



Investing in People
For Social and Economic Justice

SOCIAL AND ECONOMIC RIGHTS TRACKER

STATE OF THE WATER SITUATION IN MAJOR CITIES: WHAT THE LEADERS ARE DOING AND HAVE DONE SO FAR?



The Morton Jaffray refurbishment exercise has seen residents experiencing dry spells to pave way for repairs in Harare and other surrounding areas especially during the weekend



Several cases of typhoid have been reported in the Harare



The pipe along Marimba River in Rugare has not been repaired for the past 10 years.



Bulawayo residents stood in unison against prepaid water meters and the Council has since shelved the move



The Matabeleland Zambezi Water project completion is deemed the permanent solution to Bulawayo and the region's water woes



Residents queue for the precious liquid

Picture credit: Crispin Tabvura and Akili Reuben

The 2nd edition of the score card comes at a time when a lot is happening in the service delivery sector. Squabbles at Harare and Gweru Town Houses between the Minister of Local Government and the MDC-T led Councils threaten efficient service delivery. The suspension of Harare and Gweru Mayors is of serious concern for resident bearing in mind the 2008 service delivery disaster caused by the Makwavarara led commission after the suspension of Mayor Engineer Elias Mudzuri..

ZIMCODD as a social and economic justice coalition had to consult its stakeholders in several parts of the country such as Harare, Bulawayo, Mutare and Gwanda on the water situation in the areas. The score card is a duty bearer's performance appraisal where they are rated for their performance in service delivery.

As enshrined in Section 77(a) of the Zimbabwean Constitution "every person has the right to safe, potable water and the State must take reasonable legislative and other measures, within the limits of the resources available to it, to achieve the progressive realisation of this right."

The consultations conducted by ZIMCODD show a different picture on the ground with regards to the fulfilment of Constitutional provision. The government commitment to ensure that residents enjoy the right is questionable as some policy holders are falling short to meet the ratepayers demands.

Residents in areas such as Old Mabvuku, Old Tafara and Budiriro are being forced to pay bills despite not having had running water for almost a decade, thus one begins to question the sincerity of the Council's mandate.

Water is a human right and progressive steps should be taken to ensure that the citizens' right is not compromised.

In Harare

- We the residents are disturbed by the squabbles at the Town House and this compromise service delivery.
- For several months now, the City has cut water supplies on the basis of carrying out refurbishments at Morton Jaffray Water Treatment Plant, subjecting us to days on end without running water. It is surprising to note that despite the exercise there has not been an improvement in the water supply despite the Council saying the shutdowns are apparently meant to improve the efficiency of the water treatment plant.
- In December 2015, the city was forced to cut its already inadequate household water supply by 18 percent to 450 million litres a day, just over half of daily needs, leaving thousands of residents without enough safe water for drinking and washing. (World Health Organisation recommends 50litres/per day for a person)
- Cases of typhoid have also been recorded in the capital, there is need for sustained water, sanitation and health awareness coupled with reliable supply of safe and clean Water. <http://www.africanews.com/2016/01/29/zimbabwe-announces-typhoid-outbreak-in-harare/>

- To make matters worse the City Council has acted in an undemocratic manner and rose above the citizens demands, forging ahead with the installation of water meters despite stiff resistance from the ratepayers. The pilot project has since been rolled out in Bluffhill, Sunningdale, Kambuzuma, Avenues and Avondale. These pre-paid water meters will compromise the right to water and are a pursuant of neo-liberal policies that prioritise profits ahead of human rights.

In Bulawayo

- The Ministry of Environment Water and Climate has failed to address the water situation in the City of Kings. The Matabeleland Water project which was mooted in 1912 by colonialists has failed to take off despite it being the only sustainable solution to address the water crisis in Bulawayo and other surrounding areas. The government has failed to speedily find partners to co-fund this project.
- We applaud the Bulawayo City Council and Gwanda Town Council for considering basic human rights, through shelving installation of prepaid water meters. According to the representatives of the two municipalities, the meters' will be installed at premises where owners are willing to have them.

