



TERMS OF REFERENCE FOR A DIRECTED WRC PROJECT

KEY STRATEGIC AREA

KSA 13: SASTEP

TITLE

Review and assessment of user acceptance of the Earth Auger Sanitation technology – IDA Community, Eastern Cape

Objectives: To gain an understanding of user experience and satisfaction of the technology

General:

The Water Research Commission (WRC), under the SASTEP Programme funded by DST together with the Bill and Melinda Gates Foundation (BMGF) has strategically invested in demonstrating new sanitation technologies emerging from the Gates Grand Challenge.

The Earth Auger technology, manufactured by Critical Practices cc, was supported and selected through a vetting process by the project management committee. 200 units were imported and the Chris Hani DM indicated interest in supporting the rollout. The IDA community was recommended by the municipality for the demonstration. All community and field interactions were managed through CHDM ISD officers. The rollout of the technology was facilitated by the WRC through a contract-based arrangement.

It was already determined that within a year of the implementation, a review will be undertaken to determine uptake and user experience in the use of the technology.

Specific Aims:

1. To undertake a detailed use satisfaction survey (of a large sample of the users). This should cover user experience, frustrations and recommendations.
2. Determine how users are undertaking operation and maintenance, as well as establish the use of bulking agents.
3. Determine the extent to which training and capacity building on the use of the toilet has made impact.
4. Assessment on institutional satisfaction and concerns of the technology
5. Determine any operational and technical problems with the technology.
6. Provide a number of learning, case studies and reports on the above.

Deliverables:

1. Reports as per objectives.
2. Consolidated detailed report.

3. Popular article on outcome
4. Pictorial report.

Time Frame: 6 months

Total Funds Requested: R 300,000 inclusive of VAT