year were certified ODF.** 05 Communes were certified ODF during Q4
- 8,961 out of 6,506 targeted VSLA members invested in WASH products and services,
- 166,075 people out of 23,000 targeted gained access to basic sanitation services,
- 74,506 people out of 112,289 targeted gained access to limited sanitation services,

Table 8. Summary of Progress for Key SO3 Indicators Q4.21

Key Indicators	Q1		Q2		Q3		Q4			FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of new communities verified as ODF	183	156	202	423	368	585	134	359	268%	887	1523	172%
# VSLA members investing in WASH products and services	2,240	3,558	1,350	2,080	2,325	2,385	591	1,138	193%	6,506	8,961	138%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	7,141	52,546	5,730	38,423	671%	23,000	166,075	722%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	32,918	28,066	26,512	20,266	76%	112,289	74,506	66%

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

Output 3.1.1: Behavioral science innovations for WASH BC solutions through applied research

Research on specific behaviors using the Barrier analysis model

This fiscal year, two behavioral research studies using the Behavioral Barrier Analysis model were conducted: (1) research on the use of privately managed drinking water services and (2) research on handwashing with soap.

Data collection and analysis of the drinking water research results have been completed. Documentation and publication of the results remain to be done.

For the handwashing with soap research, remote data collection has been completed, and results can be viewed in Annex 39.

Sanitation research with iDE

This fiscal year was also marked by the completion of the first phase of research to develop the market-based sanitation model, carried out in collaboration with iDE. This first phase allowed iDE to develop the model to be put in place, whether it be at the level of the product's characteristics, the reinforcement to be done on the supply side, the commercialization, and marketing of the product, as well as the support to be done for the financing mechanism of the model. This phase also allowed to prepare the steps for implementing a pilot in the coastal

areas, per the recommendations¹⁷ from iDE's final report. Indeed, intervention in coastal areas is more likely to succeed, and only when we gain traction in the areas will we launch the pilots in highlands. The project is currently contracting with iDE to continue this next design, testing, and piloting phase. This activity will be continued in FY22.

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

For this fiscal year, the project implemented some intersectoral collaborations to enhance and benefit from the PHE approach, particularly in intervention areas where environmental preservation is essential to protect water sources and ensure their long-term availability.

In Vatovavy Fitovinany, collaboration with the Valbio center in the rural Commune of Kelilalina has resulted in the installation of a nursery. This nursery is used for the reforestation of the periphery of the catchment area of the Kianjanomby spring, with a 2.60 Ha. This spring feeds the drinking water supply system financed by the project. At the same time, awareness and environmental education activities (reforestation activities, vegetable gardens) are also carried out in the schools of Kianjanomby.



Picture 1. Filling pots for reforestation around the Kianjanomby spring

In Atsinanana, RANO WASH was invited by the Madagascar Fauna and Flora Group (MFFG), a member and leader of the regional PHE network, to speak at the Girl's Camp it organized in Ivoloia. The Girl's Camp strengthens the leadership of young high school girls. It aims to keep them in school and provide them with personal and professional development opportunities to become influential members of their respective communities later. This was an opportunity for the project to promote key WASH messages, including menstrual hygiene, and share information about WASH jobs.

Also, as part of the collaboration with the MFFG, RANO WASH is working with the COKETES project's targets. RANO WASH intervened on the WASH topic and its links with nutrition and health during a workshop to accompany target groups from the Communes of Ambodiriana and Sahambala, located in the vicinity of the Betampona Strict Nature Reserve.

Finally, this year was also marked by the training of Communes and local actors¹⁸ in environmental compliance, Integrated Water Resources Management, and watershed protection. The *Nde Ho Maitso* tools were used to support and complement these activities. DREAH and DREED were mobilized to carry out the training.

¹⁷ iDE recommendations are: (1) easier access to water, (2) higher economic ability to buy toilets due to more high cash crops, (3) fewer barriers to purchasing new things due to cultural factors, (4) environmental stimulus to invest in durability and (5) more growing seasons/regular income generation that avoids some of the hunger season experienced in the highlands.

¹⁸ Local actors refer to the actors that work in environmental protection such as DREDD team (Direction Régionale de l'Environnement et du Développement Durable), projects implemented by NGOs, VOI or community-based organizations involved in environmental activities, local CSO.

Output 3.1.3: WASH–Nutrition linkages researched

Regarding promoting WASH and Nutrition activities, RANO WASH's collaboration with the World Bank-funded FAFY project continues at the regional level.

In Amoron'i Mania, RANO WASH has trained the ORN team in the CLTS approach in all the region's communes. In Vakinankaratra, in addition to their household support activities, the "Reny Mahomby" have developed an action plan to help their respective communities become ODF, improve their toilets and encourage their entourage and neighbors to improve their toilets as well. In Atsinanana, RANO WASH participated in the regional C4D (Communication For Development) platform to promote essential family practices, of which WASH behaviors are a part and in the activities of the Regional Nutrition Cluster by contributing to the WASH indicators. In Alaotra Mangoro, the collaboration with the RANO WASH project has been greatly appreciated by ORN, especially the food hygiene promotion activities. This contributes greatly to the achievement of their objectives.

Activities planned for the next quarter

- Start sharing research results;
- Continue the collaboration with iDE to develop MBS models;
- Continue activities on PHE and WASH and nutrition linkages

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

Coordination of activities at the regional level through the SRMOs. Throughout this fiscal year, the platform has been valued at the level of the six regions to develop strategies and approaches to achieve the objectives of Madagasikara Madio. Exchanges and sharing between the various members of this platform under the lead of DREAH have allowed RANO WASH to share its approaches in sanitation.

In Amoron'i Mania, the SRMO has decided to involve the Regional Directorate of Communication and Culture (DRCC) in the communication of results at the regional level and in particular on communication for behavior change, the idea being to facilitate scaling up through the dissemination of good practices and testimonials, using mass media.

In Vatovavy Fitovinany, the SRMO organized the Commune Madio competition, allowing the region to obtain 16 ODF Communes, including six RANO WASH intervention Communes.

In Alaotra Mangoro, coordination and exchange between SRMO actors facilitates spillover to the other two districts with no actors and allows them to achieve regional WASH objectives, even without technical and financial partners.

In Vakinankaratra, the SRMO helped map activities and stakeholders and facilitated the joint definition of strategies to reach the objective "Vakinankaratra Madio 2021".

Output 3.2.2: Innovative CLTS and WASH BC implementation

CLTS AND SANITATION

For this fiscal year, the project far exceeded sanitation goals. One thousand five hundred twenty-three communities were ODF verified, out of a target of 887. For the fourth quarter, 359 communities were ODF verified out of a target of 134. In addition, 18 Communes achieved ODF status, out of the target of 19 Communes. Five communes were certified ODF for the last quarter. In addition, 252 fokontany are also ODF certified.

