

GAMA-SWP News



ATTENDING TO NATURE'S CALL;

THE STORY OF TWO BLIND MEN AND THE IMPACT OF A HOUSEHOLD TOILET ON THEIR LIVES

Picture this scenario; a blind man in his 60s being escorted to a public toilet twice daily to attend to nature's call. After enduring falls and slips during the 5 minutes trip to the facility, he would usually have to wait his turn to attend to nature's call.

continues on p.3



FOREWORD

Welcome to the second edition of GAMA SWP Newsletter. The project successfully completed the Global Partnership for Output based Aid (GPOBA) component of the Project in June 2018, exceeded the target by 17%. 7200 household toilets were constructed against the targeted 6900. This is phenomenal in Ghana.

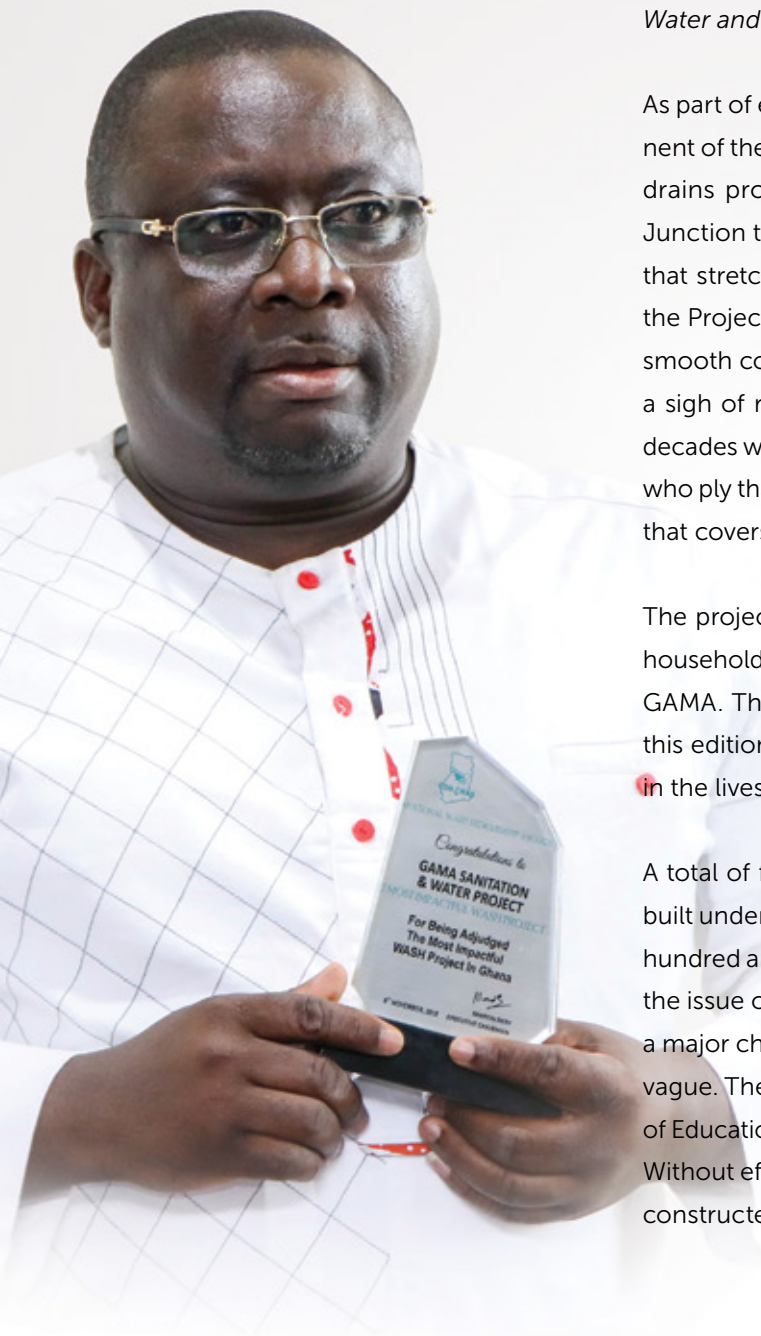
During the period under review, the Project was also selected as the *Most Impactful WASH Project in Ghana by the Coalition of NGOs in Water and Sanitation (CONIWAS)*.

As part of efforts to deal with flooding in the GAMA, the drains component of the project, successfully completed one of the most complicated drains projects in Ghana; the cutting across the N1 at the Mallam Junction to install a double culvert drain to stop perennial flooding on that stretch of the road. As challenging as that project seemed to be the Project team worked together with other stakeholders to ensure a smooth completion. As of today, the residents in the area are breathing a sigh of relief since the perennial flooding which has persisted over decades was not experienced during the rainy season this year. Motorists who ply that portion of the road do not have to worry about the flooding that covers the road anytime there is a heavy downpour.

The project has also successfully constructed over Sixteen Thousand household toilets for residents in low income urban communities across GAMA. The chilling stories of some of these beneficiaries captured in this edition of the newsletter will reveal the importance of this project in the lives of the urban poor.

A total of four hundred and sixty institutional toilet facilities are being built under the project. Three hundred and one are newly built and one hundred and five being renovated. The milestones although significant, the issue of sustainability particularly with the institutional toilets is still a major challenge. The responsibility of managing these facilities is still vague. The project is still engaging major stakeholders such as Ministry of Education and Sanitation to work out a lasting solution to the situation. Without effective facilities management plan for each facility, the newly constructed facilities would breakdown within the shortest time.

Ing. Goerge Asiedu
Coordinator, GAMA SWP





cover story:

After enduring falls and slips during the 5 minutes trip to the facility, he would usually have to wait his turn to attend to nature's call.

This used to be the daily plight of retired staff of the Ghana Highway

Authority, Nii Armah Tetteh, a resident of Bubuashie a community within the Accra Metropolitan Assembly. **He lost his sight to glaucoma four years ago; almost immediately after he retired from active service.**

He lives with his youngest daughter, 22- year-old Naa Ayeley and other tenants. "Usually, when I'm pressed, I would have to rush to the public toilet, it wasn't an easy thing. When you get there too, the place is always full up; you'll have to stand for a long time before you can use it", he recollecting his experience of using a public facility.

