



PROFESSIONALIZED WATER SERVICES PROVIDERS (PWSP)

An innovation under the Ahafo Regional Integrated WASH Project (ARIWP)

"Professional Service Providers, Sustainable Water Service Delivery"



**Asunafo North
Municipal
ASSEMBLY**

What is Professionalised Water Service Provider?

Professionalised Water Service Provider (PWSP) is a structured approach to ensure that rural and small-town water systems are operated and maintained by skilled personnel using standardised tools, systems, and accountability mechanisms. Under ARWP, PWSP promotes efficient service delivery through the engagement of a professionalised service provider, where training, digital monitoring, and community engagement are deployed to ensure that water keeps flowing sustainably.



Why It Matters

Across Ghana, many rural water systems fail prematurely due to poor facility maintenance, limited technical capacity, financial mismanagement, inadequate monitoring and lack of sustainable financing mechanisms. Professionalising water services addresses these gaps by introducing service-level agreements, engagement of skilled technicians, digital meters, establishment of the Water facility Insurance scheme (NSUPA Insurance) and Drinking Water Sustainability Fund (DWSF), as well as deploying modern tools like the mWater digital platform, resulting in fewer downtimes, robust maintenance culture and satisfied customers.



How PWSP Works

PWSP is rolled out through the following core steps:



Community sensitization on concept of professionalization of water management process



Establishment and training of Community Liaison Teams (CLT)



Selection of Service provider through competitive bidding process by District Assembly



Development and signing of service contracts between the District Assembly service provider, World Vision Ghana, and communities



Hand over operations and maintenance of water systems to service provider



Regular performance reviews and public reporting

Community sensitisation on the concept of professionalisation of the water management process

Initial community engagements are held to raise awareness about the shift from volunteer-led water management to a structured, professionally managed service model. These sessions ensure that community members understand the benefits and their role in the new system.

Establishment and training of Community Liaison Teams (CLT)

Community Liaison Teams are formed to represent local interests and act as the link between the service provider, District Assembly, and the community. They are trained in oversight, communication, and community mobilisation.

Selection of the Service Provider through a competitive bidding process by District Assembly (DA)

The District Assembly initiates a transparent and competitive procurement process to select a qualified and experienced service provider, ensuring value for money and efficient service delivery.

Development and signing of service contracts between the District Assembly, Service Provider, WVG and communities.

Formal agreements are drawn up to outline roles, responsibilities, service standards, and accountability mechanisms. All parties, including community representatives, sign the contract to affirm shared commitments.

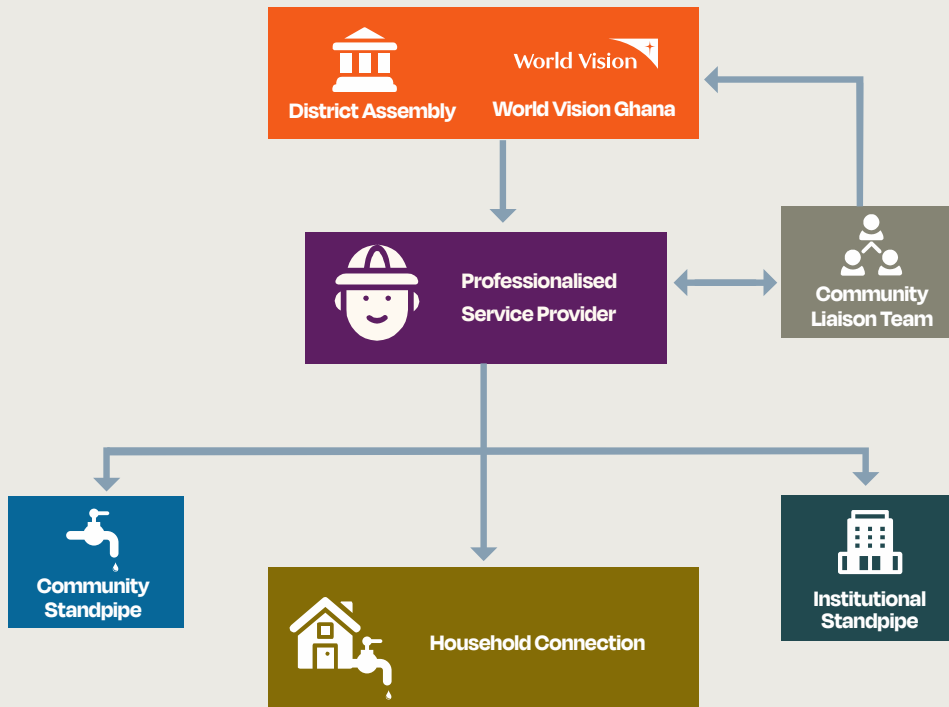
Hand over Operations and Maintenance of water systems to the Service Provider

Once contracted, the service provider assumes full responsibility for day-to-day operations and maintenance of water infrastructure, using professional standards and tools for effective management.

