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APPENDICES

APPENDIX 1: INTERVIEW SCHEDULE

A1.1: Interview schedule for municipal water sector officials²⁴

1. Introduce yourself and your career background
2. What is your work like in relation to the water sector? What is your role in the water sector?
 1. What does a successful water sector look like? How different is that picture from the Zimbabwe / SA situation?
 2. Which pieces of legislation regulate water governance in Zimbabwe/South Africa? What do they say about the management of fresh water?
 3. How important are the Dublin Principles in the management of water resources in Zimbabwe/South Africa?
 4. What is IWRM? What has been right with the Zim/SA water sector since the adoption of the IWRM paradigm? What has been wrong with the Zim/SA water sector since the adoption of the IWRM paradigm? What can be done to improve the situation?
 5. Who are the most important actors in the governance of water resources in your area of jurisdiction? Who are your most reliable partners?
 6. In what direction should water governance move? What should be done to move the governance in that direction?
 7. Any challenges with regard to access, distribution among different users of water? How do you believe these challenges will be addressed within the current institutional and policy framework?
 8. What changes will need to be undertaken in the institutional structures and policy framework to accommodate changes?

²⁴ Note that this is merely a guideline. Questions will be determined by the respondents' answer to the preceding question

APPENDIX 2: QUESTIONNAIRES

A2.1: English version of the governance questionnaire for residents

Governance questionnaire for residents

My name is Maxwell Musingafi. I am a postgraduate student studying for a PhD in Public Management and Governance student at the North-West University (NWU) in South Africa. I am carrying out research on water supply governance in Zimbabwe and South Africa. My mission is to determine, evaluate and suggest a possible way forward for the improvement in the governance of water supply in the two countries. The information you provide will be treated as confidential and meant only for academic purposes. I therefore kindly request that you answer the questions as truthfully as possible. Please do not write your name anywhere on this questionnaire. Place a tick in the appropriate box/boxes or fill in the space provided.

1. Demographic information about respondents (please tick in the appropriate box)

SEX	Female	
	Male	
MARITAL STATUS	Single	
	Married	
	Widowed	
AGE GROUP	Under 20	
	20-34	
	35-44	
	45-54	
	55 and over	
EDUCATIONAL BACKGROUND (state the highest qualification attained)	“O” Level/Grade 12	
	H/Diploma/Professional certificate	
	Degree	

	Postgraduate		
	Other (Specify)		
RESIDENTIAL AREA	Urban (High density)		
	Urban (Low density)		
	Peri-urban		
	Rural (communal)		
	Rural (commercial farm)	Owner	
		Worker	
	Rural (Growth point)		
	Other (Specify)		

2. Which of the following best describes your view on the quality of the public drinking water supply in your area? (Please complete as appropriate)

A) I am satisfied with the quality of the public water supply.

B) I am generally satisfied with the quality of the public water supply but wish to make the following comment

.....

C) I have some concerns about the quality of the public water supply for the following reason(s)

.....

3. Which water authorities are responsible for the supply of public drinking water in your area?

.....

4. Which of the following best describes your relationship with the water authority who supplies drinking water to the majority of water users in your area?

A. We have regular contact (more than once a year).

B. We have irregular contact.

C. We have annual contact.

D. We have no contact unless there is an incident.

5. Do you think government is doing enough to ensure availability and accessibility of clean fresh water to all people in your community? Explain your position

.....

6. In your view what does a successful fresh water management system look like? How different is that picture from the situation in your area?

.....

7. Do you make any contributions in the governance of fresh water supply decision making process in your community? Please explain

.....

8. Who is responsible for fetching and ensuring that there is fresh water in your homestead? Explain.

.....

9. Who do you think are the most important actors in the governance of water resources in your area? Explain your position.

.....

10. The government has introduced a catchment water management system. Name both the catchment and the sub-catchment to which your community belongs.

i.

ii.

11. Is the above arrangement helping in improving water supply in your area? Explain your position.

.....

12. If there is anything else you would like to add, please make any other comments here.

.....