This structure, like many others in the country, does not have hand rails which Mr. Tetteh could use as support to make his way to the toilet seat. He would have to be guided all

the through by a family member, usually Naa Ayeley. Naa, who is a Level 300 Social Work student of the University of Ghana, had to ensure that she escorts her blind father to the toilet and back every day before she leaves for school.

"When I leave, there's no one home to take him to toilet so he would usually step out and beg anyone around by chance to take him there. I had to take him there on more than two occasions at night. It was emotionally difficult and challenging for me as a young woman. There were times I had to miss lecturers because I was worried about leaving him home alone, especially on days that he does not request to go to the toilet", she recounted.

And after struggling to juggle school

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It was scary going to the public toilet with him at night. He would often fall and around that time too, mosquitoes would be worrying us. I found it difficult sleeping after such late night trips to the toilet

work and tending to her blind father on a daily basis, Naa Ayeley would occasionally be woken up at night to accompany him to the toilet. "It was scary going to the public toilet with him at night. He would often fall and around that time too, mosquitoes would be worrying us. I found it difficult sleeping after such late night trips to the toilet", she lamented.

It was her consistent complaints to other family members after two years of endurance that got one of her uncles who resides at Amasaman to apply to have the bio digester installed on the premises through the GAMA Sanitation and Water Project. He heard of the project through a friend and thought it was what his brother and the family needed. After making an outright payment, the bio digester was immediately constructed.

Now, Mr. Tetteh makes his way to the toilet by himself, reducing an otherwise five-minute journey to

barely a minute. Other members of the household also benefit from this toilet. They don't have to pay 70 pesewas once or twice every day to do something as natural as easing themselves.

"People from Kokomlemle and Dansoman have approached me to ask about the benefits of this toilet. Three people have so far come and I have directed them to you (AMA Waste Management office). It's a good thing, everyone should get one".

Miles away from Bubuashie, another retiree, 77 year old Philip Nii Odartey Cruikshank; a resident of Osu shared a similar story. He was a laboratory technician in Europe who lost his eyesight more than three decades ago. Unlike Nii Armah Tetteh, Mr. Cruikshank did not have to use public toilet.

His family acquired a porta potty; a portable toilet bowl which has chemicals that allow for it to be

emptied after a period. But they had to purchase GHC 20 worth of chemicals every three weeks coupled with the inconvenience of having to throw out the waste material every three weeks. "The difficulty with that was that you have to throw it away yourself and clean it afterwards" he explained.

He was the only member of his five-member household who used it. The others paid between 50 pesewas and GHC 1 to use the public toilet kilometers away from the house. Mr. Cruikshank is relieved knowing that his family can now do their private business in the comfort of their home. "This toilet facility is very advantageous; it gives you the liberty to serve yourself without travelling long distances".

He is so impressed with the bio digester that he has requested for two more to be constructed in his other two homes in Tabora, another community in Accra. In fact, one of those have already been constructed. What's his advice to people who do not have toilet facilities in their homes? "It's a very good thing and very affordable too. Now I don't have to worry about going to the toilet. I do it easily", he said, giving credence to the 'Shit without Stress' the slogan of the GAMA SWPI!

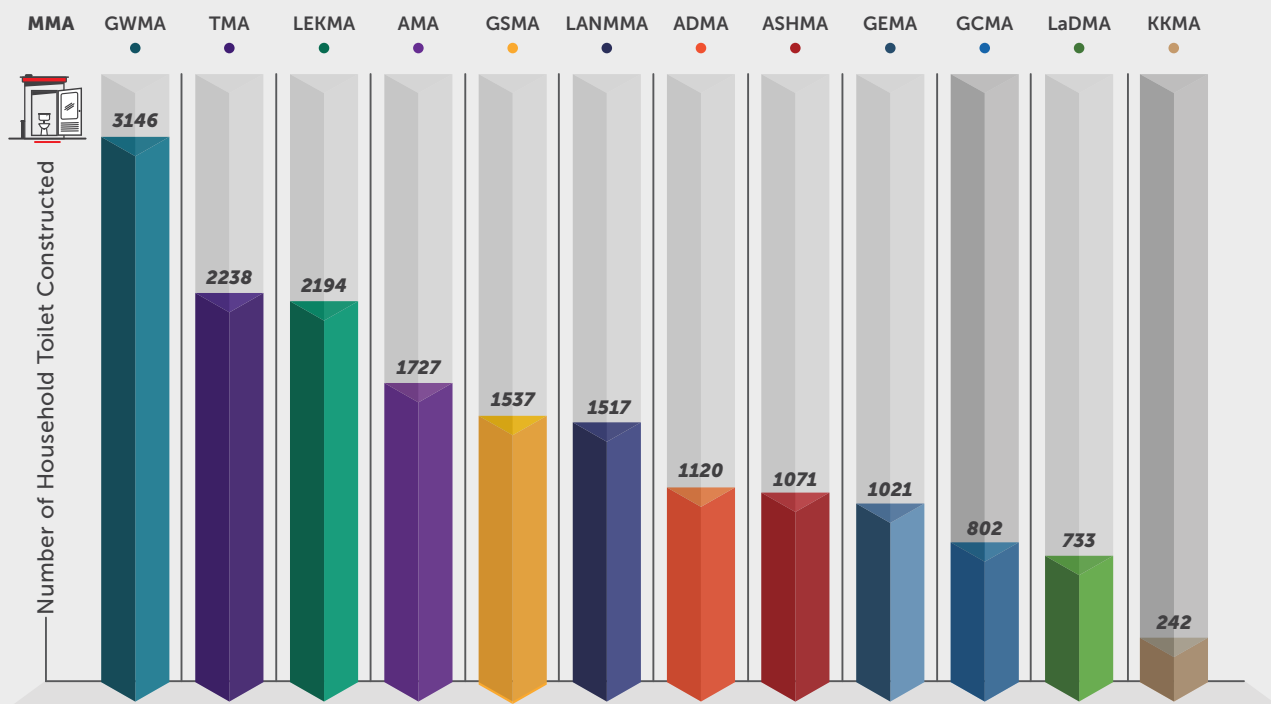
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People from Kokomlemle and Dansoman have approached me to ask about the benefits of this toilet. Three people have so far come and I have directed them to you (AMA Waste Management office). It's a good thing, everyone should get one

GAMA SWP HOUSEHOLD TOILET LEAGUE TABLE FOR TWELVE ASSEMBLIES

30th JANUARY, 2019

	MMA	NUMBER OF HHT CONSTRUCTED
1st	• GWMA	3146
2nd	• TMA	2238
3rd	• LEKMA	2194
4th	• AMA	1727
5th	• GSMA	1537
6th	• LANMMA	1517
7th	• ADMA	1120
8th	• ASHMA	1071
9th	• GEMA	1021
10th	• GCMA	802
11th	• LaDMA	733
12th	• KKMA	242
	TOTAL	17,348



Total number of Household Toilet Constructed = **14,970**



THE GAMA DRAIN PROJECTS: A MAJOR STEP TO ADDRESSING PERENNIAL FLOODING

When I got to the site of the Mallam Junction drainage project at about 2.30 p.m last Friday, work was progressing steadily.