The following table provides details on ODF communities by region.

Table 9. Number of communities verified as "open defecation free" (ODF) as a result of USG assistance Q4.21

Regions	Q1		Q2		Q3		Q4		FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%
Alaotra Mangoro	35	39	45	110	45	208	45	182	170	539	317%
Amoron'i Mania	30	34	35	111	40	74	17	27	122	200	164%
Atsinanana	33	20	50	32	55	72	32	30	170	233	137%
Haute Matsiatra	25	28	10	40	35	131	10	91	80	315	394%
Vakinankaratra	30	23	42	65	43	30	0	1	115	94	82%
Vatovavy Fitovinany	30	12	20	65	150	70	30	28	230	142	62%
TOTAL	183	156	202	423	368	585	134	359	887	1523	172%

Since the SO3 team's review and learning in Alaotra Mangoro, which focused on sharing approaches to an ODF Commune, the other five regions have been quick to use and adapt the shared approaches. A list of ODF Communes can be viewed in Annex 41.

Analysis of the results in the six regions shows that the following approaches facilitate and accelerate the achievement of ODF status:

- (1) institutional triggering and accountability of local authorities and Follow-Up Mandona (FUM) result in community and institutional action plans. Institutional triggering and FUM is part of the CLTS approach, and RANO WASH does it systematically at all levels,
- (2) mobilization of VSLA group members to build toilets. VSLAs play a central role in bringing about behavior change in their communities, starting with themselves,
- (3) the competition approach, whether done with savings groups or between Communes or Fokontany. For example, the Commune Madio competition organized in Vatovavy Fitovinany by SRMO and its partners resulted in 16 ODF Communes, among which six are RANO WASH's communes. It is particularly important to encourage ODF communes to celebrate their status and invite neighboring communes to create a ripple effect.

The number of people with access to basic sanitation services for this fiscal year is 166,075, far exceeding the target of 23,000. In addition to the explanations already provided above regarding the achievement of ODF Communes, which are also valid for this indicator, this exceptional performance is also explained by the fact that possessing a non-shared family toilet is a source of pride for households. Thus, households make considerable efforts to have their toilet. Connecting households to local masons and their product and service offerings also accelerated toilet adoption.

The number of people with access to limited sanitation services is 74,506, out of a planned 112,289. The project is having more difficulty meeting this target. Households are less interested in shared toilets because sharing toilets challenges keeping them clean and in good condition. Indeed, it is necessary for the households that use them to be well organized to keep them clean. For this reason, households often prefer to build or buy their toilets outright when they can afford them.

Sharing toilets is especially a solution for the most vulnerable and people with land tenure problems when the configuration of the village or town does not allow sufficient space for each household. Often, vulnerable households prefer to build their toilets without masons and using local materials. But even when they do build their toilets, they prefer not to share them with others if possible. As mentioned above, the CLTS and FUM approach triggers pride, leading them to build their toilets with the means at their disposal.

However, despite these very positive results, many toilets are still self-built. Some sites, particularly those in the highlands, such as Vakinankaratra, Amoron'i Mania, and Haute Matsiatra, allow for more or less durable toilets due to suitable local materials, soil quality, and the availability of some construction expertise. Self-built toilets at these sites can last longer and support continued behavior.

But at other sites, especially in coastal areas, where local materials are not sustainable, and soil quality makes it difficult to build latrines, self-built toilets threaten continued use. With this in mind, and to find longer-term solutions in these more difficult areas, RANO WASH will continue to work with iDE to develop and pilot a market-based sanitation model, including the Satopan model.

GROW-UP STICKER CAMPAIGN

For this fiscal year, the team updated and produced all the field tools and materials to be used by the local promoters. The updated tools were simplified to improve ease of use among local promoters. The second quarter was marked by the training of the local promoters so that they could start the new cycle. The new iteration started in the third quarter. Currently, 32,080 are accompanied by 2,075 local promoters.

As stated in the FY21Q3 report, we decided to streamline the evaluation of the approach by conducting sample studies and analyses of accompanied households to assess change. This streamlined approach will reduce the amount of data that needs to be collected on a regular and intensive basis by the promoters and easier to implement as we scale the approach. We will organize this streamlined evaluation in FY22.

Also, during the fourth quarter, to continuously improve the approach, the project began consulting with local actors in a few regions to identify potential solutions on how they could continue to use the Grow-Up Sticker approach and the principles that drive it independently of project support. This consultation echoes the comment made in the external evaluation conducted by WASHPALS about the difficulty of scaling up the approach because of the dependence on the project (printing of working tools used by local promoters such as stickers and guides, training and mentoring of local promoters...). Some avenues have been identified but still require further study and consultation. We will continue these consultations and define a new direction during the first quarter of FY22. This new direction is part of the project's exit strategy.

VSLAs

Savings group investments in WASH services and products

8,961 VSLA group members invested in WASH products out of the 6,506 targeted for this fiscal year. For the fourth quarter, 1,138 members invested while 591 were targeted, representing a 193% completion rate.

This good result is largely due to the use of the VSLA competition. Indeed, given the many VSLAs, the competition approach was the quickest way to mobilize VSLA members to adopt WASH behaviors and use services. In addition, local service providers, such as masons, seamstresses, or drinking water service providers, were encouraged to consider VSLA groups in their advertising and product promotion activities, which greatly facilitated this successful outcome.

For this fiscal year, the total amount invested by savings group members in WASH products and services is MGA366,147,435 or nearly \$98,958. The following graph shows the distribution by type of this investment in WASH products and services.

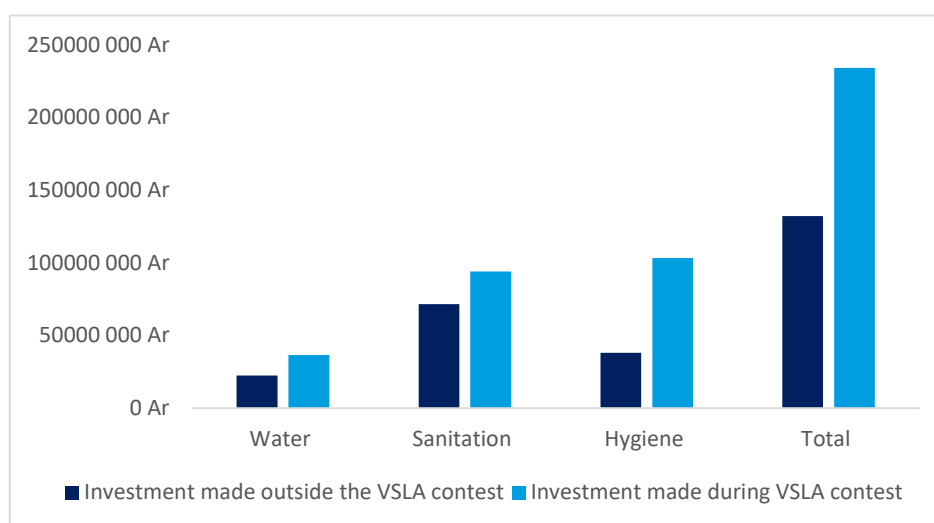


Figure 11. Amount invested by savings group members, Fiscal Year 2021

Water expenditures are those related to the subscription to social and private connections in areas with a drinking water supply system and the purchase of water storage materials and treatment products for households that do not have water at home. Only 12.5% of expenditures are reported as payment of water bills for private managers. Expenditures on sanitation are related to the purchase and construction of toilets. Expenditures on hygiene are varied: purchase of soap, but also improvement of kitchen equipment as part of the promotion of food hygiene, purchase of MLDs for handwashing with soap, and construction of showers for personal hygiene.

