

On-Site Community Water Governance Scorecard

Name	Office
Project	Date

The intention for this survey is to ask questions during a site visit that will allow a rapid assessment of the water system governance at that site. “Yes (fully)” answers are worth 3, “Yes (Partly)” are worth 1 and “No” are 0. This guide is not intended to provide a “passing” or “failing” grade, however it should provide a governance lens in which to view the site and suggest potential interventions for improving services. The Water Governance scorecard is framed in USAID’s PITA framework and compliments the GROWS TATE framework. For more information on additional resources, please see [Section 2](#) of the Toolkit.

Accountability Questions	Yes (Fully)	Yes (Partly)	No	Notes	Additional Resources
A1 Does the system utilize a pay-for-service or other approach to ensure sufficient funding to cover long-term operations, maintenance, and repairs costs?					Electronic Payments, Electric Taps
A2 Does the person/organization responsible for service provision (Maintenance? Operations? Management?) have access to technical and administrative support groups?					Subscription Maintenance, Technical Associations
A3 Does a trained, qualified bookkeeper track finances for the service provider?					Training & Capacity Building, Audits
A4 Does the system undergo documented regular maintenance checks and repairs by a trained (qualified) individual?					Subscription Maintenance
A5 Is there a written agreement documenting ownership, roles and responsibilities for the water system?					Legal Registration & Formal Contracting
A6 Is there recourse if the community's obligations to the service provider are not met?					Collective Payment
A7 Is there recourse if the service provider's obligations to the community are not met?					Legal Registration & Formal Contracting
Sub-Totals:	__x3	__x1	__x0		
Accountability Total:	___/21				

Participation Questions	Yes (Fully)	Yes (Partly)	No	Notes	Additional Resources
P1 Are vulnerable members of the community able to access water regardless of ability to pay?					Social Costing
P2 Are community members involved in the water system planning process for any system changes (including participation by marginalized groups - potential users)?					Participatory Planning, Community Meetings
P3 Can women be elected to community water system leadership positions?					Participatory Planning, Community Meetings
P4 Are marginalized groups actively engaged in planning, decision-making and oversight committees?					Participatory Planning, Community Meetings
P5 Are women owned businesses and female technicians able to access resources provided to services providers - finance, training, licensing etc?					Micro Financing
Sub-Totals:	__x3	__x1	__x0		
Participation Total:	___/15				

GOVERNANCE RESEARCH ON WATER SYSTEMS (GROWS)



Inclusion Questions		Yes (Fully)	Yes (Partly)	No	Notes	Additional Resources
I1	Is there a local (community or government) third party monitor that ensures technical and financial performance of the system?					Audit, Umbrella Org., Franchising, Publication of Performance Info.
I2	Are community meetings held between service providers, users, and government officials that allow user participation?					Community Meetings
I3	Are there mechanisms for community members to voice water service concerns to service providers and local government authorities?					Community Meetings
Sub-Totals:		__x3	__x1	__x0		
Inclusion Total:					____/9	

Transparency Questions		Yes (Fully)	Yes (Partly)	No	Notes	Additional Resources
T1	Is the service provider legally registered and working under a contractual framework?					Legal Registration & Formal Contracting
T2	Are there well-defined, agreed-upon, and widely known tariffs for water?					Contingent Funding
T3	Has a financial audit been performed on the service provider at some point over the last five years?					Audit
T4	Are there agreed upon and publicly known performance and quality standards required by service providers?					Publication of Performance Information
T5	Is accurate information around water system technical and financial performance made publicly available (through avenues that reach all users)?					Dashboards
Sub-Totals:		__x3	__x1	__x0		
Transparency Total:					____/15	