It was the fourth day since portions of the roads that connected Awoshie and Kwashieman to Mallam and Kasoa were closed to traffic at the Mallam Junction Interchange to make way for the construction of the drain.

Forty-six year old Aziz Osmanu and eight others were busy erecting wooden structures and clearing the debris from an excavated trench and preparing structures that will receive the precast or already-made culverts.

On site was the project Manager, Mr

Sun Tao, who was seen surprising to the workers. Police officers from the Odorkor Division of the Motor Traffic and Transport Department (MTTD) were also at the site to secure lives and properties.

Led by Chief Inspector Daniel Attuah, the MTTD officials worked diligently to ensure that motorists and other

road users did not trespass the area that had been cordoned off for work on the drain to progress.

Meanwhile, the busy road from Awoshie and Kwashieman that connects Mallam and Gbawe at the Mallam Junction Interchange was without motorists because of the diversion.

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Dolor augue eu egestas wisi ullamcorper, egestas ac elit consectetur metus aliquet amet, sed dolores nunc quam volutpat tristique, amet felis.

The project

Work on the 500-metre double cell culvert drain at Mallam Junction began on Monday, April 30, 2017 and is expected to be completed in 50 days.

The GH¢6 million Mallam drain is among some priority drains that have been earmarked for re-engineering under the Greater Accra Metropolitan Area (GAMA) sanitation project that started in 2015 with a \$150 million funding support from the World Bank.

Other priority drains are located at areas such as Gbawe, Kaneshie First Light and Agbogba, while some minor ones are also to be constructed across the 11 assemblies within the Accra Metropolis.

The contractor is China Shanxi Si Jian Group Company Limited and the Engineering and Supervising Consultant is Weruw Consulting. The project designs and scope of work include the construction of a double cell box drain of 150 meters (M) by 4.0m x 2.5m, provision of a reinforced concrete open rectangular channel of 80.0m x 7.0m x 2.5m, as well as deepening and widening of earth channel of about 230m long.

The capacity of the existing culvert is small and unable to carry the huge volumes of water from the stream into the sea, especially during the rainy season. The situation accounted for the perennial flooding of communities in the area.



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The area of the new culvert is almost six times that of the old one and will help solve the flooding in the area

It is expected that the new drain project will make room for the free flow of water from the stream and also address the flooding in the area that leaves many people counting their losses any time the rains descend.

Explaining details of the new project last Thursday (May 3), a Sanitation Engineer of the GAMA Sanitation and Water Project, Mr Gabriel Engman, said the project would be done in three phases, involving cutting through the road, excavating and preparing the grounds for the pre-casted culverts to be fixed.

“If you compare the old culvert to the new one that we are constructing now, you will realise that we are doing a double cell box culvert of 3.5 meters in width each, making a total of seven meters while the depth is about 2.5 meters.

“The area of the new culvert is almost six times that of the old one and will help solve the flooding in the area,” he added.

The expansion work on the culvert means that about 60 meters of the road will have to be cut, hence the road diversions in the area.

Diversions

As part of the arrangements, road traffic flow from Awoshie and Kwashieman that connects Mallam, Weija and Kasoa, that hitherto passed through Mallam Interchange, has been diverted.

Also, traffic from the Odorkor-Mallam, as well as Kasoa-Odorkor roads have been appropriately diverted to alternative routes to ensure that ongoing work is not interrupted.

These diversions mean that for the next two months, the travelling public, including motorists, pedestrians and other road users will have to make some sacrifices in turnaround time.

If what I saw at the time of the visit to the project site last Friday is anything to go by, then there is no doubt that the inconveniences in terms of the flow of traffic will not be as dire as one would expect.

Some road users who shared their experiences about the road diversions said the move was a necessary evil.

"It is true that we sometimes spend some more time on the road due to the diversions but considering the ordeal we go through anytime there is flooding here, we prefer to sacrifice now and be safe when the rains come," a 35-year-old driver, Kwabena Oforu, said.

Studies

Two scientific studies by UN Habitat – "Accra Ghana: a city vulnerable to flooding and drought-Induced migration" and "The three dimensional causes of flooding in Accra, Ghana" conducted in 2011 and 2014 respectively, pointed out multi-faceted causes of the perennial floods in the capital city.

One of the key causes identified was the poor flow in drainage networks.

A section of the 2014 findings reads: "Accra has an underdeveloped drainage network. Several natural river and stream courses drain the city from the north to the south. Some short sections of these large river channels have been reinforced with concrete dykes.

"Besides these water courses, there are drains that run along most asphalt streets, and much smaller ones laid

in some of the small, previously planned neighbourhoods, draining sewerage and run-offs.

"In all, engineered drains are a small fraction of the city's requirement. Apart from their insufficiency, many have been observed to be undersized, unconnected or improperly channelled. As a result, some floods have been traced to such faulty drains."

Good move

Past experiences have shown that during the peak of the rainy season in the capital city, homes and businesses in areas such as Odawna, Kwame Nkrumah Circle, Obetsebi roundabout, Kaneshie, Abossey Okai, Nima and Mallam are inundated with flood water, leading to loss of lives

and properties running into millions of Ghana cedis.

Choked, narrow and poorly constructed drains have always been cited as one of the causes of the perennial floods.

It is in the light of this that great importance ought to be attached to the plans by the Ministry of Sanitation and Water Resources to reconstruct the priority drains under the GAMA sanitation project.