The graph also shows us how the competition between savings groups allows for an exponential increase in spending by members. They are indeed highly motivated to become WASH role models. This also validates the use of pride, belonging, mutual influence, and the need for recognition from others as a lever for behavior change. The average amount of investment per member is MGA 40,860.

Creating the third WASH cash box to facilitate access to WASH products and services at the savings group level is normalized in the project sites. It is not imposed on the groups but suggested as a possible solution for the groups, and it is up to the groups to decide whether or not to implement it.

Local artisans, such as local masons and seamstresses, also use credit from the savings groups to improve their activities. In Alaotra Mangoro, the sum of MGA 920,000 was borrowed by local masons to buy cement, iron, and small tools.

Financial education and securing funds for savings groups

For this fiscal year, the project supported updating savings group data on SAVIX. For the fourth quarter, data from 566 groups were uploaded to SAVIX, with a total of 11,595 members, 78% of

whom are women. For these 566 groups, the value of outstanding loans is MGA504,230,509 (\$136,279), with an average of MGA890,867 of credit per borrowing member. The value of cycle savings is MGA 729,659,478 (\$197,205), which gives an average annualized savings per member of MGA340,176. These income-generating activities generally allow members to make a quick profit, such as reselling products like rice or coffee.

Given the size of the savings groups, the project is also developing solutions to secure their funds. Discussions are underway with BNI-KRED and Telma MVola to develop ways to link financial institutions and savings groups. To date, the best prospect for a collaborative solution to be piloted is the solution proposed by Telma MVola with a model that virtually replicates the three keys needed for any transaction within a savings group. However, the technical solution is still under development at MVola, with a delay at their level due to internal restructuring. RANO WASH and MVola plan to proceed as soon as possible with the testing and piloting of this technical solution, with the expectation of having the solution ready by early 2022.

Finally, this fiscal year was also marked by training trainers in financial education for the relay agents, who will train the savings groups. A specific financial education curriculum was developed for this purpose. One hundred eighty-three village agents, including 78 men and 105 women, were trained as financial education trainers.

Cluster VOAMAMI

The project also initiated the establishment of VOAMAMI clusters to facilitate the coordination of savings group promoters' interventions. The idea was taken up by the RPGEM and scaled up to all regions of Madagascar. The first VOAMAMI Cluster was officially launched in Haute Matsiatra, in Fianarantsoa, on August 25. This first launching event, organized with regional and national authorities (RPGEM, CNFI, and SIF), allowed us to draw the first lessons on this activity. Thus, the RPGEM organized a conceptualization workshop of the VOAMAMI Cluster on September 29 and 30. The issued note from this workshop will help facilitate the process by all promoters.

Support to healthcare facilities and schools

This fiscal year was marked by a shift from supporting institutions to achieve WASH-Friendly status to supporting institutions' ability to provide access to and sustainability of their users' basic water and sanitation services. This transition was motivated by the challenges of implementing the WASH Friendly approach (overly centralized and costly training and certification process, theoretical curriculum, insufficient measures for sustainability of services, including operations and maintenance). Thus, for this fiscal year, the project focused on supporting institutions to improve their water and sanitation services and to develop management and maintenance plans for these services.

Some institutions benefited from the project's financial support to have new sanitation facilities for their users; others were supported to mobilize their funds and resources to improve their services.

Forty-two institutions improved access to basic drinking water services out of 81 targeted institutions, while 84 sanitation facilities were improved or installed out of 150 targeted.

The sanitation facilities were accompanied by implementing "nudges" to encourage users' use of these facilities.



Picture 2 . Nudging à l'EPP Antaretra,
Vatovavy Fitovinany



Picture 3. Students washing hands in school, EPP
Ampasimadinika, Atsinanana

The institutions were also supported to implement operations and maintenance plans for these facilities. Based on the "O&M Calculate the Cost" application, the project developed a framework to facilitate the identification of resources and expenditures needed to ensure that WASH services and products are available year-round and to plan for the financing of these services by mobilizing stakeholders, namely the Commune, the institutions themselves, and district and regional authorities.

The actors are encouraged to mobilize all the resources they have, whether through

- (4) systematic recourse to the own funds of the ministries concerned (CSB allocations from the MPH and operating funds allocated to FEFFI for schools),
- (5) inclusion of these expenses in the planning and budgeting process of the Commune, as well as recourse to local taxation,
- (6) collaboration with private operators either for the management or maintenance of the infrastructures, or
- (7) participation of users in the expenses. In all cases, local actors are encouraged to carry out the exercise and work together to find solutions.

This is still an ongoing process, although some institutions are beginning to understand and integrate the importance of this exercise.

In addition, institutions that were previously supported to have access to privately managed drinking water can now pay their water bills. Practices vary from site to site, but they include payment of an annual fee per student, a contribution from the Commune to pay the bill, or integration of water and electricity expenses into the institutions' PTA and financing by existing funds.

The project contributed to finalizing the new training curriculum for WASH Friendly Health Centers at the national level. Indeed, the MPH had decided to develop this curriculum to improve the WASH Friendly approach and requested partners' support. RANO WASH participated in this workshop with other partners such as WHO, UNICEF, USAID Access, WSUP.

GISCO: Ifanadiana ① TETI - BOLA: 2021. 2022
 ZAP: Kelilalina
 EPP: Kelilalina

R.F.F	FITAUVANA ILINA	ISANY	P.U	TOTALNY
RANO	.Rano	→ 60	1 = 3000 x 60	180.000
	.Seau	→ 1 carton	8000 x 10	80.000
	.Savony	→ 05	3000 x 05	15.000
	.Bidon	→ 15	1500 x 60	90.000
	.D.L.M	→ 60		
W.C	.Zinga	→ 02	3000 x 2	6.000
	.Bidon	→ 02	1500 x 2	3.000
	.D.L.M	→ 02	800 x 2	16.000
	.Zinga	→ 02		
	.Kofafa	→ 02		

Picture 4. Budgeting exercise for the annual WASH needs of EPP Kelilalina, Vatovavy Fitovinany

HYGIENE PROMOTION THROUGH MASS CAMPAIGNS, MARKETING, AND MEDIA CAMPAIGNS

World day celebrations and mass campaign

The project celebrated World Days related to WASH at the national level and in the six project regions. The project participated in the celebrations of World Handwashing with Soap Day, World Toilet Day, World Women's Day, World Water Day. In coordination with other actors and under the lead of MEAH/DREAH, the project seized the opportunity of these celebrations to communicate the behaviors promoted by the project.