A2.2: Shona version of the governance questionnaire for residents

Bepa retsvagurudzo

Ndinonzi Maxwell Musingafi. Ndinoita zvidzidzo zveuzvinafundo munyaya dzebudiriro, utungamiriri nokusimudzirwa kwemagariro mumatunhu (PhD in Public Management and Governance) neUniversity yeNorth-West yokuSouth Africa. Ndiri kuita tsvagurudzo nezvemafambisirwo namagovanirwo emvura yokushandisa pamba muZimbabwe nemuSouth Africa. Chinangwa changu ndechokubatsira pakusimudzirwa peku manejwa nekugvaniswa kwemvura munharaunda munyika mbiri idzi. Tsvagurudzo iyi inondibatsira kuti ndizopiwa Dhigirii reuzvinafundo munyaya dzebudiriro, utungamiriri nokusimudzirwa kwamagariro mumatunhu. Zvamuchandiudza ndichazvichengetedza pasina kufukura hapwa, ndichangozvishandisa pane zvidzidzo zvandiri kuita izvi chete. Saka ndinokumbirawo chokwadi chenyu chakaperera pane zvamuchandiudza. Musanyora mazita enyu pamapepa aya. Ingotsvunhai panokodzera kana kuzadzisa nzvimbo dzamapiwa kuti muzadzise chete. Ndatenda.

1. Tsanagudzo yomudaviri wepepa iri (tsvunhai mubhokisi rinokodzera)

MURI	Mukadzi	
	Murume	
CHIMIRO PAWANANO	Handisati ndaroorwa/ndaroorwa	
	Ndakaroorwa/roorwa	
	Ndakafirwa	
MAKORE ANGU ARI	Pasi pe20	
	mukati me20-34	
	Mukati me35-44	
	Mukati me45-54	
	ps55 kana kudarika	
DZIDZO (Tiudzei dzidzo yenyu yapamusoro pamakagumira yamakapasa)	<i>'O' Level / 'A' Level</i>	
	<i>H/Diploma/Professional certificate</i>	
	<i>Degree</i>	
	<i>Postgraduate</i>	

	<i>Other</i> (Tiudzei kuti chii chacho chamakaita)		
KWAMUNOGARA	Mudhorobha (kwanamunhuwo)		
	Mudhorobha (kwanamarimatombo)		
	Mujinga medhorobha (Peri-urban)		
	Kumaruwa		
	Mupurazi	Muridzi	
		Mushandi	
	<i>PaGrowth point</i>		
	Kumwewo (Taurai kuti kupi)		

2. Pazvirevo zvinotevera ndechipi chinopindirana nepfungwa dzenyu pamvura inoshandiswa noruzhinji munharaunda menyu?

A) Ndinogutsikana nemvura yatinowana soruzhinji.

B) Ndinogutsikana hangu asi pane zvinotevera zvandaifunga kuti dai zvaigadziriswa

.....

C) Handifari nemvura yatinowaniswa soruzhinji nezvikonzero zvinotevera

.....

3. Ndavapi vane basa rokuti voruzhinji vawane mvura munzvimbo menyu? (Nyorai vese vamunoziva)

.....

4. Pazvirevo zvinotevera ndechipi chinotsanangura ukama hwenyu nevane basa rokuti voruzhinji vawane mvura munzvimbo menyu?

A) Tinosangana kakawanda (kanodarika kamwe chete pagore).

B) Masanganiro acho haana kunyatsorongeka, chinongori chivhundumukira.

C) Tinosangana pagore pagore.

D) Hatisangani kunze kwekuti pane chikuru chaitika.

5. Hurumende iri kuita zvakakwana here kuti voruzhinji vawane mvura ine utano?

Tsanangurai pfungwa dzenyu

.....

6. Mumafungiro enyu ndezvipi zvamunoti ndiko kumanejwa kwemvura kwakanaka kunovaka. Zvakasiyana papi nezviri kuitwa munharaunda menyu?

.....

7. Munopawo here pfungwa dzenyu pakumanejwa nokugovaniswa kwemvura kuruzhinji munzvimbo menyu? Tsanangurai.

.....

8. Ndiani ane basa rokuti muve nemvura mumba menyu; uye anondochera mvura yacho? Tsanangurai.

.....

9. Pavanhu vose vane chokuita nemvura munharaunda menyu ndivanani vamunofunga kuti ndivo vakakosha kuti nyaya dzemvura dzifambiswe zvakanaka? Tsanangurai.

.....

10. Hurumende yakauya nezvainoti *catchment water management system*. Tiudzei kuti imi muri mu*catchment* ne*sub-catchment* ipi?

i.....

ii.....

11. Macatchment aya anobatsira here pakuti voruzhinji vawane mvura zvine mwero munzvimbo menyu? Tsanangurai.

.....

