



# KICUKIRO WASH PROGRAM

## ABOUT

Kicukiro is one of Rwanda's Everyone Forever (EF) Districts, where Water For People has been implementing WASH interventions since 2008. Located in the City of Kigali, Kicukiro has a more advanced water service level than other Everyone Forever districts in the country. Over the years, the district has made significant progress, with water service coverage increasing from 54.1% in 2012 to 93.9% in 2024.

## HOW?

Kicukiro achieved remarkable progress in water supply by leveraging the technical expertise of WASAC Group, the implementation support of the Ministry of Infrastructure, and the strategic partnership with Water For People. This success was further driven by the political will and commitment of the Government of Rwanda, along with the capacity, local knowledge, and leadership of Kicukiro District, ensuring sustainable WASH service delivery.

## IMPACT



**39.8% INCREASE**  
Of Community Water  
Fom 54.1% in 2013 to the current 93.9%



**52.1% INCREASE**  
Of Public Institutions Water & Sanitation  
From 47.9% in 2013 to the current 100%



**46.6% INCREASE**  
Of Household Water  
From 49.4% in 2017 to the current 96%



**1.5% INCREASE**  
Of Household Sanitation  
From 92.7% in 2013 to the current 96.2%



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# WATER POINTS LEVEL OF SERVICES TRENDS

From 2023 to 2024

Metric	2023	2024	Trend
Water Point/System Is Improved	100.0%	100.0%	0%
The Source of The Water Point/System Is Protected	100.0%	100.0%	0%
Water Point/System Infrastructure Is in Good Physical Condition	95.0%	96.2%	+1.2%
Number of Users of Water Point/System Meet Standard	86.3%	86.5%	+0.2%
Water Is Available on The Day of The Visit	95.0%	92.7%	-2.3%
Water Point/System Was Not Broken or Out of Service For 1 Day or More a Month in The Last Year	86.9%	78.0%	-8.9%
Proof of Water Quality Testing (free from bacteria, turbidity and other contaminates of concern)	93.9%	94.7%	+0.8%
Water Point/System Has Adequate Water Quantity (less than 2 minutes to fill a 20-liter container)	89.8%	90.8%	+1.0%

# PUBLIC INSTITUTIONS LEVEL OF SERVICES

From 2023 to 2024

Metric	2023	2024	Trend
Public Institution Has Access To An Improved Water Point	98.2%	99.3%	+1.1%
There Are No Seasonal Shortages That Limit The Availability Of Water Significantly	97.1%	86.8%	-10.3%
The Quantity Of Water Available Meets Government Standards	98.2%	99.3%	+1.1%
The Quality Of Water Meets Government Standards for E Coli Water Point/System Has Adequate Water Quality (bacteria, turbidity and other contaminates of concern)	97.8%	99.3%	+1.5%
Drinking Water Was Available On The Day Of The Visit	97.8%	97.4%	-0.5%
Funds Are Available For The Public Institution For Operation And Maintenance Of WASH Infrastructure	97.8%	98.7%	+0.9%
Public Institution Access To Sanitation Facilities	100.0%	100.0%	0%
No Long Lines At Latrines At Any Point In The Day	85.9%	81.9%	-4.0%
Sanitation Facility Sub-Structure (Slab And Pit/Tank) In Good Physical Condition And Performing Function Of Providing Barrier Between User And Feces	98.6%	99.7%	+1.1%
Sanitation Facility Super-Structure (Walls, Door, Roof) In Good Physical Condition	98.6%	99.3%	+0.8%
Sanitation Infrastructure Is In Hygienic Condition	96.4%	96.4%	0%
Handwashing: Water Is Available On Day Of Visit	94.6%	89.8%	-4.8%
Handwashing: Soap Is Available On Day Of Visit	88.8%	81.9%	-6.9%
Disposal Facilities For Menstrual Hygiene Are Available for All Girls And Women	61.6%	70.7%	+9.1%

## FUTURE PROSPECTS

The program partners are more than ever motivated to sustain the program's outcomes. The most recent monitoring results, described above, have shown critical areas that need immediate focus. These areas include:

- Reducing rationing by supporting WASAC on more fund mobilization for new extensions and infrastructure upgrades.
- Capacity development of local community WASH structures such as Water Users Committees (WUCs) and Community hygiene clubs (CHCs) on WASH Behavior Change and community ownership.

