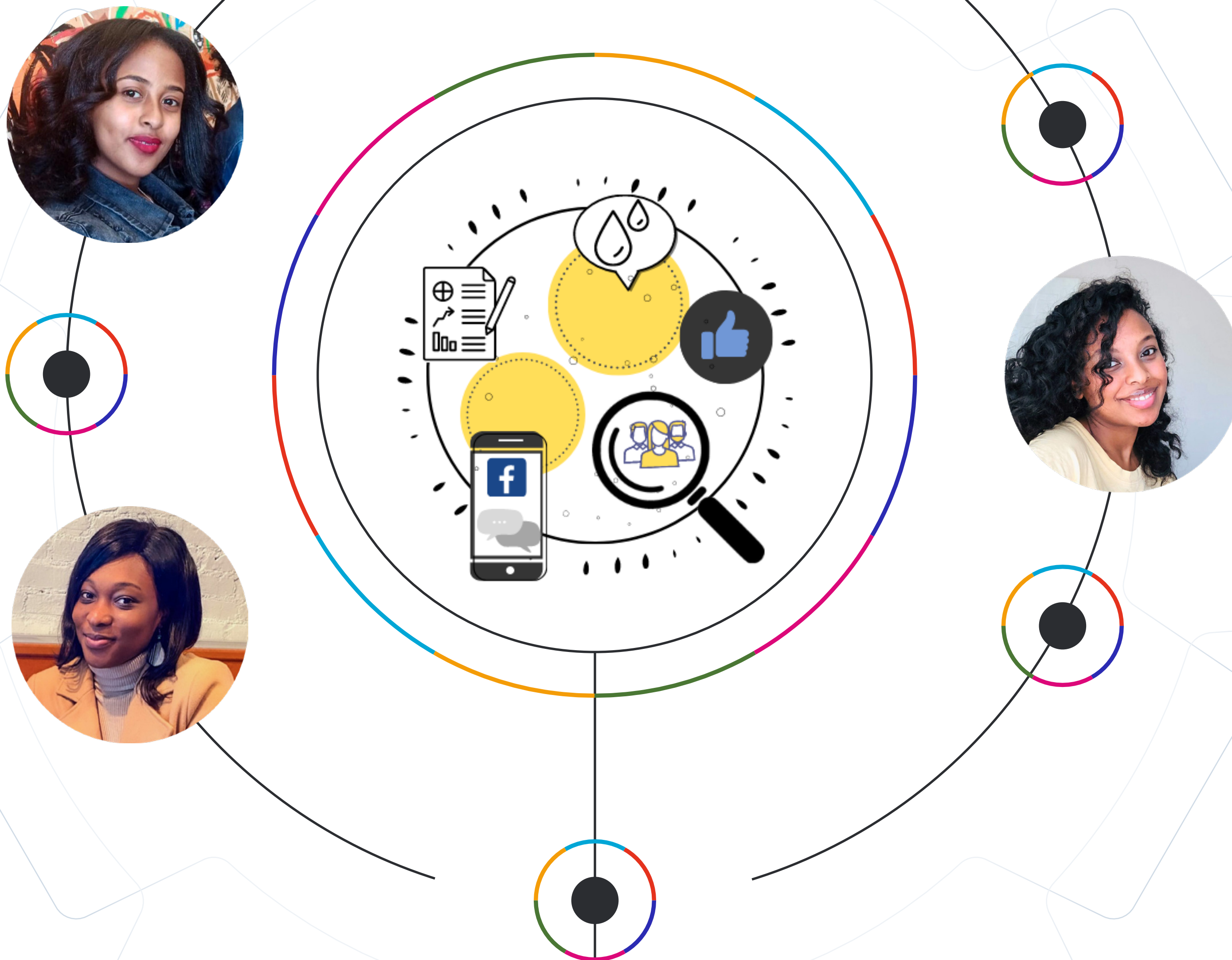




Build a strong community around water conservation



Objective of the project

Encourage water authorities and suppliers in Cote d'Ivoire to improve water policies and services by accumulating evidence and enabling the public's voice to be heard.

Problem addressed

Ecolution is a monitoring service of the quality of water supply services in Cote d'Ivoire using feedback from consumers on Facebook. The reviews collected will be analyzed through an AI sentiment analysis and categorized by services (quality, maintenance, billing, shortage, access, customer service). The monitoring results will be shared with the stakeholders (public, authorities, and supplier) before launching a campaign for public engagement in decision making on Facebook to foster policy improvement..

Solution proposed

The urban water supply system in Cote d'Ivoire is managed by a unique private company that provides water to millions of people. However, many complaints from consumers about the quality of the services provided have been recorded. Some of these complaints are made public on Facebook and some of them are not. In a context of growing urbanization and needs coupled with growing water scarcity, a lack of sustainable water governance and public engagement constitute barriers to urban water resilience.

Expected impacts

We expect that the project increases transparency in the water management, and fosters improvement of water policies, institutional framework, and public participation in the decision making process. On the other hand, we expect to inform and educate the public on water management which could lead to behavioral change.

Current state of development and What is the project looking for?

We are currently creating a dataset of consumers' feedback and establishing the algorithm for data analysis. We are looking for funding for the marketing of our social media campaign and for IT resources.

The next steps are the launch of the social media page of the project where the results of the monitoring will be released and the public engagement campaign will take place.

Contacts

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