Be responsible

Even as these drains are being constructed to improve the drainage situation in flood-prone areas ahead of the rains, there is the need for attitudinal change in the way we manage waste in the country.

We must collectively resolve to stay away from dumping refuse into gutters since that practice get drains choked and makes them incapable of containing flood water.

Let's support the "Clean Ghana," "Adopt a Bin", "National Sanitation Day" and other initiatives that will help rid the country of filth to keep our drains free from refuse.



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 GAMASWP  GAMASWP  GAMASWP

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GAMA PICKS UP 'MOST IMPACTFUL PROJECT' AT 2018 WASH AWARDS

The GAMA Sanitation and Water Project, has been awarded 'Most Impactful Project' at the 2018 National WASH Stewardship Awards which took place at Sogakope in the Volta Region on Thursday.

The objective of the GAMA's project is to increase access to sanitation and water to low-income urban communities in the Greater Accra Metropolitan Area (GAMA).

The project has currently provided over 13,500 household with toilet facilities, and has provided water to over four thousand households in

such communities.

Even though the project will end in 2020, it is expected to exceed most of its targets.

The project is currently operating in eleven metropolitan and municipal Assemblies across GAMA.

The project has four components. The first component is the provision of environmental sanitation and water supply services to priority low-income areas under the GAMA, with a strong focus on liquid sanitation.



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The objective of this component is to improve and expand the water distribution network in order to provide pipe-borne water to the targeted people living in low-income communities in the GAMA.



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The project has currently provided over 13,500 household with toilet facilities, and has provided water to over four thousand households in such communities.

This component also includes the development and implementation of a hygiene and sanitation behavior change campaign targeted at low-income households, and a major learning and dissemination effort aimed at informing a large-scale institutionalized approach to upgrading sanitation in low-income communities.

The second component is the improvement and expansion of the water distribution network in the GAMA.

The objective of this component is to improve and expand the water

distribution network in order to provide pipe-borne water to the targeted people living in low-income communities in the GAMA.

The component supports the acquisition and installation of water meters and other equipment, as well as the provision of services, aimed at improving water demand management and reducing non-revenue water.

The third component is the planning, improvement, and expansion of GAMA-wide environmental sanitation services. The objective of this component is to develop

integrated GAMA-wide plans for liquid and solid waste management and drainage, and to finance critical elements to improve the collection, treatment, and disposal of wastewater and septic sludge.

The fourth component is institutional strengthening of Municipal, Metropolitan, and national institutions.

This component strengthens institutions of the GAMA, especially the waste management departments, to be accountable and responsible. It involves capacity building of staff members of the various institutions, stakeholders' training, reviewing of by-laws of the MMDAs and other activities.

In 2013, the World Bank's Board of Executive Directors approved a US\$155 million International Development Association (IDA) grant to support the Government of Ghana's efforts to increase access to sanitation and water supply services. It is also intended for the improvement of the capacity of government agencies to plan and manage natural resources in a more sustainable manner.

The funds were to support two of the Government of Ghana's priorities: manage natural resources in a sustainable manner, and bring improved sanitation and water supply to over 3.6 million people living in and around the Greater Accra Metropolitan Area (GAMA).



NSUO APP WINS US\$5000 SANITATION HACKATHON COMPETITION

NSUO APP HAS BEEN ADJUDGED THE OVERALL WINNER OF THE MAIDEN SANITATION HACKATHON COMPETITION HELD AT THE ALISA HOTEL.

The team which took home the ultimate prize of US\$5000, a tablet each and 6months data from Surflin pulled 346points out of the total score of 450 to beat 30 teams.

The judges were impressed about their work as the most viable and scalable digital solution to the sanitation menace in the country.

Beamers Team won the second place with US\$3000, a tablet each

and 6months data from surflin after pulling 305points.

Sani-GH Team also received US\$2000, a tablet each and 6months data from Surflin for the third position after pulling 295points.

In the special category award, Team Kijani won the most innovative solution with a tablet each. Smart Team was adjudged the most promising solution with a tablet each whiles Sani-Gh Team were

awarded for their good team work and commitment with a tablet each.

35 teams out of 300 applicants were selected for the final stage of the Sanitation Hackathon which started on 17th to 19th November 2018. 5 teams out of the 35 dropped before the beginning of the competition.

The teams provided digital solutions to the sanitation challenges by presenting and defending their ideas,

mobile applications and projects to a panel of experts for consideration organized by the Ministry of Sanitation and Water Resource with support from World Bank Ghana. Speaking on behalf of the Minister for Sanitation and Water Resources, Mr. Joseph Obeng-Poku, the Chief Director said we will need to do things differently if we have to achieve sanitation and water for all by 2030.

He noted that currently, the country generates an estimated 16,000 tonnes of solid waste daily which has to be safely managed.

The Chief Director indicated that technology is playing a significant role in addressing some of the developmental challenges in the country.

Its high penetration rate and usage, according to Mr. Obeng-Poku, affords the platform for long-term success and sustainability of solutions integrating Information Technology in sanitation.

He added that a 2018 report on the Ghanaian Mobile Phone Sector has shown that Ghana is one of Africa's largest mobile technology markets with approximately 34.5 subscribers and a penetration rate of 119 per cent, while about 11 million- nearly one-third of the country's population are active internet users.

Mr. Obeng-Poku said the ministry is focused on restoring the image



of Ghanaians by eliminating open defecation.

According to him, the Ministry is aggressively pursuing the one house, one toilet agenda of the government. In this light, the municipal and district assemblies across the country have been given specific timelines and outputs for the provision of household toilets to the citizens.

"The Assemblies have also been directed to enforce their bye laws in this regard," he stated.

Mr. Obeng-Poku stressed that the GAMA Sanitation and Water Project has also constructed over 13,500 household toilets to support this agenda.

The project, he emphasised is expected to construct an additional 7000 toilets by the middle of 2019. The project is also constructing 406 institutional toilets in 246 schools across the Greater Accra to ensure

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that open defecation is eradicated in these schools.

He intimated that the Ministry has put in place the necessary frameworks and initiatives to improve solid waste management in the country in order to make Accra the cleanest city in Africa.



2019

Toilet "JAMA" Competition!

WONSHI!!!

**A behaviour change campaign to arrest
OPEN DEFECATION**

Guest Groups: Vandals, Wutah etc.