- Promotion of SaTo Pans and prefabricated emptiable latrine slabs to increase the quality of household toilets.
- Supporting the promotion of emptiable latrines guidelines application and encouraging households to build more toilets to minimize shared toilets in Kicukiro.
- In partnership with the district and WASAC Group, actively participate in different campaigns for proper Fecal Sludge Management.
- Capacity building of urban emptying service providers and linkage with financial institutions for access to finance.



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# RULINDO CHALLENGE PROGRAM

## ABOUT

In 2010, the Government of Rwanda, through the Ministry of Infrastructure, partnered with the Rulindo District community and Water For People to launch the **Rulindo Challenge Program**. This innovative initiative aimed to ensure 100% access to WASH services for all district residents. Moving beyond sporadic water provision projects of the past, the program introduced a comprehensive and sustainable approach to addressing water, sanitation, and hygiene challenges.

Through this journey, the model became the foundation for the Everyone Forever approach.

- **Everyone**: Ensuring that every household, community, school, and health facility in Rulindo District has access to clean water and sanitation.
- **Forever**: Guaranteeing sustainable access to clean drinking water for all district residents for generations to come.

## HOW?

The success of the Rulindo Challenge Program was driven by a collaborative effort that combined the technical expertise of WASAC and Water For People, the political will and support of the Government of Rwanda, the local capacity and knowledge of the district, and the management skills of the private sector. By leveraging these strengths, the program ensured effective and sustainable WASH service delivery. Recognizing its impact, the Government of Rwanda has since adopted the Rulindo Challenge model under the District-Wide Approach to scale up sustainable water, sanitation, and hygiene services across the country.

## IMPACT

The Rulindo Challenge Program was launched to achieve full water coverage across the district, resulting in significant impacts from 2012 to 2024.



**56.7% INCREASE**

Of Community Water

From 28.2% to the current 84.9%



**57.4% INCREASE**

Of Public Institutions Water & Sanitation

From 33.6% to the current 91%



**16.1% INCREASE**

Of Household Water

From 66.4% to the current 72.5%



**16.1% INCREASE**

Of Household Sanitation

From 82.5% to the current 98.6%

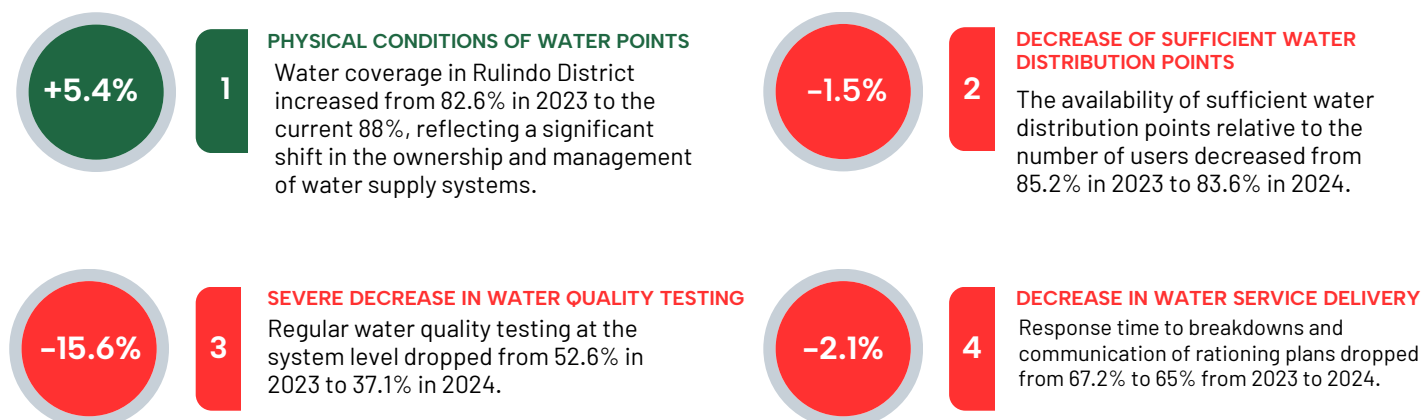


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# WATER POINTS LEVEL OF SERVICES TRENDS