In Mutare

- With abundance perennial water supplies from Odzani and Pungwe rivers, most of Mutare residents in high density suburbs are forced to fetch water from unprotected sources. For example, residents of Hobhouse 3 travel for almost 2 kilometres to fetch water from a point near the railway line below a hill. They use wheel barrows or hire trucks to carry buckets of water and compete for road space with vehicles.
- Some suburbs in Mutare are facing water crisis because of leakages of old pipes laid

down several decades ago and the worst affected high suburbs include Dangamvura, Chikanga and Sakubva, some of the most populated areas in the mountainous city.

- Zimbabwe National Water Authority (Zinwa) in 2014 directly violated the constitutionally-guaranteed right of residents to safe and potable drinking water by cutting supplies due to non-payment of bills. Residents had to go for a week without water after ZINWA cut supplies to the city citing non-payment. Currently, ZINWA contends with constant breakdowns and power outages in water provision with its Officials blaming this on the current infrastructure which is oversubscribed.

The cases outlined above reflect the overall water situation in the country's three cities which are also ZIMCODD areas of operation. Water rationing has become a norm; this has been exacerbated by the El Nino induced drought which has seen most dam's water capacity deteriorating. Corruption and mismanagement continue to stall most council's work and have taken a toll on service delivery.

- ZIMCODD considers it the mandate of both the central and local government to address the water crisis. The level of corruption in most Councils makes sad reading especially noting lack of political will to arrest the vice.
- Ratepayers dotted around the country call upon the Ministry of Environment, Water and Climate, Ministry of Local Government and local authorities to address the water crisis. Political power wrangles will not improve service delivery but rather continue compromising it.

For how long shall corruption activities continue being swept under the carpet while the residents have to part with their hard earned cash for services that are not provided?

Clean and potable water is every Zimbabwean's right and the rights holders should demand accountability from duty bearers.

KEY	Category:	Effective	Fairly Effective	Somewhat Not Effective	Not Effective
	Scale:	7.5-10	5-7.4	2.5-4.9	0-2.4

Ministry of Environment, Water and Climate

We call upon the Ministry to ensure that adequate resources are channelled towards providing bulk water through ZINWA. The Ministry has failed to ensure that the WHO guidelines on water supply are fulfilled. WHO recommends 50litres/per day/ person but it is saddening to note that most Councils have rolled out water rationing schemes.

Address the water policy and align it to the Constitutional provision, Section 77(a). Water is not a commodity, it is a right.

Current Progressive Score 2/10

Since our consultations for the first edition of the score card, the water situation has not improved in most cities. Dry taps have become a norm and this has compromised the citizenry's health. There has not been any improvement in service delivery especially in areas such as Mabvuku, Tafara, and Greendale among other areas. In Bulawayo there has not been any much progress on the Matabeleland-Zambezi water project.

The Ministry has failed to ensure that the water policy responds to the challenges faced by residents despite its main objectives being ;to arrest the continued deterioration of the water and sanitation assets; to develop practical fast-

track strategies to achieve recovery of services; to re-establish the confidence of consumers and water users through the restoration of affordable services; and to clarify institutional functions, responsibilities, and accountability; and to restore the financial viability of institutions.

Revise Water Legislative Framework

Three years after the promulgation of the Constitution, the Executive has not yet come up with a legislation to align the country's local government laws to the Constitution. The Local Authorities Bill developed by the Ministry of Local Government makes no attempt to align the Urban Councils Act and Rural District Act with the Constitution leaving intact powers of central government to issue directives to local authorities, suspend Mayors and Councillors from office and to appoint caretakers to assume running of Councils. This has compromised

service delivery as duty bearers are suspended willy nilly as noted from what happened to the Mayor of Gweru and Harare who were suspended by the Minister of Local Government, Public Works and Local Housing.

Current Progressive Score 4/10

Currently there is no coherence and the piece meal amendments have compromised service delivery in most cities. The Local Government Bill is unfair as it is consolidating Central Government power over Local authorities. To score you well you have to put in place an act of Parliament which allows an independent tribunal to dismiss the Mayors and Councillors.

Ministry of Finance

There is need for the allocation of adequate funds for water and sanitation. In the 2016 budget, the allocation of a paltry US\$51.4

WE DON'T NEED ANY LOANS, OUR RESOURCES ARE ENOUGH TO ADDRESS THE WATER CRISIS!