**Participating communities: Chorkor, Bukom, Abankor,
Ziginshore, La, Teshie, Amanfrom etc.**

In partnership with Obonu Tv

Contact: 050.161.9361 / 050.161.9363 / 050.155.0850

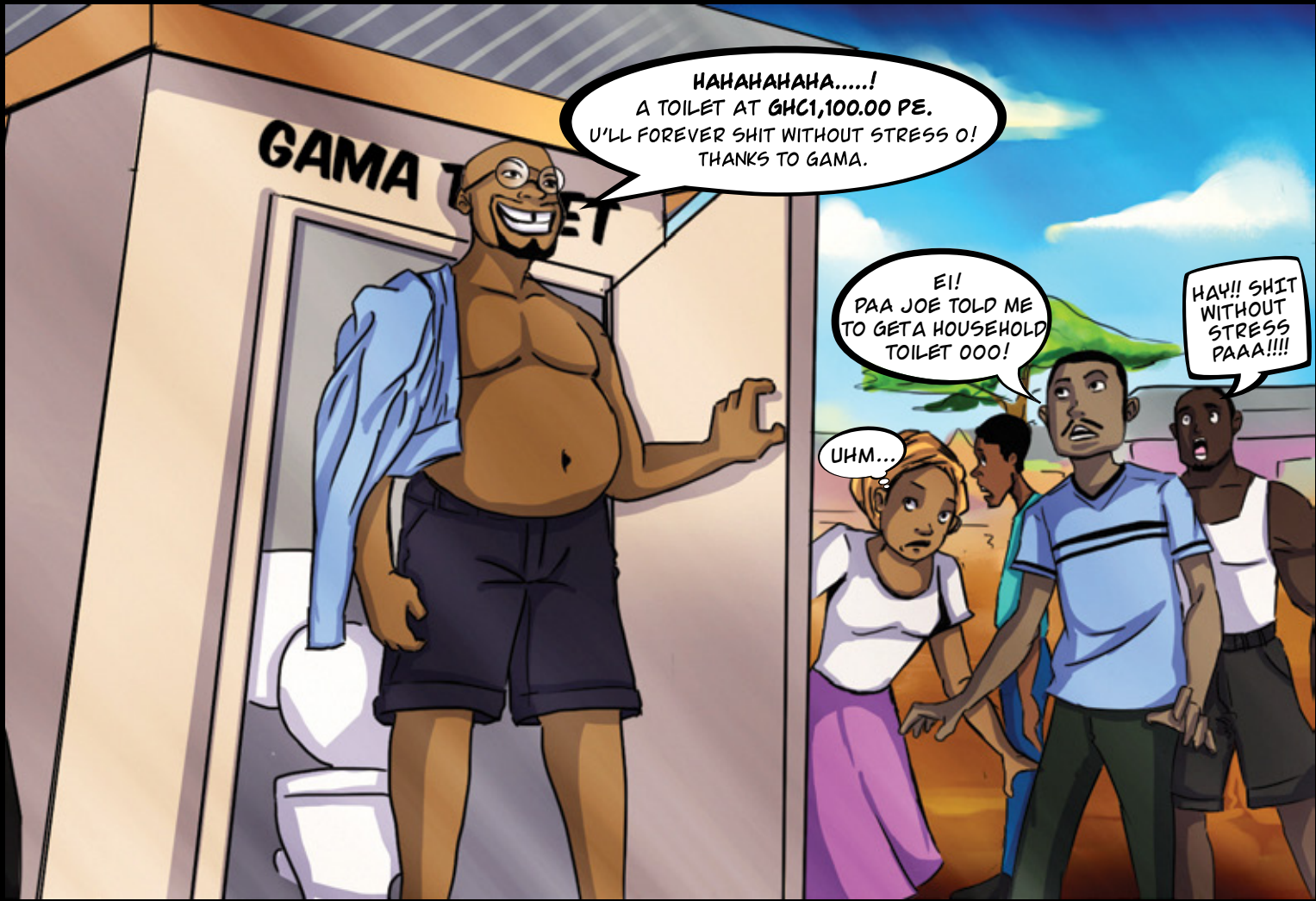


MINISTRY OF SANITATION
AND WATER RESOURCES



THE WORLD BANK
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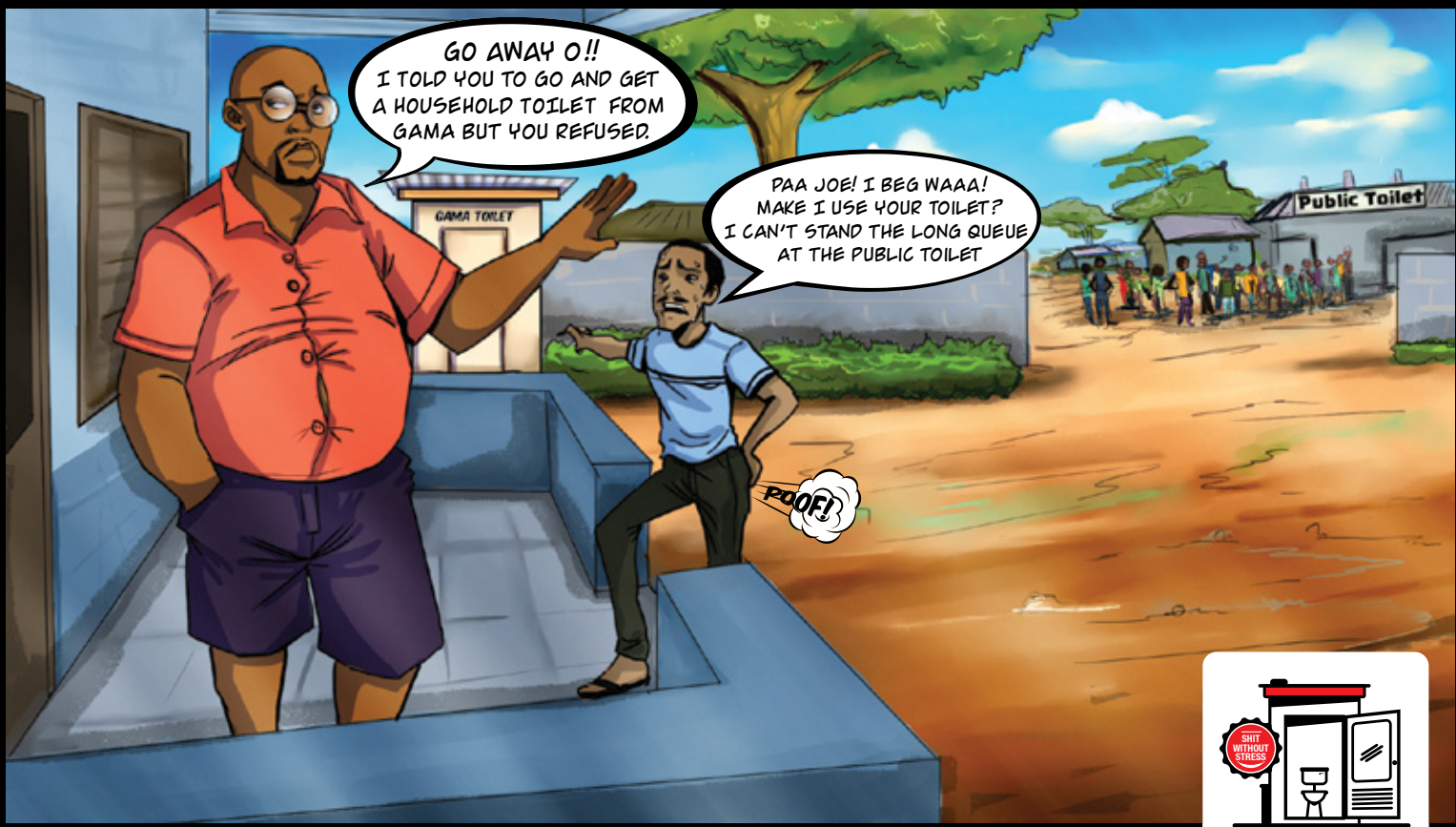