Collaboration with local radio stations

The project has continued its hygiene promotion activities through the mass media. The project collaborates closely with local radio stations in the six regions to broadcast the key messages promoted by the project: handwashing with soap, latrine use, drinking water use, food hygiene, and menstrual hygiene.

Thus, in Haute Matsiatra, 2,400 radio spots were broadcast by four radio stations. In Atsinanana, 709 broadcasts of 5 different spots were realized. In addition, radio programs with various speakers: testimonies of households and members of savings groups who have adopted healthy behaviors in WASH, interventions of DREAH, testimonies of beneficiaries of WASH products/services, interventions of private operators such as local masons and seamstresses.

Community engagement activities combined with product promotion activities

At the sites where the project is carrying out infrastructure construction activities, community engagement activities continue to strengthen community ownership of infrastructure and services and prevent potential conflict in implementing the PPP model. Community meetings are already included in the PPP implementation process, and they are adapted as needed and appropriate.

These community meetings are also an opportunity for private managers to offer promotional offers of their products to activate demand. For example, during the fourth quarter in Atsinanana, Lova Velu and 2ADH offered discounts for households that wanted to subscribe to private connections. 2ADH offered one month of free consumption for those who signed up during the promotional period.

Activities planned for the next quarter

- start implementing the sustainability plan on activities: Grow-Up sticker, VSLA;
- Continue support to institutions

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 fiscal year, along with RPGEM, the project initiated a collaboration with two entities within the Ministry of Finance and Budget: the "Coordination Nationale de la Finance inclusive (CNFI)" and the "Services des Institutions Financières (SIF)" to make sure that savings groups operate within a legal framework and that their members and their money are protected against any form of misappropriation. They accompanied the project on monitoring and supporting missions in the field. They presented the new regulations governing savings groups so that the various regional entities would consider them in implementing savings group activities.

RANO WASH also collaborated with WSUP and USAID Access to identify ways to consistently support the MoPH to improve access to WASH services in healthcare facilities. Discussions focused on finding solutions to how those healthcare facilities can have sustainable access to WASH services, especially financing challenges. The MoPH organized two workshops to discuss these challenges, and a few potential solutions were identified and discussed. These solutions were to be tested locally by the different stakeholders. The section on our support to institutions presents some of these solutions. The COVID-19 situation during quarters two and three impacted this activity as public institutions prioritized COVID-19 activities rather than long-term WASH activities.

RANO WASH also presented its experiences with iDE and VSLA during the Market-based sanitation group learning and exchanges sessions.

At the regional level, activities related to the implementation of Madagasikara Madio continued. The project was able to contribute and influence the sharing of sanitation experiences at the SRMO level.

Activities planned for the next quarter

- Organize different learning sessions: ODF Communes, Community engagement, the contribution of VSLA in WASH

2.2 Gender Mainstreaming

In FY21, RANO WASH scaled up the achievements, learnings, and sharing sessions done in the previous years.

The main activities planned and implemented this fiscal year were:

- 1) pursue opportunities to promote women's leadership in the WASH sector;
- 2) promote entrepreneurship among young and female entrepreneurs in the WASH sector;
- 3) continue to train and coach WASH private operators to provide universally accessible and non-discriminatory services; and
- 4) scale-up gender transformative approaches that facilitate the adoption of healthy behaviors.

Box 5 : Women leaders' profile

- Regional directorates of water, sanitation and hygiene, of National education, of population
- Mayor and deputy, municipal councilors
- Chief medical of health centers, medical inspectors
- Chef District,
- Local promotor, ATEAH
- OSCEAH, SLC, ASUREP president and members
- Women's association president and members, VSLA members
- WASH services providers
- RANO WASH and subgrantee team
- Journalists

In addition, RANO WASH participated in national and regional celebrations of International Women's Day, menstrual hygiene, stakeholder gender mapping of the project, and supporting the MEAH and the WASH cluster to energize the Gender and WASH working groups.

I. PURSUE OPPORTUNITIES TO PROMOTE WOMEN'S LEADERSHIP IN THE WASH SECTOR.

The project continued to support women leaders by selecting champions to receive training to capitalize on their positions of influence. RANO WASH provided training in communication and facilitation to strengthen confidence in public speaking and engagement to 47 women leaders. RANO WASH met with women leaders to provide mentorship and followed up with them to ensure continued learning, sharing, and capacity building at the Commune, district, and regional levels.

Box 6 : Women leaders' discussion topics

- Women leaders challenges in water, sanitation, and hygiene sector
- Strength of women leaders
- Motivation source of women in the water sanitation and hygiene sector
- Actions to influence and inspire other women and girls to become leaders
- Women's roles and responsibilities in achieving the water and sanitation goal and barriers

2. CAPACITY BUILDING OF YOUTH WASH ENTREPRENEURS

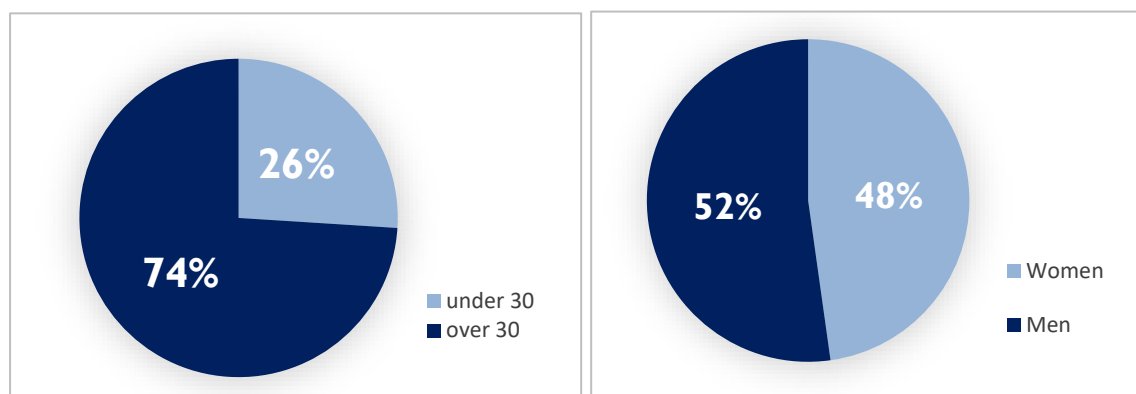


Figure 13. WASH service providers disaggregated by age

Figure 12. WASH service providers disaggregated by sex

In FY21, the project supported 473 WASH service providers (47.7% women (226 persons) and 26% (123) young people under 30). In addition to the capacity-building activities, this fiscal year was marked by the support and coaching of the NGO Youth First, which is aimed specifically at young entrepreneurs. We supported 44 WASH youth operators (24 men and 20 women) from the six intervention regions. The purpose of the partnership is to increase the number of young people providing WASH-related services and products and strengthen their capacity to develop their businesses and improve their service quality to satisfy local customers. The WASH services and products market will improve young entrepreneurs' living conditions to enhance their development and empowerment.