12. Kana pane zvimwe zvamungada kutaura nezvazvo pamusoro pezvamatotaura, taurai nezvazvo mumitsara inotevera.

.....

A2.3: Venda version of the governance questionnaire for residents

Khweshene ya ndango ya vhadzulapo

Ndi nne Maxwell Musingafi. Ndi mugudi wa PhD kha zwa vhulangi ha vhurangaphanda ha nnyi na nnyi university ya North West (NWU) Afhrika.Tshipembe. Ndi khou ita thodisisa iyi nga zwa vhulangi kha ndisedzo ya madi kha la Afurika Tshipembe na la Zimbabwe. Thodisiso iyi ndi thodea ya u netshedzwa ha digirii ya PhD nga vhulangi na vhuvangaphanda ha ndango ya ndisedzo ya ha nnyi na nnyi. Ndivho yanga khulwane ndi u wana u sedzulusa na u themendela ndila ya u khwinifhadza ndango ya ndisedzo ya madi kha mashango aya mavhili. Vhutanzi vhune vha do nnetshedza vhu do vha ha tshidzumbe na u shumiswa kha zwa ngudo fhedzi. Ndi humbela uri vha fhindle mbudziso idzi nga u fulufhedzea. Vha songo nwala dzina lavho kha mbudziso idzi. Kha vha tou ita thikhi kha zwidanga zwe vha newa kana vha dadze zwikhala zwo newaho.

1. Zwidodombedzwa zwa vhune

MBEU	Tshifumakadzini	
	Tshinnani	
TSHIIMO TSHAMBINGANO	A tho ngo malwa	
	Ndo malwa	
	Tshilikadzi	
VHUKALE	Fhazi ha minwaha ya 20	
	Minwaha ya vhukati ha 20 na.34	
	Minwaha ya vhukati ha 35 na.44	
	Minwaha ya vhukati ha 45 na.54	
	Minwaha ya u bva kha 55 u ya ntha	
TSHIIMO TSHAPFUNZO (Ngudo dzanthesa)	U bva kha O u swika gireidi 12	
	Dipuloma ya nthesa/sethifikheithi tsha mushumo	
	Digirii ya fhasi	
	Digirii ya ntha	

	Zvimwe-vho		
VHUDZULO	Vhupo ha dzidoroboni-ho andesaho vhathu		
	Vhupo ha dzidoroboni-ho songo andesaho vhathu		
	Vhupo ha vhukati		
	Vhupo ha muhayani (zwithentsini))		
	Vhupo ha (mabulasini)	Ha u dzula	
		Ha u lima	
	Vhupo ha mahayani-ho no bvele		
	Hunwe-vho		

2. Mihumbulo yavho nga ha ndisedzo ya madi o kunaho vhuponi ha havho

A) Ndi a fushea nga ndisedzo ya madi.

B) Ndi a fushea nga ndisedzo ya madi nga u angavedza ndi tshi tama u amba zwi tevhelaho

.....

C) Ndi na thaidzo nga ha tshiimo tsha nyisedzo ya madi o kunakiswaho annyi na nnyi zwi tshi kwama mbuno dzi tevhelaho

.....

3. Ndi vhaphio vhahulwane vha langaho ndisedzo yamadi a u nwa vhuponi ha havho?

.....

4. Ndi zwifhio kha zwi tevhelo zwine zwa buletshedza vhushaka vhe re hone vhukati ha vha ndisedzo ya madi na vhashumisi vha madi vhuponi ha havho?

A) Ri na vhukwamani tshifhinga tshithe.

B) Ri na vhukwamani vhu si ha misi yothe.

C) Ri tangana nga riwaha.

D) Ri tangana avali hu na zwiitisi.

5. Ndi humbula unga muvhuso u khou ita zwo linganaho naa u vhona uri hu na u wanala na u swikelelea ha madi o kunakiswaho kha nnyi na nnyi tshitshavhani tsha havho? Talutshedzani vhuimo hanu

6. Nga kuhumbulele kwavho ndi mbonalelo de ine vhulangi ha kwhine kha ndiseddzo ya madi ha tea u vha zwone zwo fhambana hani na nzulele ya vhuponi ha havho?

7. Vha a thusa nga mihumbulo kha nzudzanyo ya vhulangi ha ndisedzo ya madi o kunakiswaho muvhunduni wa havho? Kha vha talutshedze.

8. Ndi nnyi a ve na vhundifhinduleli ha u ka na hu vhona uri hu na madi o kunakiswaho mutani wa havho? Kha vha talutshedze.

