

How to report a WASH problem

Open your district link on any phone. <https://report.washdesk.app>

What this is for

Report a water, sanitation or hygiene problem to your district office. It takes about 2 minutes. A WashDesk officer follows up with the district team.

Step 1 — Your district and council

Open your district link, choose your area or zonal council, and add your town name if you want. If your council is not listed, choose “Other” and type the place.

Step 2 — What the problem is

Tap Water, Sanitation, Hygiene or Other. Tap a common problem, or type it in your own words. Short and clear is enough.

Step 3 — Who to call

Give the phone number the team should call. Numbers start with +233 — leave out the first 0.

Reporting for someone else

Choose “for someone else” or “for my community”. The team then asks who they should call about it. Your own name stays as the person who sent the report.

Extra details are optional

“Add more details” is never required. You can send the report without opening it.

Your reference number

After you send, you get a number like TAN-2026-000040. Keep it — you need it to check the report later.

Share it on WhatsApp

On the last screen, tap “Send on WhatsApp” or “Copy message”. The message has no names or phone numbers in it.

No network? Nothing is lost

Your answers are saved on the phone as you type. If sending fails, the report waits and sends itself when you have signal again.

Check your report later

Open “Check my report”, type your reference number and the phone number you gave. You will see the current status.

Your privacy

Names and phone numbers are never shown on any public page. Only the WashDesk team can see them.