From 2023 to 2024



# PUBLIC INSTITUTIONS LEVEL OF SERVICES

From 2023 to 2024

Metric	2023	2024	Trend
Public Institution Has Access To An Improved Water Point	93.1%	94.4%	+1.3
There Are No Seasonal Shortages That Limit The Availability Of Water Significantly	86.2%	55.4%	-30.8
The Quantity Of Water Available Meets Government Standards	93.1%	94.4%	+1.3
The Quality Of Water Meets Government Standards for E Coli Water Point/System Has Adequate Water Quality (bacteria, turbidity and other contaminates of concern	63.8%	63.8%	0
Drinking Water Was Available On The Day Of The Visit	87.4%	79.7%	-7.7
Funds Are Available For The Public Institution For Operation And Maintenance Of WASH Infrastructure	89.1%	93.8%	+4.7
Public Institution Access To Sanitation Facilities	100.0%	100.0%	0
No Long Lines At Latrines At Any Point In The Day	77.0%	79.1%	+2.1
Sanitation Facility Sub-Structure (Slab And Pit/Tank) In Good Physical Condition And Performing Function Of Providing Barrier Between User And Feces	98.3%	100.0%	+1.7
Sanitation Facility Super-Structure (Walls, Door, Roof) In Good Physical Condition	100.0%	98.9%	-1.1
Sanitation Infrastructure Is In Hygienic Condition	86.8%	89.3%	+2.5
Handwashing: Water Is Available On Day Of Visit	92.0%	78.5%	-13.5
Handwashing: Soap Is Available On Day Of Visit	73.0%	63.3%	-9.7
Disposal Facilities For Menstrual Hygiene Are Available for All Girls And Women	91.4%	88.1%	-3.3

Out of 14 metrics, 6 are trending negatively over the last year



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# GICUMBI WASH PROGRAM

## WATER & SANITATION FOR EVERYONE

### ABOUT

The program was launched in 2016 as a partnership between the Rulindo District and the Government of Rwanda, represented by MININFRA, WASAC, and Water For People.

### KEY FACTS

Some readers might prefer details like a breakdown of your funding while others, like your trustees, will be more interested in the challenges you encountered and the lessons you learned from them.



#### **\$23.9 MILLION**

Total investment for activities' implementation



OVER

#### **335,000 PEOPLE**

Gained access to improved and reliable water and sanitation services



#### **75 WATER SUPPLY SYSTEMS**

Newly constructed or rehabilitated or 511.14 km of water supply systems



#### **46.3% INCREASE**

In access to water from 47.6% in 2016 to the current 93.9% in communities



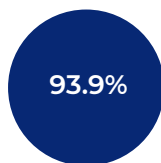
#### **77,787 JOBS CREATED**

Temporary and permanent jobs

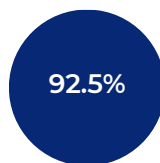
The Gicumbi WASH Program was developed based on the District Wide Approach (DWA), inspired by the success of the Rulindo Challenge Program, with the goal of ensuring sustainable water, sanitation, and hygiene (WASH) services in the region. Initially aimed at achieving full access to WASH services by 2020 for all villages, health facilities, and schools, the program tackles challenges such as limited access to safe water and inadequate sanitation facilities. Key efforts include increasing water production, establishing waste management systems, building improved latrines, implementing rainwater harvesting systems, and promoting behavior change through education. The total investment for implementing these activities is \$23.9 million.

### IMPACT

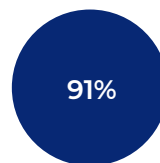
#### WATER LEVELS OF SERVICE



Community water access from 47.6%

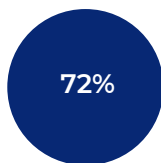


Public institutions water access from 71.6%



Households water access from 64.8%

#### HYGIENE AND SANITATION LEVELS OF SERVICE



Households sanitation from 33.1%



Safe sludge management 93.3%



4,587

NEW TOILETS  
CONSTRUCTED  
IN COMMUNITIES

#### INSTITUTIONAL CAPACITY BUILDING

1

##### **Water Resources Management Plan**

Developed for Gicumbi District

2

##### **WASH Board Establishment**

And it is now functional (regular meetings and monitoring of WASH services)

3

##### **Capacity Building**

32,615 people benefited from various capacity building interventions



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## PROGRAM INVESTMENT MODEL

To ensure the successful completion of the program, Water For People partnered with the district and the Water and Sanitation Corporation (WASAC), contributing 55%, 30%, and 15%, respectively, to water facility development. Water For People provided 80% of the funding for interventions in schools and healthcare facilities, while the district contributed 20%. This investment model was built on a collaborative partnership between the Government of Rwanda and Water For People, leveraging a co-financing approach.