9. Ndi vhafhio vha re na vhudifhinduleli vhuhulwane kha zwiko zwa ndisedzo ya madi vhuponi ha havho? Kha vha talutshedze vhuimo havho

10. Muvhuso wo tshoma phethu ha u langa mbulungelo ya madi kha vha bule mbulungelo ya madi khulwane na thukhu I ve hune vhuipo ha havho ha wela hone

i.....

ii.....

11. Nzudzanyo i ve afho ntha i khou. Thusa na u kwisisa ndisedzo ya madi vhuponi ha hanu? Kha vha talutshedza kuvhonele kwavho

12. Avali hu na zwinwe zwine vha tam u dadzisi tha vha zwi bule afha fhasi

A2.4: Zulu version of the governance questionnaire for residents

Imibuzo yocwaningo ngohlelolwezindlu zokuqashisa noma zokuhlala

Igama lami ngingu Maxwell Musingafi. Ngingumfundi owenza Phd kwezokuphatha umphakathi nenqubekela yawo (Public Management) kwiNyuvesi yase Nyakatho-Ntshonalanga(NWU:North-West University) eNingizimu Afrika. Ngenza ucwaningo ngamanzi athelelwa umphakathi wase Zimbabwe nase Ningizimu Afrika. Lolucwaningo lozogcwalisa iziqu ze Phd degree kwezokuphatha umphakathi nenqubekelo yawo. Iqhaza lami wukuthola, ngihlaziye ngiphinde ngibenezincomo ngezindlela ezingabakhona ukuze kubenenqubekela phambili ukuze kuthuthuke uhlelo lwezokuthutha amanzi kulamazwe amabili. Imininingwane ozobe usinikeyona izibayimfihlo izosetshenziswa ekuthuthukiseni ulwazi lwezemfundo kulomkhakha engiwezayo. Ngiyacela ngokukhulu ukuzithoba ukuthi uphendule lemibuzo ngokweqiniso. Ngicela ungalifaki igamalakho kulephepha lemibuzo yocwaningo. Faka loluphawu (✓) ebhokisini nomaembhokisini elifale noma ugcalise esikhaleni esinikiwe.

1. Imininingwane yobambe iqhaza (faka lohawu(✓) ebhokisini elifanele)

UBULILI	Owesifazane	
	Owesilisa	
ISIMO KWEZOMSHADO	Angishadile	
	Ngishadile	
	Ngashonelwa wowakwami	
IQEMBU LEMINYAKA OKULO	Ngaphansi kuka 20	
	20-34	
	35-44	
	45-54	
	55 nangaphezulu	
UMLANDO WEZINGA LOKUFUNDA	“O” level noma ibanga leshumi (grade12)	
	H/Diploma	
	Degree	

	Post-graduate		
	Other		
INDAWO YOKUHLALA	Rural area		
	Urban low density		
	Urban high density		
	Peri-urban		
	Emaphandleni (usebenza efama)	Umnikazi	
		Umsebenzi	
	Emaphandleni (la ukhulele khona)		
	Okunye (cacisa)		

2. Yikuphi kuloku okulandelayo okuchaza kangcono ukubona kwakho iqophelo lokuthutha amanzi aphuzwa wumphakathi endaweni yangakini? (ngicela ugcwalise isikhala esifanele)

- A) Ngigculisekile ngeqophelo lokuthutha amanzi womphakathi.
 B) Ngigculisekile nje ngeqophelo lokuthutha amanzi womphakathi kodwa ngifisa ukuphawula ngaloku okulandelayo

.....

- C) Nginentandabuzo ngeqophelo lokuthutha amanzi womphakathi ngenxa yalesi sizathu noma yalezi zizathu

.....

3. Wobani osomaqhuzu abanemvume lokuthuthela yokuthuthela umphakathi amanzi ahlanzekile aphuzwa wumphakathi wangakini?

.....

4. Yikuphi kulokulandelayo okukuchaza kangcono ubudlelwane bakho nosomaqhuzu abathutha inxenye inkulu yamanzi aphuzwa wumphakathi wangakini?