Good practices and lessons learned from young entrepreneurs were exchanged among entrepreneurs from the six intervention regions during a forum organized in Vakinankaratra in August 2021. (See Annex 45 Youth Entrepreneurship in WASH)

3. IMPLEMENTING GENDER TRANSFORMATIVE APPROACHES IN PROJECT INTERVENTION AREAS.

In FY21, the project initiated CARE's Social Analysis and Action (SAA) activities through self-examination and discussion to address harmful norms that influence behaviors, including WASH behaviors and prevention of gender-based violence. This approach is part of the project's behavioral and social change strategy that seeks 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.

RANO WASH piloted SAA in 60 communes to facilitate further social norms change, positively influence WASH behaviors, and promote inclusive access to WASH opportunities and services. The "Engaging Men for Women's Empowerment" strategy piloted in FY20 continued and was scaled up by an extension from a village to another village in the same Commune and from a commune to another commune.

Together, these approaches helped to initiate discussions on gender and power dynamics that influence decision-making at household and community levels, including decisions around WASH access and control, addressing gender-based violence issues, and the "do no harm" approach integrally contributed by the sector.

4. CELEBRATING WORLD MENSTRUAL HYGIENE MANAGEMENT DAY

In 2021, Madagascar chose 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. Celebrations were organized in the six intervention regions adapting the activities to comply with the COVID-19 sanitary measures (limited gathering, product demonstration, and sales marketing campaign, report, and dissemination in the mass media).

This year, the MEAH mobilized partners to develop the National Strategy for Menstrual Health and Hygiene Management and its National Implementation Guide as part of a landmark event. The National Strategy for Menstrual Hygiene and Health Management aims to contribute to SDG 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 management. This initiative is a huge stride towards institutionalizing MHM into national policy in Madagascar and ensuring women and girls can menstruate in a healthy and dignified way.

RANO WASH participated in the different consultations and meetings organized to develop the strategy and guide. We took this opportunity to share the project's strategies and approaches in addressing 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.

5. SUPPORTING THE MEAH AND THE WASH CLUSTER TO ENERGIZE THE GENDER AND WASH WORKING GROUP

This fiscal year, the Gender and WASH Working Group continued to hold sharing meetings on gender mainstreaming in the WASH sector. More than 41 persons at the national level, including ministerial departments, regional directorates, organizations, and WASH partners, participated in the MEAH webinar.

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

Box 7: Gender and WASH working group key achievements

- Terms of reference of the group
- Gender and WASH refresher
- Institutional infrastructure gender sensitive

6. GENDER MAPPING OF ACTORS WORKING WITH RANO WASH

RANO WASH conducted a gender mapping of the project's stakeholders: project staff, newly elected mayors, and small private local operators. These analyses helped to better mainstream gender in the implementation of project activities.

The gender staff mapping allowed us to examine the RANO WASH team's composition and the impact of gendered perspectives on project activities and relationships. The analysis results enable the RANO WASH team to identify and address biases internally to improve its gender capacity-building program.

Box 8: Gender mapping key achievements of actors working with RANO WASH

- Mayor
- RANO WASH staff
- RANO WASH stakeholders
- WASH service providers
- Fokontany chiefs

- The actors at the communal and local levels are mostly men. Women and young people under 30 are scarce. Only 5% of the elected mayors are women, and 4% are under 30. RANO WASH facilitated debates and forums among women leaders to give them space to share their successes, challenges, and lessons learned and build leadership capacity.
- Based on the **gender RANO WASH staffing**, the project also promotes gender equality throughout the staff. When this work begins at the staff level, it can better influence the project's stakeholders and simultaneously achieve the staff's transformation by promoting gender equality. Reforms have been made, such as the case of the team of Haute Matsiatra, in which a good part of the team who live far from the office, both men and women cannot go home at noon, so the regional office organizes a lunch at the office is put in place to balance the work and the well-being of the team.
- **Gender RANO WASH stakeholders** mapping informed RANO WASH's collaboration with local communities, communes, sub-grantee teams, and the regional and national levels with the ministries, with financial and technical support from consortium members international organizations. These partnerships allow the project to strategically articulate its support from the local level to deliver integrating gender tips and orient policies at the national level, aligned on international experiences adapted and contextualized to the Malagasy situation.
- In FY21, **the project supported 473 service providers in water, sanitation, and hygiene**. 47.7% are women (226 persons), and 26% (123) are young people under 30. The team will continue developing its capacity-building program for youth and women entrepreneurs, which will inform this analysis.
- The study also revealed that only 68 of the 2,179 (3%) appointed Fokontany Chiefs are women among the 250 communes of RANO WASH. In addition, only 10 of the 2,169 chiefs of Fokontany are young people under the age of 30-- and these are all



Picture 5. Gender focal point in Vatovavy Fitovinany region

men. The project began several initiatives and will plan for more to address these findings.

See Annex 44. Gender mapping of Chiefs of Fokontany

7. SUPPORT IN THE DEVELOPMENT OF THE GENDER EQUALITY POLICY

At the national level, RANO WASH supported the Ministry of Population, Social Protection, and Promotion of Women to finalize the national policy related to the Gender Equality Policy. RANO WASH provided technical inputs during the working sessions, including sharing resource documents and participation in broad-based consultation sessions to update the national gender analysis results, where the WASH sector was treated. While developing the gender policy (which is not yet finalized), actions have been taken and are being implemented by the government, such as setting up gender focal of each ministry by the inter-ministerial order and conducting regular gender group meetings at the national level every quarter.

Activities planned for the next quarter

- Review sessions and jointly define gender-sensitive indicators at SE&AM
- Support the gender focal point at the regional level;
- Organize research and learning events and disseminate key results;
- Develop communication materials promoting gender mainstreaming;
- Learning on women's and youth' economic empowerment through engaging private sector;
- Scaling up gender approach (men engaged and social analysis and action) coaching/ monitoring.