HAAAAHAHA.....!
A TOILET AT GH¢1,100.00 PE.
U'LL FOREVER SHIT WITHOUT STRESS O!
THANKS TO GAMA.

EI!
PAA JOE TOLD ME
TO GET A HOUSEHOLD
TOILET OOO!

HAY!! SHIT
WITHOUT
STRESS
PAAA!!!!

UHM...



GO AWAY O!!
I TOLD YOU TO GO AND GET
A HOUSEHOLD TOILET FROM
GAMA BUT YOU REFUSED.

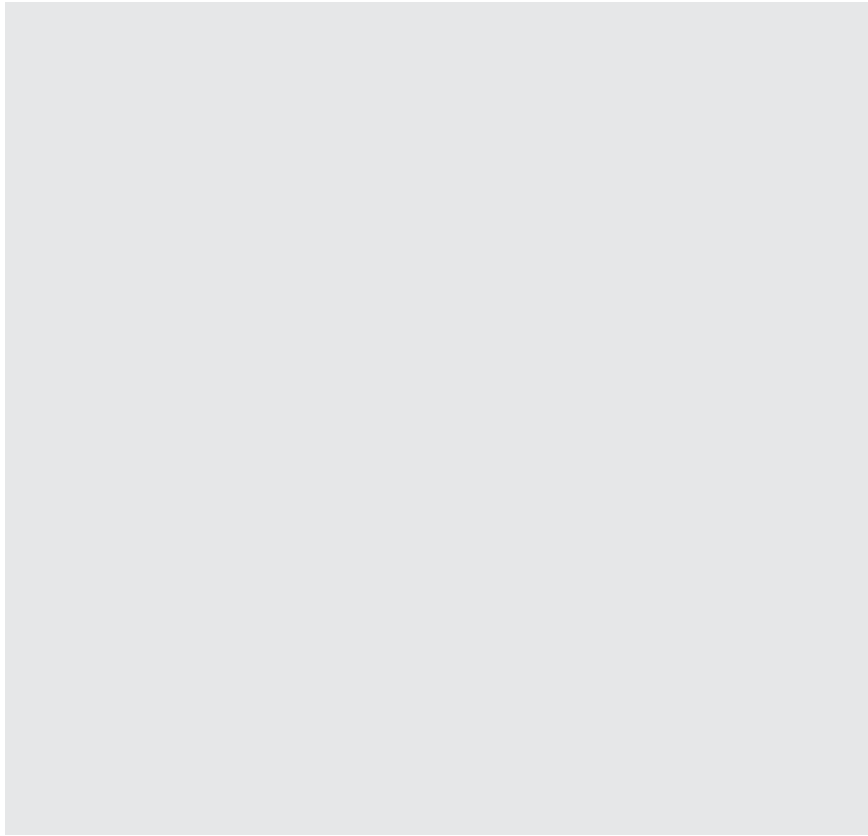
PAA JOE! I BEG WAAA!
MAKE I USE YOUR TOILET?
I CAN'T STAND THE LONG QUEUE
AT THE PUBLIC TOILET

POOF!



FOR MORE INFORMATION ON HOW TO GET YOUR HOUSEHOLD TOILET,
KINDLY CONTACT PROJECT COORDINATING UNIT (PCU-MSWR) ON:
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I observed a heap of accumulated faecal matter in the toilet access with houseflies feeding the outer surface. Next to the superstructure was a poorly constructed digester system. The digester was full creating an offensive odour. After investigations, it was concluded that the type of the toilet technology was not suitable. Hence the household was asked to stop using the facility immediately. Hajia pleaded earnestly with the team to help mitigate the defect since there were a lot of minors in the household who needed to use the toilet facility. One of the officers, who escorted, looked at me and said “Welcome to Sanitation”. I smiled.

JOURNEY SO FAR

by Rachel Anti

I recall how the Project Coordinator recounted his story as a young Engineer on our way to the station I was assigned to. As part of the seven newly recruited Assistant Engineers for the GAMA project, I listened attentively. Not long after, we entered the spacious yard of La Nkwantanang Madina Assembly after which I was introduced to the Municipal Assembly household toilet team briefly. That fateful day sparked off my interesting journey on the GAMA project. Prior to that, the Project Coordinating Unit had organized a training programme focusing on toilet technologies for Assistant Engineers.

My first site visit was Sani Mohammed’s residence at Madina Zongo around the famous eating joint called Banku stars. A bright morning it was, the reception by the Muslim folks was warm. Dressed in veil, Hajia opened the toilet facility which was defective for inspection.