Regular performance reviews and public reporting

Periodic evaluations are conducted to assess the service provider's performance. Results are shared with stakeholders and the public to promote transparency, build trust, and drive continuous improvement.

Governance Arrangements



At the heart of PWSP is a multi-stakeholder arrangement involving:



District Assembly & World Vision Ghana

The District Assembly, supported by World Vision Ghana, plays a leadership and oversight role. It is responsible for monitoring the activities of professional service providers, creating a supportive environment for their operations, conducting biannual audits, and organizing quarterly stakeholder review meetings. World Vision Ghana provides technical support, coordination, and capacity-building assistance.



Community Liaison Teams (CLTs)

The Community Liaison Team serves as a bridge between the community and other stakeholders. It ensures that community interests are communicated to the service provider and the Assembly, supports accountability mechanisms, and facilitates ongoing community engagement.



Professionalized Service Provider

The service provider is responsible for the day-to-day management, operation, and maintenance of water systems. They deliver services through household connections, community standpipes, and institutional standpipes, ensuring water quality, timely repairs, billing, and customer care.



Community Members

Community members are expected to actively engage in the management process by offering feedback, collaborating with service providers to address challenges, respecting service guidelines and staff, and taking shared ownership of the facilities to ensure long-term sustainability.

How It Was Developed

The Process at a Glance:

Formation of District ad hoc committee to facilitate the selection of the service provider



An inclusive ad hoc committee was established at the district level, bringing together key stakeholders

Development of guidelines for the selection of service provider and MoU



The committee developed detailed selection guidelines and a draft Memorandum of Understanding

Joint review of guidelines and MoU by MMDAs and community representatives



The draft documents were reviewed and validated through a collaborative process

Initiation of procurement process to select service provider



Following validation, the procurement process was launched through national competitive bidding





Ad hoc committee members in a discussion during the development of the Guidelines and MoU



ARIWP Team participating in the Guideline development workshop



REPO addressing Ad hoc committee members during the validation workshop on the Guidelines and MoU documents

Benefits of the Scheme

So far, PWSM has been piloted in six [6] communities in Asutifi North District. This will be scaled up to cover WVG systems both in Asutifi North District and Asunafo North Municipality



Improved billing and accounting systems. i.e. optimisation of revenue collection using digital payment platforms.



Improved asset management and maintenance planning through the development of a complete digital asset inventory for all systems.



Increased access to sustainable, quality and reliable drinking water to consumers.



Reduced water-related diseases in beneficiary communities.



Reduced the cost burden on District Assembly expenditure on frequent maintenance of community water systems.

Get Involved

Success requires commitment at every level. You can support by:

- Endorsing professional water service delivery in your community
- Supporting digital tools and maintenance planning
- Investing in long-term capacity-building for water system operators

Let's deliver safe water, professionally every day, for everyone.





Contact Information:

Charles Waawula

Project Coordinator - Ahafo
Regional Integrated WASH
Project (ARIMP)

World Vision Ghana

Email: charles_waawula@wvi.org

Website: www.wvi.org/ghana

Allen Hollenbach

World Vision USA

Technical Director, WASH
Washington DC.

Email: ahollenbach@worldvision.org

Robel L. Wamisho

Program Associate Director
Water, Sanitation and Hygiene
World Vision Ghana

E-mail: robel_lambisso_wamisho@wvi.org
www.wvi.org/ghana

Asutifi North District Assembly

P.O. Box 31, Kenyasi
Ahafo Region - Ghana.

Location: BQ-0007-6644

TOLL-FREE NO.: 0800304000

Bismark Yao Norgbe

World Vision USA

Snr. Program Manager
WASH Department
Washington DC

Email: bnorgbe@WorldVision.org

Asunafo North Municipal Assembly

P.O.Box 1, Goaso
Ahafo Region-Ghana

Location: GPS: GE-231-4383

Tel. No.: (+233-3220) 30044