Zimbabwe Coalition on Debt and Development, No. 226 Samora Machel Ave, Eastlea, Harare. Tel: +263-4-776830 Email: zimcodd@zimcodd.co.zw. Website: www.zimcodd.org Twitter: @ZIMCODD1

million for rehabilitation and upgrading of water and sewer infrastructure against the US\$ 357, 67 million allocated to the Defence Ministry makes sad reading especially noting that the country is not in a war and is generally peaceful. More resources should be channelled to address the water crisis. We however, welcome the commissioning of the Mtshabezi Pipeline Project and the completion of the projects under ZIMFUND phase 1.

Current Progressive Score 5/10

Currently there are misplaced priorities in budget allocation hence to attract a better score; there is need for adequate consultation among stakeholders before the allocation of budget

Ministry of Local Government, Public Works and National Housing

Avoid meddling in Council matters
There has been unnecessary interference by the Ministry and politicking has compromised service delivery. In Harare, the town House has been transformed to being a battle ground instead of ensuring that residents 'matters are dealt with effectively and expediently. The interference by the Ministry of Local Government, Public Works and National Housing needs to be brought to a halt.

Current Progressive Score 0/10

The re-suspension of the Harare Mayor Bernard Manyenyeni barely 24 hours after government rescinded its decision to suspend him over the appointment of banker James Mushore as Town Clerk shows the retrogressive steps being undertaken by the Ministry. Residents have not been spared in the hullabaloo since service provision is affected. The issue of burst pipes must also be addressed in the earliest possible time.

The Local Government Laws Amendment Bill (H.B. 1,2016) has been rejected by the residents who have called for its refinement. The Bill seeks to entrench executive control over local governance issues within the Ministry of Local Government violating the Constitution provision on devolution of power. Residents argue that the Executive is not being sensitive by bringing issues to do with disciplinary processes for discussion yet the process of devolution should take precedence.

Local Authorities

Rural and urban councils have failed to provide clean and potable water for the ratepayers. Early this year at least six cases of typhoid were reported in the areas of Glen Norah, Hopley and Hatfield. These numbers speak for themselves on the dire situation on the ground.

Public Finance Management

Corruption continues to rear its ugly head in most local authorities. It is alleged that some Executives are awarding themselves foreign holidays while ordinary workers have gone for more than two years without salaries. Instead of lining your pockets consider and address the plight of ratepayers.

Current Progressive Score 3/10

Your score is below average. Firstly deal with deep rooted corruption that has compromised

social service delivery. Transparency and accountability in public finance must be at the fore front as this will ensure that residents are not short-changed. The Auditor General's reports have not been given the attention they deserve and the Government has failed to arrest perpetrators. The Auditor-General Mildred Chiri in her 2014 local authorities audit report revealed cases where suppliers were paid in advance, but the purchased goods and services were not delivered. In addition, some councils could not avail expenditure supporting documents. Issues the government has failed to bring to a halt.

Reverse The Proposal To Install Water Meters

All local authorities pluck a leaf from the Bulawayo City Council which has hastened to the residents call and reversed the installation of prepaid water meters. Water is a human right and therefore you must not make social service expensive by pursuing this neo-liberal approach.

Abide By Justice Bhunu's Ruling

Justice Chinembiri Bhunu 's ruling on the case of Farai Mushoriwa versus the Harare City Council ,handed down on the 30th April 2014,vindicated the residents call for the fulfilment of the right to water as he disregarded the Council for disconnecting water. The joy was short-lived as the Council continues to disconnect water due to unpaid bills and in some instances attaching residents' properties. Harare City Council 's view that disconnecting water is the only language that can compel residents and businesses to honour their dues is farfetched .The continuation of water disconnections is a testimony that the City of Harare is regarding itself as above the courts of Zimbabwe and the Zimbabwean Constitution.

Current Progressive Score 0/10

Nothing has been done to recover money looted by corrupt Council Executives and debt owed by government and corporates. Harare City Councils has gone ahead to roll the much disputed pre paid water meters and there has been no commitment to abide by Justice Bhunu's 's ruling. This leaves the score below par.

The Morton Jaffray water refurbishment project was touted as the panacea to Harare's water woes but despite the project being in its final stages, the water crisis remains unresolved and dry taps are still a custom in areas such as Tafara. This has forced the poor to dig deeper in their pockets so that they may be able to purchase water. Running water has become a luxury in most cities. In Mutare areas such as Gimboki and Federation have no running water and in areas such as Dangamvura and Hobhouse water flows in intervals. The 2nd largest city, Bulawayo will see the resident's plight addressed only after the completion of the Matabeleland Zambezi water project which has remained in the pipeline for over a decade.