My role at the LANMMA/AdMA is to assist in household toilet facility delivery. I have assisted in registration of clients, sensitization, reports, verification of payments and fieldwork. Some examples of communities where I actively participated in sensitization are Kweiman, Amrahia Zongo, Ogbojo, Nsampanpom Madina Zongo and Otinibi etc. It was a great opportunity to assist the

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She had fallen into their household pit latrine twice in an attempt to attend to nature’s call as reported by neighbors.

EHO's during sensitization and community meetings. It coached me in the community entry tactics and developed my people relations skill. Fieldwork is the main role of the Assistant Engineer. The sanitation service providers I have worked with are Samalex, People's Dialogue, Trend, China Shanxi, Sebcom, Eclean, Comsans, Looworks and Biofil. The sanitation service providers are cordial and responsive. This has created a very efficient work environment. The regularity of site inspections, supervision and monitoring combined with stringent follow ups on SPIs has contributed to quality of works in LANMMA/AdMA. Toilet facilities are certified as complete during final inspection/verification and then handed over to the beneficiary household. Some of the quality parameters I look out for include checks for leakages of the toilet components, proper grouting of tiling, roofing and anchorage of toilet seats, and drain fields and clean out checks. To add, performance audit is carried out on toilet facilities in use after a period. This is to assess performance of digester system by different service providers. Some sludge characteristics I look out for include depth of accumulated sludge, color, texture and level of decomposition.

The challenges encountered under GAMA project has been recurring defects due to waterlog and over usage of facility, delayed works and some shoddy construction works.

Preliminary site inspection of sites helped in reducing construction in waterlogged areas. After inspection, I advise beneficiaries if the digester system will not function well. In cases where works are cancelled, refunds are made by the MMA if beneficiary has made any payment. Moreover, digesters constructed in highly waterlogged/swampy areas and close to a water source are not verified as complete. I ensure these digesters are dismantled.

Poor construction works are also not verified as complete. The service providers are made to rectify these works before they are verified. With respect to over usage of toilet facility, beneficiaries are advised to get another unit.

Aside supervision and monitoring, I was able to ensure quality of works through effective logging of complaints and defects. This enhanced follow ups on works and ensured prompt grievance redress services in LANMMA/AdMA.

I never knew building toilets could change lives till I met one old lady, Mrs Mary Ahiamadzie. Her granddaughter has the condition of Down Syndrome. She had fallen into their household pit latrine twice in an attempt to attend to nature's call as reported by neighbors. The old lady reached out to the GAMA project in need of a toilet in the confines of her bedroom to prevent her granddaughter from another

accident.

After I inspected her site that day, the service provider was prompted. A digester and seat was constructed for her by Comsans. On my final visit to her site, she lauded the GAMA project's efforts and referred some of her friends to get a toilet. Not only that a physically challenged man, Robert Fiadzo now has access to a toilet in his room, constructed by Sebcom. A very sickly man, Akumina Ofoe was able to have access to a toilet facility built by Trend shortly before he passed to mention a few success stories.

In densely populated communities such as Madina Zongo, Adjiriganor Village, Otanor, Otinibi "Ayigbe" town, Teiman "Guangalu" where urban dwellers previously do without household toilets now patronize household toilets. The GAMA project has reduced the trend of open defecation. The project has contributed to the provision of decent household toilets serving the populace. A walk through these communities clearly spell out the success GAMA project has achieved. The GAMA project has given me the opportunity to be part of providing a sanitation solution and more importantly enhancing the life of communities. My experiences on the project have been enlightening. As a female engineer I have acquired a wealth of skills relevant in my career path.

MY EXPERIENCE AS AN ASSISTANT ENGINEER.

The GAMA Sanitation and Water Project is a social intervention project which seeks to reduce open defecation by providing improved toilet facilities to households in low income urban communities. The project is implemented through two metropolitan assemblies and nine municipal assemblies.

When I joined the project on the 2nd February, 2017, I was posted to the Accra metropolitan assembly to assist the team achieve the core mandate of the project of reducing open defecation to its barest minimum. I hold the position of assistant engineer which entails ensuring that toilets constructed in beneficiary homes meet the required standards. It is also my responsibility to ensure that beneficiaries are happy with the toilet that has been constructed and the overall conduct of the artisans that executed the construction. Most

often before a toilet is completed, I would have intervened severally addressing one issue or the other that may be hindering the smooth execution of the work. This can be very daunting since I sometimes have to deal with a lot of such situations at different households at within the same period. It is being an amazing experience despite the difficulties involved and I will like to take you on a journey about my experiences on the project.

The beneficiaries are our clients in this toilet business and as such

their acceptance and appreciation of the facilities constructed are of paramount importance. To achieve this, I usually give my contact to the beneficiary after payment so that they can call during and after the construction of the facility so that I can address their concerns. Given my contact out was like saying good bye to my piece of mind since they can call at the slightest issue. They can call at the oddest hour, like late in the night or early at dawn to complain about their grievances. Imagine having several calls from beneficiaries all over each with their

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Dolor augue eu egestas wisi ullamcorper, egestas ac elit consectetur metus aliquet amet, sed dolores nunc quam volutpat tristique, amet felis.

own unique problem which I have to address, is just crazy. I thought I was being drained by these numerous calls until I had to deal with a particular beneficiary whose name I will not mention. Her own pressure was another level and was nothing compared to the ones coming from the other beneficiaries. she wanted us to put toilet seats in four rooms and connect to one receiver.

The nature of the work made it impossible to install a digester since the digester would have been completely buried. That should have been our clue that this woman would be trouble and bail, but the idea of a new challenge and the zeal to achieve the project targets got the better part of us and we decided that we will do the work for her. Fast forward we reduced the scope of the work with her consent to make it easy to deal with and we got an SPI to start the work. Up until this time we were still best of friends and everything was going on well.

The pressure started when the SPI started delaying the work and also when she was asked by the SPI to buy some items to facilitate the work so he will reimburse her later. When I confronted the SPI he also complained that she made him buy too many pipes which was not necessary with the amount of work that needed to be done. Getting the two parties to understand that they have both erred so that the work will continue was a daunting task but eventually they compromised to

enable the work continue since she needed the facility built as soon as possible. It is important to note that as at the time her work was about to start none of the SPIs working in the assembly could construct a septic tank. The tanks installed by the SPI doing her work had a digester component in it and since she did not like the idea of a digester from the beginning, we asked the SPI to take the digester component out so that she will dislodge periodically.