## BUDGET CONTRIBUTION

Water For People  
\$14.7 million

District  
\$3.2 million

WASAC  
\$6 million

## KEY LESSONS

1	<p><b>PUBLIC PRIVATE PARTNERSHIP (PPP) IN WATER SUPPLY INFRASTRUCTURE MANAGEMENT</b></p> <p>Water supply projects in Gicumbi District are managed by private operators under contractual agreements, usually lasting five years and renewable based on performance. This approach has contributed to significant improvements in the delivery and maintenance of water services in the region.</p>
2	<p><b>ESTABLISHMENT OF A DISTRICT WASH BOARD</b></p> <p>The establishment of the District WASH Board has strengthened ownership of water and sanitation facilities in Gicumbi District, encouraging greater involvement in the monitoring and planning of WASH services. To ensure its long-term sustainability and effectiveness, the board requires permanent staff. Additionally, annual field visits and audits conducted by board members have been crucial in identifying areas for improvement and guiding decision-making at the executive committee and district council levels.</p>
3	<p><b>COMMUNITY HEALTH CLUBS</b></p> <p>The CHCs (Community Health Committees) play a vital role in educating and mobilizing the population to adopt proper hygiene and sanitation practices. This includes promoting the use of safe drinking water, improving latrines, and enhancing household hygiene.</p>
4	<p><b>DEVELOPMENT OF AN ASSET REGISTRY AND FULL LIFE CYCLE COSTING TOOL (FLCC)</b></p> <p>The Asset Registry and FLCC support the district in evaluating water system maintenance needs and planning for future capital investments. This proactive approach enables efficient management, ensuring the continuous flow of water services.</p>
5	<p><b>TECHNOLOGY</b></p> <p>Water-related complaints and compliments in Gicumbi District are communicated through multiple channels, including phone calls, SMS, and WhatsApp messages, with a toll-free number available for general district inquiries. Informal customer feedback plays a significant role in shaping water service delivery. To strengthen communication between water users and private operators, there is potential to establish a formal customer feedback platform. Additionally, leveraging phone technology for both feedback collection and water bill payments could enhance revenue recovery and service efficiency.</p>
6	<p><b>LONG-TERM PLANNING</b></p> <p>The success of the Gicumbi WASH Program was driven by partners' commitment to a long-term planning vision and a comprehensive WASH investment plan, which enabled effective fund mobilization. For any district seeking to invest in WASH and ensure sustainable services for communities, schools, and health clinics, developing a long-term WASH investment plan is crucial.</p>



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# KARONGI WASH PROGRAM

## ABOUT

The Karongi WASH Program, launched in August 2020, is a partnership between Karongi District, the Government of Rwanda (through the Ministry of Infrastructure), and Water For People.

It follows the District-Wide Approach, which promotes integrated WASH programming at the district level. Inspired by the success of ongoing programs like the Rulindo Challenge and Gicumbi WASH Programs, the initiative aims to ensure sustainable water, sanitation, and hygiene (WASH) services for all communities in Karongi.

The Karongi WASH Program aims to achieve full access to WASH services for all communities, healthcare facilities, and schools by August 2025.

In this district, there were initially 119 water systems, of which only 13 were fully operational. To ensure complete water infrastructure coverage across all 210 approved planned settlements, plans were set to rehabilitate and extend 84 existing systems and propose 35 new ones. This would bring the total to 119 water systems, including two water treatment plants, one existing and one newly proposed.

## HOW?

The program successfully leveraged the technical expertise of WASAC Group, the implementation arm of the Ministry of Infrastructure, alongside Water For People, the political support of the Government of Rwanda, the local knowledge and leadership of Karongi District, and the management skills of the private sector.