- A) Siyaxhumana njalo njalo (ngaphezu kwelanga ngonyaka)
- B) Asixhumani njalo
- C) Sixhumana njalo ngonyaka
- D) Asixhumani ngaphandle kokuthi kubenenkinga

5. Ucabanga ukuthi uhulumeni wenza ngokwanele ukuqinisekisa ukubakhona noku finyeleleka emanzini amasha nahlanzekile kubobonke abantu emphakathini? Chaza ibanga lakho
.....
6. Ngowakho umbono ukuxhumana kwempumelelo yamanzi ahlanzekile kubukeka kunjani? Sihluke kanjani lesosithombe kulesimo esisendaweni yangakini?
.....
7. Uyasifaka isandla ekuhleleni isinqumo zokuthuthwa kwamanzi ahlanzekile wenze izindlela engafinyelela ngayo emphakathini? Sicela uchaze
.....
8. Wubani omelene nokuthatha aphinde aqinisekise ukuthi kunamanzi ahlanzekile ngasekhaya lakho? chaza
.....
9. Wobani ocabanga ukuthi abalingisi ababalulekile ohlelweni lwemithombo yamanzi endaweni yangakini? Chaza isimo sakho.
.....
10. Uhulumeni wathula i-catchment water management system. Nikeza womabili ama-catchment nama sub-catchment lawo umphakathi wangakini ungaphansi kwawo.
i.....
ii.....
11. Lokuhleleka okungaphezulu kuyasiza ekuthuthukiseni ukuthuthwa kwamanzi endaweni yangakini? Chaza isimo sakho.
.....
12. Uma kunokunye ofuna ukukwengeza, sicela ukuphawule lana.
.....
.....

A2.5: Tswana version of the governance questionnaire for residents

Leina la me ke Maxwell Musingafi. Ke wa Phd mo Public Management and governance student le university ya Bokone-Bophirima Aforika Borwa. Ke di patlisiso ka water supply gorvenance ko Zimbabwe le Aforika Borwa, patlisiso e etla dira gore ke atlege go bona Phd degree ko Public Management and governance. Maikalelo a mme ke go batla go sekaseka le go batla dikarabo tse di maleba goka tokafatsa governance of water supply mo mafatsheng a mobedi a no. Maikutlo kapa molaetsa wagago kesephiri sagago mme gankitla se dirisetswa sepe ka fantle ga dithuto. Mme tšwetšwe araba dipotso tse dilatelang kaboikanyego

1.

BONG	Mosadi	
	Monna	
LENYALO	Mongwe	
	Nyetswe	
	Motlholagadi	
DINGWAGA	Tlase 20	
	20-34	
	35-44	
	45-54	
	55 goya godimo	
TSA DITHUTO (BOTSHELO JWAGAGO)	“O” level kapa (kereiti12)	
	H/Diploma	
	Degree	
	Post-graduate	
	Other	
FELO KWADULANG	Motsetoropo (High density)	
	Motsetoropo (Low density)	
	Magaeng	
	Dipolasing	
	Dipolasing	Mongamotsi
		Mobereki
	Magaeneg	
	Tseding	

2. Ke sefeng se sethalosang pono ya gago ka takafatso ya public drinking water supply mo tikolong ya gaeno? (tlatsa ka kelo tlhoko)
- A) Ke kgotsofetse ka maemo a public water supply _____
- B) Ke kgotsofetse mme, kerata go dira dingongorego di le malwanyana -----
- C) Ke tswegile thata ka maemo a public water supply kamabaka a. -----

3. Ke baemedi bafe banang le maikarabelo a supply of public drinking water mo tikogong yagaeno -----
4. Ke efeng etlhalosang botsalano mabapi le water authority batlamelang metsi , a metsi e mentsi
 - A) Gonale kontaraka, e tsepameng
 - B) Gona le kontaraka
 - C) Kontaraka ya ngwaga
 - D) Ga gona kontaraka ka fantle gagore gone le kotsi
5. A puso a dira go katlala seatla go retefatsa gore metsi a a phepha a kereega go batho bontle ba morafe? Tlhalosa seemo sa gago -----
6. Goya ka wena successful frsh water management e tshwana le eng? E ma jang tikologo eo dulang kwa go yona? -----
7. Ao ra le seabe mo tshwarong ya metsi a aphepha, a a tlamela morafe wa gago. -----
8. Ke mang yo o tshwanetseng go netefatsa gore metsi a phepha a teng mo morafeng otlhe? -----
9. Ke bafe ba diragatsi ba ab botlhokwa mo taolong ya di diriswa tsa metsi o tikologong? Tlhalosa ka patlalo. -----
10. The government has introduced a catchment water management water management system. Name both the catchment and sub-catchment to which your community belong.
 - i. -----
 - ii. -----
11. A se sebuilweng fa godimo se thusa tsamaiso e e nonofileng ya metsi o tikologong ya gaeno? -----
12. Ia gona sengwe seo batlang go se bua, kwala fatlse dingongorego

