



# Monitoring revenue collection and network performance of water kiosks

see/saw

**Location:** Goma, DRC | **Target Group:** Low-income population of Goma (250,000 people) | **Partners:** Mercy Corps | **Timeline:** 2014 - 2015

## Background:

The eastern part of DRC has been in a state of ongoing conflict for the past 20 years. The main water provider in the area, Regideso, is located in the capital Kinshasa, and focuses primarily on private connections, meaning that public shared connections far from the urban centre of the country, but which serve nearly half of the population, receive little attention. While many shared public connections have been built by various NGO's over the years, a lack of reporting and information gathering hinders Regideso's ability to maintain these connections, many of which are in a poor state of repair and even when functional, supply water at intermittent levels. SeeSaw was therefore contracted to provide a software platform to improve management and circulation of information

## Our Solution:

Using a participatory design process, SeeSaw introduced a pilot project that uses different technologies to test the ability to collect information from both pre-selected community members and NCM circuit runners in order to find sustainable and accurate ways to update the WPM exercise:

- **SeeTell:** Kiosk vendors, using basic cellphones, make free 'missed calls' to signal hours of service at kiosks as well as maintenance challenges
- **SeeRead:** A customised smartphone application (that works on and offline) allows Mercy Corps and Regideso to collect daily meter readings from standposts, providing a means to double-check the data submitted by vendors. Invoices are printed then and there, on site
- **Reports & Alerts:** Customised, geo-located reports and alerts are automatically sent to key staff



## Key Benefits:

- User-friendly system with a free 'missed call' system
- Automatic and real-time analysis of data collected
- Real-time communication of technical problems and levels of service
- Geo-located reports of leaks, illegal connections, and other issues
- Customised weekly and monthly reports provided in easily understood and downloadable formats
- Rapid alerts of potential water quality issues to residents