## CURRENT STATUS

### 1. Community water points status

Metric	2023	2024	Difference
Water Point/System Is Improved	85.5%	96.3%	<b>+10.8</b>
The Source of The Water Point/System Is Protected	85.5%	96.3%	<b>+10.8%</b>
Water Point/System Infrastructure Is in Good Physical Condition	67.9%	87.6%	<b>+19.7%</b>
Number of Users of Water Point/System Meet Standard	74.7%	91.0%	<b>+16.3%</b>
Water Is Available on The Day of The Visit	70.4%	81.9%	<b>+11.5%</b>
Water Point/System Was Not Broken or Out of Service For 1 Day or More a Month in The Last Year	63.1%	71.4%	<b>+8.2%</b>
Proof of Water Quality Testing (free from bacteria, turbidity and other contaminates of concern)	20.1%	17.8%	<b>-2.2%</b>
Water Point/System Has Adequate Water Quantity (less than 2 minutes to fill a 20-liter container)	70.0%	80.9%	<b>+10.9%</b>



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## 2. Public institutions status

Metric	2023	2024	Difference
Public Institution Has Access To An Improved Water Point	84.5%	95.4%	<b>+10.9</b>
There Are No Seasonal Shortages That Limit The Availability Of Water Significantly	70.0%	61.3%	<b>-8.6%</b>
The Quantity Of Water Available Meets Government Standards	84.5%	92.4%	<b>+7.9%</b>
Proof of Water Quality Testing	29.4%	34.5%	<b>+5.1%</b>
Drinking Water Was Available On The Day Of The Visit	81.8%	86.1%	<b>+4.3%</b>
Funds Are Available For The Public Institution For Operation And Maintenance Of WASH Infrastructure	82.5%	84.9%	<b>+2.4%</b>
Public Institution Access To Sanitation Facilities	100.0%	100.0%	<b>0.0%</b>
No Long Lines At Latrines At Any Point In The Day	72.3%	69.7%	<b>-2.5%</b>
Sanitation Facility Sub-Structure (Slab And Pit/Tank) In Good Physical Condition And Performing Function Of Providing Barrier Between User And Faeces	98.7%	95.8%	<b>-2.9%</b>
Sanitation Facility Super-Structure (Walls, Door, Roof) In Good Physical Condition	99.0%	97.5%	<b>-1.5%</b>
Sanitation Infrastructure Is In Hygienic Condition	91.4%	89.1%	<b>-2.3%</b>
Handwashing: Water Is Available On Day Of Visit	83.8%	63.4%	<b>-20.4%</b>
Handwashing: Soap Is Available On Day Of Visit	70.6%	52.1%	<b>-18.5%</b>
Disposal Facilities For Menstrual Hygiene Are Available for All Girls And Women	81.5%	74.4%	<b>-7.1%</b>

## FUTURE PROSPECTS

The program partners are more motivated than ever to continue working towards the program's goals. Recent monitoring results have highlighted critical areas that require immediate attention, including:

- Infrastructure development to increase access to water supply services.
- Sanitation infrastructure development in public institutions and the promotion of best hygiene practices in schools.
- Establishment and capacity building of local community WASH structures, such as Water Users Committees (WUCs) and Community Hygiene Clubs (CHCs), to promote behavior change and community ownership.
- Formation and capacity building of hygiene clubs in public schools.
- Development of a disaster contingency plan to enhance the district's preparedness for mitigating disaster impacts on water supply infrastructure, while considering the effects of climate change.
- Strengthening WASH service institutions and structures at the district level, such as the District WASH Board, to ensure sustainable service delivery and monitoring.
- Strengthen the capacity of WASH private operators in close collaboration with WASAC Group to professionalize daily service delivery within the district.
- Enhance the capacity of the District Sanitation Center (DSC) and its subsidiaries (Sanitation Marts) to improve accessibility to household sanitation services.
- Develop District Sanitation and Hygiene plans for households, schools, and healthcare facilities, enabling the district and partners to properly plan and implement necessary sanitation interventions.
- Build the capacity of local masons and connect them to the DSC to increase localized expertise in constructing household latrines.
- Promote SaTo Pans and prefabricated emptiable latrine slabs to improve the quality of local household toilets.



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# GISAGARA WASH PROGRAM

## WATER & SANITATION FOR EVERYONE

### ABOUT

The Gisagara WASH Program, launched in December 2022, is a partnership between Gisagara District, the Government of Rwanda (through the Ministry of Infrastructure), and Water For People. Inspired by the District-Wide Approach and successful WASH programs like Rulindo, Gicumbi, and Karongi, the initiative aims to achieve full access to WASH services for all communities, healthcare facilities, and schools by December 2027.

### KEY FACTS



**\$17.9 MILLION**

Total investment in water infrastructure



**\$1.4 MILLION**

Total investment in sanitation infrastructure



OVER

**345,000 PEOPLE**

Will gain access to improved and reliable water and sanitation services



**29 WATER SUPPLY SYSTEMS**

Newly constructed or rehabilitated or 882 km of water supply systems

### INVESTMENT MODEL

Water For People, in partnership with Gisagara District, WASAC, World Vision, and Red Cross is funding the program for water facilities which emphasizes a co-financing approach.