A2.6: Questionnaire for municipality employees

My name is Maxwell Musingafi. I am a postgraduate student studying for a PhD in Public Management and Governance at the North-West University (NWU) in South Africa. I am carrying out research on water supply governance in Zimbabwe and South Africa. My mission is to determine, evaluate and suggest a possible way forward for the improvement in the governance of water supply in the two countries. The information you provide will be treated as confidential and meant only for academic purposes. I therefore kindly request that you answer the questions as truthfully as possible. Please do not write your name anywhere on this questionnaire. Place a tick in the appropriate box/boxes or fill in the space provided.

1. Demographic information about respondents (please tick in the appropriate box)

SEX	Female	
	Male	
MARITAL STATUS	Single	
	Married	
	Widowed	
AGE GROUP	Under 20	
	20-34	
	35-44	
	45-54	
	55 and over	
EDUCATIONAL BACKGROUND (state the highest qualification attained)	“O” Level	
	H/Diploma/Professional certificate	
	Degree	
	Postgraduate	
	Other (Specify)	
RESIDENTIAL AREA	Urban (High density)	

	Urban (Low density)	
	Peri-urban	

2. Basic water management information (Please tick in the appropriate box)

Statement/question	Yes	No
Are you involved in the management of water supply in your municipality/council?		
Do you ever attend water supply management meetings?		
Have you heard of the integrated water resources management concept?		
Are you happy with the management of water supply in the municipality/council?		
Do you think the water supplied to residents is good quality?		
Have you read national/public water legislation?		
Are you happy with the legislation?		

APPENDIX 3: LETTERS

A3.1: Certification of language editing

Dr Bridget Theron-Bushell
Academic Editing & Text Care

P.O. Box 101460, Moreleta Plaza, Pretoria, 0167

Email: bridget.edit@telkomsa.net

Cell: (+27) 083 6593 947

Tel: (012) 997 0947

29/01/2012

To whom it may concern:

This is to certify that I have done a full professional edit of the language in the draft PhD thesis by Maxwell Musingafi,

Integrated resource management of potable water in Zimbabwe and South Africa: A comparative study of four local authorities

that is due to be submitted for examination shortly.

I am satisfied that from a language point of view that the thesis is fully acceptable.

Yours sincerely

Bridget Theron-Bushell

Pretoria

A3.2: Researcher's letter to municipal authorities requesting permission to conduct research in the relevant municipal area

Zimbabwe Open University
68 Hellet Street
P. O. Box 1210
Masvingo

27 June 2010

The Chief Executive
Masvingo Rural District Council
P. O. Box
Masvingo

Dear Sir

Re: Application for permission to conduct PhD research on potable water supply management in the municipality of Masvingo/Harare/Musina/Tshwane

I am applying for permission to carry out research on water supply management in the municipality of Masvingo/Harare/Musina/Tshwane for my PhD thesis in Public Management and Governance with the North-West University, South Africa. The title of the thesis is:

IWRM, potable water supply governance and stakeholder participation in Zimbabwe and South Africa: Comparative perspectives from selected local authorities.

The areas of focus for the study are:

- potable water supply institutional systems and infrastructure;

- implementation of the Integrated Water Resources Management (IWRM) paradigm as enshrined in the Zimbabwean and South African Water Acts of 1998, policy and strategy documents;
- the role of stakeholders and clients in the management of potable water process;
- the relationship between potable water governance and management issues; and
- the role of ZINWA, DWAF, catchment/ sub-catchment in the management of potable water supply in the municipality.

The focus of the study is largely qualitative, seeking the views of stakeholders on the way in which IWRM is being implemented in the municipality.

I am a lecturer with the Zimbabwe Open University, Faculty of Commerce and Law, Masvingo Campus. I undertake to provide the council with a copy of my research findings.

I am looking forward to your assistance. Thank you.

Yours faithfully

Maxwell Musingafi

A3.3: Faculty letter introducing the researcher to the municipalities

A3.4: Letter from city of Masvingo giving the researcher permission to conduct research in the city

A3.5: Letter from city of Tshwane giving the researcher permission to conduct research in the city

A3.6: Letter from Masvingo Rural District Council giving the researcher permission to conduct research in Masvingo Rural