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

Table 10. Implementation Challenges FY21.Q4 update

Challenges	Modification / Resolution
<p>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 administrative offices, and prioritizing the MEAH's COVID-19 response. The project 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 the WMDP, MEAL data collection, or equipment transport for the water systems.</p>	<p>The COVID-19 situation has improved, especially in the last quarter. The health of the team members with COVID-19 has improved, but the organizations have always asked the staff to prioritize their health above all.</p> <p>We have resumed travel with the required health measures according to each organization's protocols.</p> <p>Mobilizing MEAH staff remains a challenge as the government's priorities remain around COVID-19, and the drought problem in the South is becoming the government's main concern.</p> <p>The pace of water service providers has picked up, but the uncertainty and impacts of the crisis are still being felt, especially in making investment decisions. And the reluctance of people to use their money for water services remains a big challenge as the economic impacts of COVID-19 are felt at the community level.</p>

Challenges	Modification / Resolution
<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>	<p>IPM has resumed its normal pace, but the receipt of test results remains delayed.</p> <p>We have strengthened the monitoring and support of WSPs to ensure the treatment and monitoring of water quality. This will be a major project effort in FY22.</p>
<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, who are more familiar and comfortable with community-based approaches and 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>Water service providers are small and growing businesses. They have the technical capacity on infrastructure but lack management and marketing capacity. This gap still makes it difficult to change the thinking of all WASH actors because we still need to build the capacity of these companies. The change is not obvious because it is a long process, and the expected results require more time. However, we are aware that this is a sustainable solution.</p> <p>We continued to organize events to share and debate the challenges of private sector engagement in the WASH sector. We will continue to involve the DREAH and the MEAH at the national level in the reflections on the involvement of the private sector to influence the sector.</p> <p>We will also continue training and coaching businesses to strengthen their marketing strategy. They are beginning to implement activities according to the work plans developed together but still require close follow-up because the impacts are not immediate. The appropriate solution, such as providing materials to constitute a "revolving stock" system and easy payment strategy, is applied. The support of the companies must be a long process until they take the pace to become a real entrepreneur.</p>
<p>Monitoring social changes to promote gender and social inclusion: To monitor gender and social inclusion changes, having indicators to track social changes remains a challenge.</p>	<p>The Social Analysis and Action approach allowed us to identify social barriers at the community level and the areas of change to be prioritized. The approach provided us with simple tools to measure change.</p> <p>The establishment of the various mapping of the actors facilitates the reflection at the level of the teams and the stakeholders with whom we work. We will disseminate these results to stimulate discussions.</p>
<p>It is still difficult for the different actors, including project staff, to reconcile behavior change activities with the use of WASH</p>	<p>Continued activities with iDE will help us move forward in linking behavior change with service use. We are also strengthening marketing activities with water service providers and involving more VLSAs, who are generally</p>

Challenges	Modification / Resolution
<p>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.</p>	<p>more receptive to adopting products and services that improve their lives. We will accompany these early adopters to influence their neighbors and relatives for the ripple effect.</p> <p>The current good results demonstrate the effectiveness of the approaches and the importance of an integrated approach. We will strengthen the sharing of lessons learned.</p>
<p>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</p>	<p>The tender documents used by the project were modified to consider the application of TMP.</p> <p>We have increased the awareness of the companies on the rules and implications. In Q3, we organized a training for the pre-selected companies on this point.</p> <p>In FY22, we will continue the training of the new companies we are working with.</p>
New challenges	Measures taken
<p>Transferring water services from community to private management</p> <p>The transfer of community management to private management poses several challenges. The individuals who manage the water services are the first to refuse change to fear losing their interest even if the services are not working well. The NGOs that set up the infrastructure are also the entities to manage. And there are different types of social conflicts behind the infrastructures (water management, those who have allocated money in the infrastructure, ...). Few people and entities are familiar with the laws in force on communal project management. The transfer of management becomes a long process.</p>	<p>We have strengthened the inter-ministerial partnership for a common understanding of the laws and the approach adopted. We have also empowered all relevant authorities, such as the Governor of the Region, the Chief District, the Commune, and especially the MEAH and DREAH.</p> <p>We are documenting the process to serve as a tool for the sector as it is a great challenge for the water sector in Madagascar.</p>
<p>Resource mobilization for the WASH sector:</p> <p>Funding remains a major barrier to increasing access to services. The project and private operators mostly fund the PPP model.</p>	<p>The project continues to influence the public and private sectors on the added value of PPP for user-centered, inclusive, and sustainable WASH services. Capacity building of Communes on fiscal mobilization and engagement of local private operators is beginning to bear fruit.</p> <p>The project supports DREAHs to organize events such as the water fair, meeting with stakeholders such as Chambers</p>

Challenges	Modification / Resolution
	<p>of Commerce and Industry, GEM/GFEM, banks, and MFIs to publicize WASH business opportunities.</p> <p>But most importantly, the project contributes to advocacy on the importance of strong government leadership for successful private sector engagement.</p>

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

3.1 MEAL System Update

During Q4, RANO WASH did not initiate any modification on the MEAL system. However, during the annual program review held on the last week of the fiscal year, the MEAL team presented the MEAL system. The participants made recommendations on some adjustments to consider for the future years, including gender indicators in the routine data collection platform.

3.2 MEAL Capacity Building

During Q4, only two capacity building, specifically MEAL refresher training, took place in Atsinanana and Vakinankaratra.

The table below summarizes the number of participants reached by the training.

Table 11. MEAL refresher training

Regions	Men	Women	Total
Haute Matsiatra	12	3	15
Atsinanana	33	18	51
Total	45	21	66

Overall, the refresher training reached 66 people, including 21 (31.82%) women and 45 (68.18%) men.

3.3 Baseline study in the three new regions

RANO WASH consultant collected, processed, and analyzed Baseline data for three regions (Haute Matsiatra, Vakinankaratra, and Vatovavy Fitovinany) during the reporting period. The consultant firm submitted a first draft report that did not meet expectations. A new draft based on the recommendations made by the RANO WASH is expected in Q1 FY22, and the Baseline report will be submitted during the first quarter of the fiscal year 2022.

3.4 Annual survey

In Q4, RANO WASH conducted the annual survey. The objectives were to provide data for the outcome indicators and estimate people gaining access to basic drinking water and safely

managed drinking water. Concerning the outcome indicators, the values are presented in the Performance Indicator Tracking Table (Annex 6).

Concerning the estimation of the number of people gaining access to basic drinking water and safely managed drinking water, RANO WASH used statistical tools described in the document in Annex 7. RANO WASH obtained the estimations presented in the table below.

Table 12. Estimation of access to basic and safely managed water services

Indicator	Estimated valued	Monitoring data value	Variance	%
# of people gaining access to basic drinking water services as a result of USG assistance	98,598	92,713	5,885	6%
# of people gaining access to safely managed drinking water services as a result of USG assistance	45,337	32,670	12,667	39%
Total	143 935	125,383	18,552	

The total number of people gaining access to basic drinking water is estimated at 98,598, which is an addition of 5,885 compared to what is reported through the routine data collection system.