#### BUDGET CONTRIBUTION

##### Water For People

\$9.3 million

##### District

\$2.4 million

##### WASAC

\$6.6 million

##### World Vision

\$900 thousand

##### Red Cross

\$98 thousand

Key efforts include expanding water production and distribution, improving waste management, constructing public latrines and rainwater harvesting systems, and promoting hygiene education and capacity building to ensure sustainability.

### HUGE TASKS AHEAD FOR NEXT 3 YEARS

#### WATER LEVELS OF SERVICE

**78.4%**

Only of households have access to improved drinking water

**19.8%**

Of households use unprotected spring/well as main source of drinking water

**19.1%**

Only of households use public tap out of compound as main source of drinking water

#### HYGIENE AND SANITATION LEVELS OF SERVICE

**18.4%**

Of households use shared improved toilet facility

**70.8%**

Of households do not share improved toilet

**9.2%**

Of households use a toilet facility without constructed floor slab

### PROGRESS ON WATER SUPPLY SYSTEMS

**1**

**Muyaga-Ramba**

STATUS: Completed

POPULATION  
Over 15,000

**2**

**Remera-Muganza-Ndora**

STATUS: Completed

POPULATION  
Over 28,000

**3**

**Nyabuhoro**

STATUS: Started

POPULATION  
Over 17,000

**4**

**Musha**

STATUS: Started

POPULATION  
Over 18,000



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# NYAMAGABE WASH PROGRAM

## WATER & SANITATION FOR EVERYONE

### ABOUT

In 2022, a national WASH master plan was developed through WASAC, outlining water and sanitation interventions for each district in Rwanda. The plan sets strategies for achieving both international and national WASH targets and estimates the capital costs required to meet them.

Building on this framework, the Government of Rwanda and its partners decided to develop WASH investment plans aimed at achieving universal access to water, sanitation, and hygiene services by 2030, ensuring sustainability for everyone, everywhere, forever. In this context, Nyamagabe District's WASH investment plans were developed under the Isoko y'Ubuzima program with support from USAID. The Nyamagabe WASH investment plan, created in 2023, covers the period from 2024 to 2030, aligning with the upcoming five-year WATSAN sector strategic plan, the Government of Rwanda's NST2, and the timeline for the Sustainable Development Goals.

### KEY FACTS



**\$18.8 MILLION**

Planned investment in WASH infrastructure



**\$13.8 MILLION**

Planned investment for water supply system infrastructure



**\$3 MILLION**

Secured funds for water supply system infrastructure



**\$5 MILLION**

Planned investment in WASH infrastructure in public schools (toilet cabins, girls' rooms, rainwater tanks)



**371,501 PEOPLE**

Including 30,636 (89%) in rural settings and 40,864 (11%) in urban settings.



**KEY PARTNERS**

WaterAid, WASAC Group Ltd, Water For People, Nyamagabe District

### SITUATIONAL ANALYSIS

#### WATER ACCESS

48%

Of the population lacks access to improved water supply

22%

Of households have piped water supply

6%

Of households may have safely managed water services

#### WATER SUPPLY ASSETS

1

##### 64 gravity schemes

In rural areas where there are natural water sources at higher altitudes.

2

##### 7 pumped schemes

Rely on pumps to move water from sources to distribution points.

3

##### Most schemes require partial rehabilitation

Crucial to improving water quality, reliability, and efficiency of the supply systems.

### VISION

#### Achieve universal basic water access

From the current 52% to 100%, ensuring every household has at least basic water services.

#### Expand safely managed water services

From 6% to 40%, with a suggested target of 80% in urban areas and 34% in rural areas. This includes ensuring water is accessible on premises, available when needed, and free from

#### Reduce Non-Revenue Water (NRW) rates

Ensure water losses from leaks, theft, and inefficiencies do not exceed 20%, improving overall system efficiency.

#### Enhance bill collection efficiency

Ensure that at least 90% of water bills are collected, improving financial sustainability for service providers.

#### Increase operational cost recovery

Ensure that for every unit of operational cost incurred, service providers generate at least 1.2 in revenue, promoting financial viability and sustainability of water services.



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