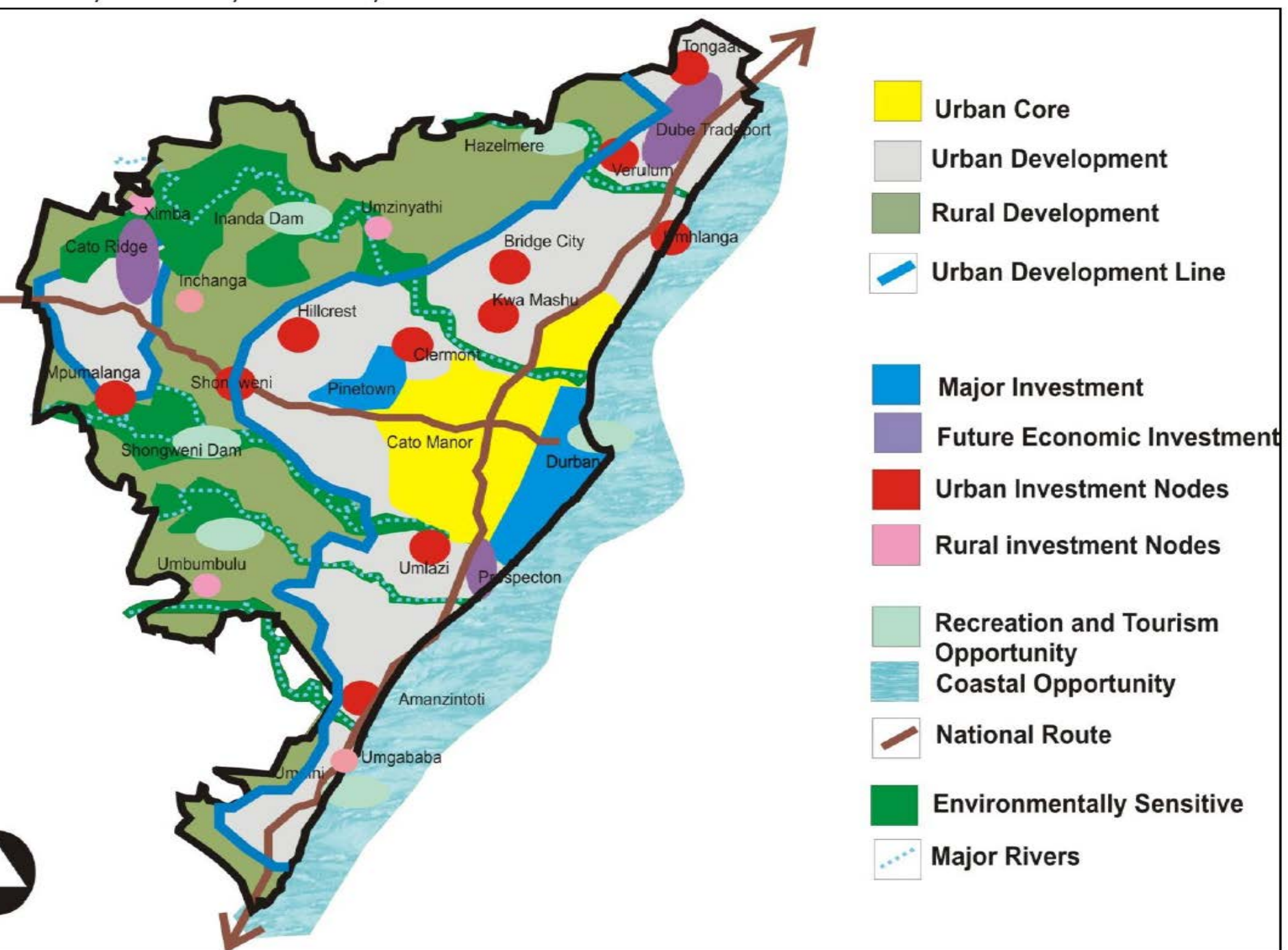


eThekweni (Durban):

-Integrity
needs
transparency

Dr. M.A. Hordijk/Cathy
Sutherland/Bonang Lewis.





Differentiated service provision

Area	Standard
Rural service standards	One ground tank per household supplied with 300l per day; Urine diversion toilet; Electrification only of densely clustered pockets; All weather surface to all public transport routes and roads within communities having a density greater than 15 person per Ha
Interim Service standards	Communal ablution blocks (toilets and showers) within 200m of served households; Electricity to every dwelling; High mast lighting for security; Emergency access roads for waste removal, fire and emergency vehicles.
Urban service standards	Full pressure house connections; Waterborne sanitation; Electricity connection; All weather surface roads

Differentiated Service Delivery

Pro's	Con's
Significant reduction back logs	Considered a violation of the 'right to water'
Clients relatively satisfied	NGOs very critical
Relatively little service protests	Proven dis
Transparent criteria for service provision	