When her toilet was eventually completed and handed over, I gave a sigh of relieve thinking that would be the last time I will have to deal with her. Four months down the line the tank got full as is expected since she said she wanted a facility she would dislodge periodically. She called and I told her this but this woman denied ever agreeing to anything of that sort and to make matters worse she starting complaining about the money she claimed to

have put into the construction of the facility. Bottom line is she was not prepared to use her money to do the dislodgment. Fortunately for me they were doing dislodging for some schools so I spoke to Ing. Kwadjo about the situation and he instructed one of the trucks to go dislodge for her. The plan was that as soon as the dislodging was done the SPI will come in and redo the tank to its original design. Unfortunately for me the SPI said he did not have money to do the work immediately and as such the tank got full again in no time.

The situation was becoming a huge problem for both Ing. Kwadjo and I and so he decided that we should demolish the tank and give her money back. When I told the woman about our decision she became very angry and at this point she was demanding to speak to my superior directly. All this while the SPI was not doing anything to solve the problem and all the pressure was on us. We even facilitated for his subsidy to be paid so he can use that money to resolve the issue. Upon receiving the money, he spent it and abandoned the work. In other to have our peace of mind Kwadjo and I decided to foot the bill for the repair works to be done. It costs us eight hundred (800) Ghana cedis to get our peace of mind back. I have not heard from her ever since the repairs was done and I hope it stays that way.

I cannot talk about quality without mentioning the SPIs since they are

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*Dolor augue eu egestas
wisi ullamcorper,
egestas ac elit
consectetur metus
aliquet amet, sed
dolores nunc quam
volutpat tristique, amet
felis.*

our partners to ensuring that toilets of the highest standards are churned out. The project area is very vast and as such is impossible for me to be available everywhere constructions are ongoing. You would expect that the SPIs will do due diligence to put a check on their artisans so that they will stick to standards and do the right things on site. It is rather unfortunate that they leave the work to the artisans with little or no supervision and this makes the work very difficult since I am forced to try and visit all the toilets. The artisans are paid by the quantity of work they are able to accomplish within a certain time frame. Such a person if not properly supervised will do a shoddy work and thus making clients to call at the office to complaining.

The most annoying thing is that they don't respond to the calls of the client when they call. Even when they do they speak rudely to the clients as if they are doing them a favour. This puts pressure on us all the time, explaining and calming clients after they may have been ignored or handled rudely.

All the problems that we are facing as far as poor construction and unsatisfied clients are concerned is as a result of the negligence by the SPIs by allowing their artisans to handle the construction. It is high time the SPIs realised that the success of this project is dependent on their proactiveness to situations and their readiness to respond to

problems that come up during and after construction. This will reduce the stress and complain we get from the clients.

My challenging moment was when I first joined this project. I had never stayed in Accra prior to getting the opportunity to be part of the project. At a point I was doubting myself whether I would be able to do the work since I got missing a couple of times whilst trying to locate my place of abode.

The Accra roads looked similar in my eyes and the tendency to mistake one street for the other was very high. There were times I could not locate a beneficiary house I have been to before, I could go round and round in circles just trying to figure out the route I took to the house the first time. It was really difficult at the beginning but with help of the assembly team especially Ing. Fiifi Boadi i was able to get to know the town better. Right now I know Accra enough and as such I am able to go anywhere I want without any problem. When I sit and look back, I give myself a pat in the back and now believe that nothing is impossible if only you put your mind to it.

Being a part of a social intervention project of this sort is very fulfilling because am helping solve a problem that is affecting the good health of the people living in these low income urban communities. Of all the toilets I have had a hand in constructing,

completion of one particular toilet stood out. The reason that made completing that toilet so fulfilling for me was that the beneficiary is blind and was using a public toilet. coupled with his blindness he has a problem with walking and as such it takes him about 30 minutes to visit the public toilet. Her daughter who is a student at Legon and taking care of him lamented how the lack of toilet facility in their home was having a toll on her. She recounted an incident where her father eased himself whilst on their way to the toilet. she was very embarrassed about the incident and wish she had a facility at their home to save her from such an embarrassment. It was therefore a relieve for them when a toilet was built in their home under the GAMA project.

The man can now go to the toilet by himself and as such does not require the daughter to be moving him around every now and then in other for him to be able to ease himself. Being part of the team to have done this service for this family has been one of my happiest moments on the project. It is moments like this that keeps me going amidst all the pressure coming from the beneficiaries.

STATUS OF IMPLEMENTATION



SCHOOL TOILETS
Total - 406

205 - Completed
197 - 95% Completed



You can also get only
a Biodigester + WC +
Hand Washing Basin at
GHS 600.00



GET

A COMPLETE TOILET

at GHS 1,100⁰⁰

- No more toilet queues
- Very convenient

For more information on how to get your toilet,
contact any of the participating Assemblies below;

Accra Metropolitan Assembly (A.M.A)
027.761.2448 / 024.959.3981 / 020.201.8530

Tema Metropolitan Assembly (T.M.A)
057.444.4940 / 020.142.7375 / 024.421.7289

Ga South Municipal Assembly (G.S.M.A)
030.396.1850 / 050.340.1766 / 024.900.9603

Ga West Municipal Assembly (G.W.M.A)
024.312.8385 / 050.240.9251 / 020.150.1504

Ga East Municipal Assembly (G.E.M.A)
024.258.9485 / 024.258.9485 / 020.295.2676

Ga Central Municipal Assembly (G.C.M.A)
020.808.8337 / 024.315.1442

La Nkwantanang Madina Municipal Assembly (LaNMMA)
020.057.5715 / 024.484.3402

Ashiaman Municipal Assembly (ASH.M.A)
024.450.4227 / 024.333.1848

Adenta Municipal Assembly (A.D.M.A)
024.493.4362 / 024.448.6323

La Dadekpon Municipal Assembly (LADMA)
020.909.1700 / 024.616.0428

Ledzokuku Krowor Municipal Assembly (L.E.K.M.A)
026.591.2449 / 020.023.0913

or Project Coordinating Unit (PCU–MSWR) 050.161.9361 / 050.161.9363



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