Concerning the number of people gaining access to safely managed drinking water services due to USG assistance, the total number is 45,337 compared to 32,670 from the routine data collection reporting mechanism, making 12,667.

The detailed methodology of the estimation is presented in Annex 7.

3.5 Learning studies

RANO WASH conducted five learning studies during the reporting period, including:

- Assessment of the outcome of VLSA groups in achieving WASH objectives in the Atsinanana and Alaotra Mangoro regions.
- Assessment of the system strengthening approach and communal WASH funding
- Research on the use of water services managed by private operators
- Research on handwashing with soap
- Market-based sanitation model development

1. Assessment of the outcome of VLSA groups in achieving WASH objectives in the Atsinanana and Alaotra Mangoro regions.

The study's objective is to assess the added value of VSLAs on access and control of WASH services.

Data analysis and reporting are still ongoing, and the report will be submitted to USAID later.

2. Assessment of the system strengthening approach and communal WASH funding

Concerning the system strengthening approach, data was processed and analyzed, and the report was developed. The study showed a high correlation between implementing the RANO WASH system strengthening approach and the number of communes budgeting for

WASH activities and/or increasing their WASH budget. The more the project activities intensified, the greater the number of municipalities increased their WASH budget. Communes used the WASH budget to implement WASH activities, including paying ATEAH salaries, constructing or rehabilitating water points in the communes, constructing or rehabilitating latrines, promoting hygiene and behavior change, and distributing WASH kits in the target communities. As the result of this initiative, 3,142 water points and 15,966 latrines were constructed or rehabilitated, reaching 140,576 and 171,722 people in the 250 targeted communes. In addition, municipal authorities reached 651,869 people with hygiene and behavior change messages and distributed 214,773 WASH kits to the communities they serve. This demonstrates the success of the RANO WASH system strengthening approach on improving local governance of the WASH sector and the implication in improving WASH indicators in the targeted communes.

The learning study is presented in Annex 20.

3. Research on the use of 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.

The results of this study will inform our strategy for supporting WSPs that manage water systems. A summary is presented in Annex 40. The report will be finalized and available for the FY22 Q1 report.

4. Research on handwashing with soap

RANO WASH implements a behavior change community-based approach to engage populations in intervention Communes through a novel arrangement of community health volunteers, local utility and service providers, and village "champions." To inform modifications/future adaptations to our approaches, we conducted a study to make a Barrier Analysis for handwashing with soap.

The RANO WASH team ensured data collection, and LSHTM supported the data analysis and report writing.

A summary is presented in Annex 39. The study report will be available on the RANO WASH website by the end of November 2021.

5. Market-based sanitation model development

Research on market-based sanitation models has been conducted with iDE's support to design context-appropriate sanitation delivery models. The collaboration with iDE will help us better explore rural households' real choices and promote the latrines adapted to their needs and which are durable. The report is available on the RANO WASH website¹⁹.

Another learning activity conducted during the reporting period concerns developing standard training tools for all the training delivered under the RANO WASH project. A consultant was hired to support the development and standardization of the training tools, and the learning product will be available during the next quarter (Q1 FY22).

¹⁹ https://care.mg/ranowash/updated_ide-final-report_ranowash/

3.6 Accountability to people served

RANO WASH registered 34 calls from beneficiaries during the reporting period, with the distribution of calls per region and month given in the graphic below.

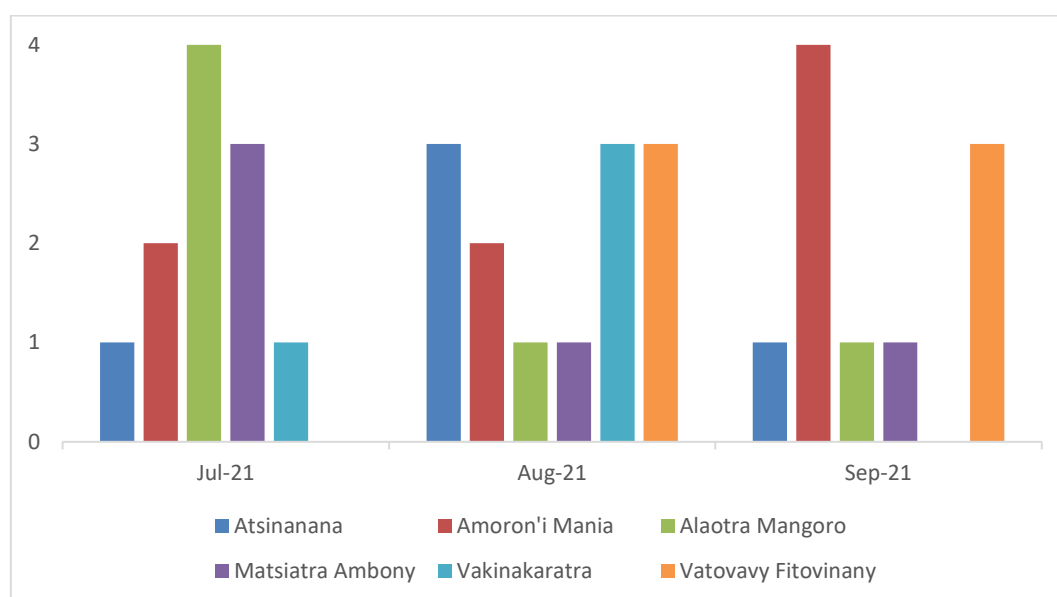


Figure 14. Evolution of the number of calls Jul-Aug-Sep 2021 per Region, CRS green line

From the 34 calls, 8 (23.5%) came from people living in Amoron'i Mania, 6 (17.6%) from Alaotra Mangoro and Vatovavy Fitovinany, 5 (14.7%) from Atsinanana and Haute Matsiatria, and 4 (11.8%) from Vakinankaratra region.

The table below presents the problems reported by beneficiaries during the calls.

Table 13. Reported concerns by program participants

Reason for the calls	Numbers	%
Request for information about the project activities and the green line	11	32,4%
PL and ML activities (support request, motivation)	8	23,5%
Positive feedback	3	8,8%
Complaint about payment of guides for baseline	2	5,9%
Request for water point	2	5,9%
Request for TA replacement	2	5,9%
Request for information about water supply	1	2,9%
Complaint about water cut	1	2,9%
Bid evaluation procedure for the water point construction	1	2,9%
Request for information about PCDEAH	1	2,9%
Complaint about STEAH remuneration	1	2,9%
Complaint about mismanagement of the commune	1	2,9%
Total	34	100,0%

Most of the calls are related to the request for information about the project representing 32.4% of the calls registered during the reporting period. About 23.5% of the calls are related to questions around local masons and local promoters' works. Making a total of 55.9% of the call related to requests for information in general. Even though the number of calls is very

small to flesh out a conclusion, this situation may mean that beneficiaries are still not sufficiently sensitized to the project and role of each stakeholder.