Water is our right as stipulated in Chapter 4 Section 77(a); therefore duty bearers please address our plight. Zimbabwe is endowed with considerable natural resources that serve as a cornerstone for economic development and these must be channelled for the realisation of our rights.

Reasons Why We Say No To Prepaid Water Meters

Prepaid Water Meters Pave the Way for Privatisation

Prepaid water meters are a tool used under private contract in order to secure profits for the shareholders, not the access to water for the users.

Prepaid Water Meters Perverts Demand Management

Prepaid water meters facilitate effective demand management in a very cruel manner: when one cannot afford the charge, he/she is simply cut off. Studies have shown that prepaid water meters have reduced the demand of water by up to 65%, leaving poor consumers with the bare minimum of water for their daily consumption because they cannot afford the water they need.

Prepaid Water Meters Remove Procedural Protections and Consumer Safeguards

Prepaid water meters fundamentally change the social relationship households have traditionally had with water providers. They remove all safeguards for the consumer. The relationship between the consumer and the water provider is limited as the service provider is not available for any negotiations regarding faulty billing and disconnections

Prepaid Water Meters Exacerbate Emergencies

In the event of fire a lot of water is needed to put it out – but with prepaid water meters households are likely to find themselves cut off when extinguishing the fire. The prepaid water meter does not understand emergencies.

Prepaid Water Meters Undermine Public Health

Prepaid meters force households to reduce their consumption of water and to make difficult trade-offs between food, medicines, school fees, transportation and other essential goods and services and the consumption of water. As a result, families survive on less than the World Health Organization recommended minimum water consumption for life of at least 25 litres of water per day for basic survival

Prepaid Water Meters are More Expensive

Despite potential management savings prepaid water meters are provided at a higher rate for users as compared to a traditional billing system. Prepaid water meters are sold as a high-

tech solution and come at a higher price than any other meter.

Prepaid Water Meters Increase Conflicts in our Communities

Communities traditionally share the burden of providing access to water for all. With the implementation of prepaid water meters, water becomes an individualized marketed commodity and social relations in the communities erode when families run out of water. In desperate need, families 'steal' water from each other when they are unable to buy the water they need for basic survival

Prepaid Water Meters Magnifies Inequality

Prepaid water meters are promoted in poor areas in order to secure payments from families who have difficulties paying under ordinary circumstances. Prepaid water meters are not promoted in areas where the affluent live or on government and companies premises. Since government owes a huge chunk of local authorities' debt, how will council ensure government and companies' compliance?

Prepaid Water Meters Violate the Right to Water

The human right to water has been recognized in the United Nations International Covenant on Economic, Social and Cultural Rights. Prepaid water meters abuse the core of this international treaty by denying access to clean water to those in most need. Instead, prepaid water meters force poor families to use unsafe water sources once they lose their ability to pay.

Prepaid Water Meters Exacerbates Gender Inequality

When families find themselves unable to pay for prepaid water services, they are forced to use alternative sources of water. That forces women and children backward into the traditional role as water carriers and undermines educational and gender equality gains that can be reached through simple improvements in water supply.

Prepaid Water Meters Abuse Willingness To Pay Against Ability To Pay

World Bank and private companies justify prepaid water meters and state that even poor households are willing to pay increasing tariffs for access to clean water. In addition to addressing the wrong problem, prepaid water meters do not make access to water cheaper for the poor. This argument does not support the fact that all human beings need water for basic survival. Instead, these decision makers must start analyzing the ability to pay. Households should not be forced to give up food in order to buy water.



ZIMCODD Contact Details
Head Office:
 226 Samora Machel Ave, Eastlea, Harare
 Tel: +263-4-776830
 Email: zimcodd@zimcodd.co.zw

Bulawayo Office:
 42A Samuel Parirenyatwa Street,
 Between 2nd & 3rd Avenue, Bulawayo
 Tel: +263-9-886594/5
 Email: zimcoddbyo@gmail.com

www.zimcodd.org



Twitter: Zimbabwe Coalition on Debt and Development
Handle: @zimcodd1



Facebook: Zimbabwe Coalition on Debt and Development
Account: Zimecodd Zimecodd