RWANDA UTILITIES REGULATORY AUTHORITY

Inspiring development

GUIDELINES FOR FAECAL SLUDGE MANAGEMENT

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Section 6: Monitoring and Evaluation for FSM across service chain

In order to achieve sustainable FSM, monitoring and evaluation for FSM is of paramount importance. Each responsible institution should monitor the progress of FSM against the set indicators and targets, in line with the national and international frameworks, including the National Sanitation Policy and its related implementation strategy and SDGs. Monitoring & Evaluation (M&E) should also generate relevant information needed for informed decision-making, correction and further planning.

The global indicator selected by UN Member States for monitoring SDG target 6.2 is '*Proportion of population using safely managed sanitation services including a handwashing facility with soap and water'*(Schrecongost et al., 2020, MININFRA, 2016b).

Therefore, sanitation value chain requires a robust and continuous monitoring of the common sanitation indicators and definitions for measuring progress in faecal sludge management.

6.1. Key performance indicators for FSM service chain

Table 11 below highlight the key performance indicators for sanitation that capture global indicators and national level indicators for non-sewered sanitation systems along the service chain, with the responsibility for reporting.

Table 11: Key performance indicators for sanitation (non-sewered) service chain

Service chain	Key performance indicators	Responsibility for reporting
A.	**Indicators along the SDG Sanitation ladder**	
1.	Percentage of population with safely managed sanitation (use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or transported and treated off-site)	-Ministry in charge of sanitation through MIS (**Lead**) -Institution in charge statistics -Institution in charge of regulation -Local entities -Private operators
2.	Percentage of population with basic sanitation (use of improved facilities that are not shared with other households)	
3.	Percentage of population with limited sanitation (Use of improved facilities shared between two or more households	
4.	Percentage of population with unimproved sanitation (use of pit latrines without a slab or platform, hanging latrines or bucket latrines)	
5.	Percentage of population practicing open defecation (disposal of human faeces in fields, forests, bushes, open bodies of water, beaches or other spaces, or with solid waste)	
B.	**Non-sewered sanitation Indicators**	

Capture and containment	6. Percentage of households connected to every type of toilets (dry, urine diverting, pour and cistern flush, VIP, Ecosan, etc) 7. Percentage of households connected to septic tanks 8. Percentage of households connected to pit latrines 9. Percentage of septic tanks connected to soak pits for effluent disposal 10. Percentages of pit latrines with emptying services 11. Number for districts with sanitation centres in place and operational	-Local entities **(Lead)** -Utility -Private operators -Institution in charge of regulation
Emptying	12. Volume of sludge collected from emptiable toilets 13. Percentage of septage collected in relation to the total expected sewage to be collected during the assessment period 14. Percentage of desludging services completed mechanically or semi- mechanically	-Utility **(Lead)** -Private operators -Institution in charge of regulation -Local entities
Transportation	15. Number and types of mechanical and semi-mechanical technologies 16. Volumes and Percentage of FS disposed at treatment plant or designated disposal sites	-Utility **(Lead)** -Private operators -Institution in charge of regulation -Local entities
Treatment	17. Quantities of faecal sludge received by the FSTP 18. Parameters monitored for effluent quality 19. The number of tests conducted and required for effluent quality standards 20. Percentage of sludge effluent quality tests which meet the effluent quality standards	-Utility **(Lead)** -Private operators -Institution in charge of standards -Institution in charge of environment -Institution in charge of regulation -Local entities
Reuse	21. Percentage of reuse and recycling of treated effluent (from septic tank and grey water) to total treated effluent 22. Quantities and types of end products (compost, combustible briquettes, etc.) recovered	-Utility(**Lead**) -Private operators Institution in charge of agriculture -Institution in charge of environment -Institution in charge of regulation -Local entities

6.2. Minimum service level

The minimum service level indicates the acceptable minimum level of the service that should be provided to customers in specific period of time. It goes hand in hand with the performance indicators and targets that the the utility (with its private operators) should achieve and it is regularly reviewed and adjusted according to the development of the sector.

For checking and monitoring the attainment of service level, both regulator and utility (with its private operators) agree on a progressive schedule of how the service provider will achieve the set minimum service level progressively.

For regulated FSM services, the following are proposed as minimum service level that the utility (with its designed private operators) should comply with. **Table 12** highlight minimum servicel level for FSM.

Table 12: Minimum service levels for sanitation service chain

S/N	Items	Minimum Service level
1	Access to service	- Since sanitation is recognized at Human right by United Nations, the service should be available to all including low-income households.
2	Billing	- The billing for service should be monthly to get the service when required. - The payment should be done together with water bills.
3	Frequency of emptying	- This should be planned as a result of mapping of on-site infrastructure and planning a comprehensive emptying schedule. This will be done either by the utility or a private operator.
4	Safe transportation	- The empied faecal sludge should be taken to the treatment facility using motorized transportation system for safety. Should be carried out by utility (or private operator when engaged by the utility).
5	Treatment	- Treatment should be precisely carried out by utility (or private operator when engaged by utility).

In case of complaints for service provision:

S/N	Items	Complaints resolutions for service provision
1	Complaints communication	- Complaints should be addressed to the regulator using either toll free number complains (3988) or in person. - Physical complaints should not exceed to be heard one hour.

2	Timely resolution of billing complaints	- General complaints received telephonically, or in person should be responded to on a one-stop basis without referral within 1 day. - Written customer complaints should be responded in writing within five (5) working days.
3	Customer complaints	- Maximum time of 5 working days to complete investigation and respond, from the date of receipt of complaint.

6.3. Monitoring and reporting obligations for utility and private operators

Monitoring is a key for FSM function track progress and inform management decisions. This is extremely important because safe FS systems depend on continuously provided services meeting the principles of safe FSM at each step.

6.3.1. Monitoring

In the context of FSM, monitoring tracks the attainment of the indicator matrix and performance targets discussed in **Table 10** of Key Performance Indicators for FSM service chain. Different institutions assigned as lead to monitor indicators at each step of the value chain as described in **Table 10** will be responsible as well for their reporting.

The utilitiy (with its assigned private operators) for faecal sludge management service provision should be monitored on a regular basis to check its performance and compliance with laws, regulations as well as license conditions for the provision of those services. For this purpose, the regulator should conduct planned, informed and ad hoc inspections to the utility (with its assigned private operators) to:

1. Check the performance of the utility (with its private operators) as well as the quality of service,
2. Make sure that the information and data reported is correct,
3. Provide recommendations to the utility (with its private operators) for the improvement of the performance and quality of services offered as well as compliance with legal provisions,
4. Check the customer satisfaction about the offered services.

The utility (with its assigned private operators) is requested to keep the records of its operations for at least three years for availability when requested by the Regulator or any other competent authority.

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