4 MANAGEMENT AND ADMINISTRATIVE ISSUES

Personnel

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

- key personnel: Following USAID's approval, Henintsoa Ramanahadray, joined the Project Coordination Team as MEAL Manager; Berenger Tchatchou will continue to support the project in an advisory capacity;
- Fenohasina Randrianjafy joined the Project Coordination Team as a WASH governance specialist.

RANO WASH maintained a staff totaling 365 (30% women, 70% men) and had a staff retention rate of 97%²⁰ this year, which has increased from 95% in FY20.

Management

During the reporting period, all project offices continued their activities, adapting and taking relevant sanitary measures to conduct their activities with a gradual return to in-person meetings across the consortium.

The Project continues to apply a matrix management structure to have better project management due to program implementation's technical and geographical complexities. The Project also continues adaptive management²¹, drawing lessons from experience with the COVID-19 pandemic, moving to telework modality, scaling up the use of online platforms to organize webinars, online meetings, and adapting field activities to travel and health restrictions. Following key recommendations from the Project mid-Term review and the external evaluation conducted by WASH Pals, the Project Coordination Team is finalizing a consortium governance manual that compiles and documents the governance structure, key processes, and coordination arrangements established since the project start. (see Annex 11. RANO WASH Team)

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
- Regional-PCT Skype Calls–Monthly
- Regional-level Team Meetings – Biweekly to Monthly
- MEAL PCT/Region/Skype – Weekly
- MEAL Review PCT/Region Meeting/Skype – Quarterly

²⁰ RANO WASH uses a definition of employee retention as the percentage of employees working on the project at the beginning of fiscal year (Oct 19) who stayed with the project for the whole fiscal year.

²¹ In the context of RANO WASH, the project is managed adaptively through a continuous learning and iterative approach. The project explores and refines ways to meet the project outcomes, based on the results of various research and assessments conducted to date, as well from the collaboration and synergies with other projects and stakeholders to inform implementation strategies.

No-Cost Extension

The project has submitted a request for a 12-month no-cost extension to USAID and is awaiting formal approval.

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 periodic meetings with USAID HPN partners

Events and Visits

Some of the more noteworthy visits/events during this quarter and a summary for FY2021 (excluding those at the regional level) are presented in Annex 9.

5 FINANCIAL MANAGEMENT

RANO WASH's total expenditure in Q4 FY 2021 is \$2,626,542 representing a burn rate of 104% against the forecasted accrual of \$ 2,529,247 for Q4. This makes a cumulative expenditure of \$6,917,765, with a burn rate of 75% compared to the total FY21 budget of \$9,189,672. Delays in some governance and construction activities have affected the overall financial performance.

The Project contributed a total of \$1,770,588 in cost-share at the end of the fourth quarter, representing 110 % of \$1,404,048 planned for FY21. In FY2021, the project contributed a total of \$1,770,588 in cost-share, representing 126% of \$1,404,048 planned.

RANO WASH exceeds match fund requirements for the entire project lifetime, with a total contribution to date of \$3,290,817 representing 110% of \$3,000,000 per the Cooperative agreement.

RANO WASH also submitted the financial report (SF425) for this quarter to USAID, reporting a cumulative expenditure of **\$21,350,964** and a cumulative cost-share of **\$3,290,817**.

Annex 4. RANO WASH Finance & Cost Share Q4.21 Update provides further details.

LIST OF ANNEXES

ANNEX 1.	RANO WASH In Pictures	I
ANNEX 2.	RANO WASH Success Stories Q4.21	19
ANNEX 3.	Communication and Media Update Q4.21	33
ANNEX 4.	RANO WASH Finance & Cost Share Q4.21 Update	68
ANNEX 5.	Program Implementation Plan – Q4.21 Update	75
ANNEX 6.	RANO WASH Project Performance Review Q4.21	103
ANNEX 7.	Technical Note on Estimation Method for Access to Water	116
ANNEX 8.	FY21 Learning Plan	119
ANNEX 9.	Key Events in Q4.21 and FY21	123
ANNEX 10.	List of Communes in Program Areas, by District and Region	128
ANNEX 11.	RANO WASH Team	137
ANNEX 12.	RANO WASH Training Q4.21	140
ANNEX 13.	MEAH Organizational Chart	185
ANNEX 14.	List of Regional Coordination Meetings held in Q4.21	186
ANNEX 15.	Quick Wins from the Local Structures Q4.21	191
ANNEX 16.	Draft National Law of the WASH Policy	197
ANNEX 17.	Communal WASH Budget Q4.21 Update	220
ANNEX 18.	Comparison of Communal WASH Budget Vs. Expenses	222
ANNEX 19.	WASH System approach Refresher Workshop for the DREAH	223
ANNEX 20.	System Strengthening Approach and WASH commune-level budget	242
ANNEX 21.	Illustration of Tax Mobilization	257
ANNEX 22.	Overview of the life cycle cost tool for municipal financial planning	259
ANNEX 23.	SE&AM / Monitoring System Strengthening	262
ANNEX 24.	Summary of STEAH mobile training	268
ANNEX 25.	Alaoira Mangoro WASH Market Development Plan	270
ANNEX 26.	Public-Private Partnership Model for Water Services – “Build - Invest – Manage”	271
ANNEX 27.	List of WSPs, APS, and APD Q4.21	273
ANNEX 28.	Water System Construction Q4.21 Update	282
ANNEX 29.	Water Supply Systems PPP Delegation Contracts FY2021/2022	289
ANNEX 30.	Water Coverage Plans Q4.FY21 Update	294
ANNEX 31.	Capacity Building of Water Services Providers	317
ANNEX 32.	Summary Business Plans – Small WASH Entrepreneurs	324
ANNEX 33.	ESF Q4. FY21 Update	334
ANNEX 34.	Environmental Mitigation and Monitoring Report	340
ANNEX 35.	Financial Arrangements made BY WSPs for ongoing constructions	415
ANNEX 36.	Nde ho Maitso tools	417
ANNEX 37.	RANO WASH Behavior Change Strategy	418
ANNEX 38.	Support for Savings Groups	419
ANNEX 39.	Summary Results of the Data Analysis on Research on Handwashing with Soap	421
ANNEX 40.	Summary Results of research on privately managed safe water	424
ANNEX 41.	List of Certified ODF Communes	426
ANNEX 42.	Institutions supported by RANO WASH	428
ANNEX 43.	Gender Actors Mapping	436
ANNEX 44.	Gender mapping of Chiefs of Fokontany	437
ANNEX 45.	Youth Entrepreneurship in WASH	450

RANO WASH

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