

Innovative Capacity Building for Utilities in Africa – 2 Case Studies from Uganda



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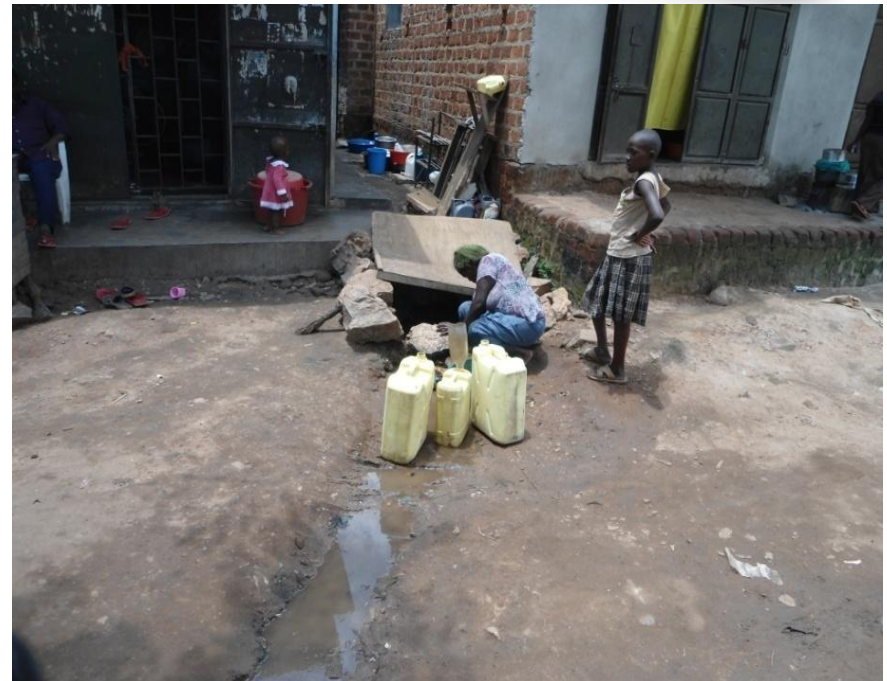
Overview of the presentation

- ❑ Challenge of reaching the urban poor, in the context of capacity
- ❑ Descriptions of two innovative programmes
 - What?
 - How/Process?
 - Partnerships?
- ❑ Lessons learnt



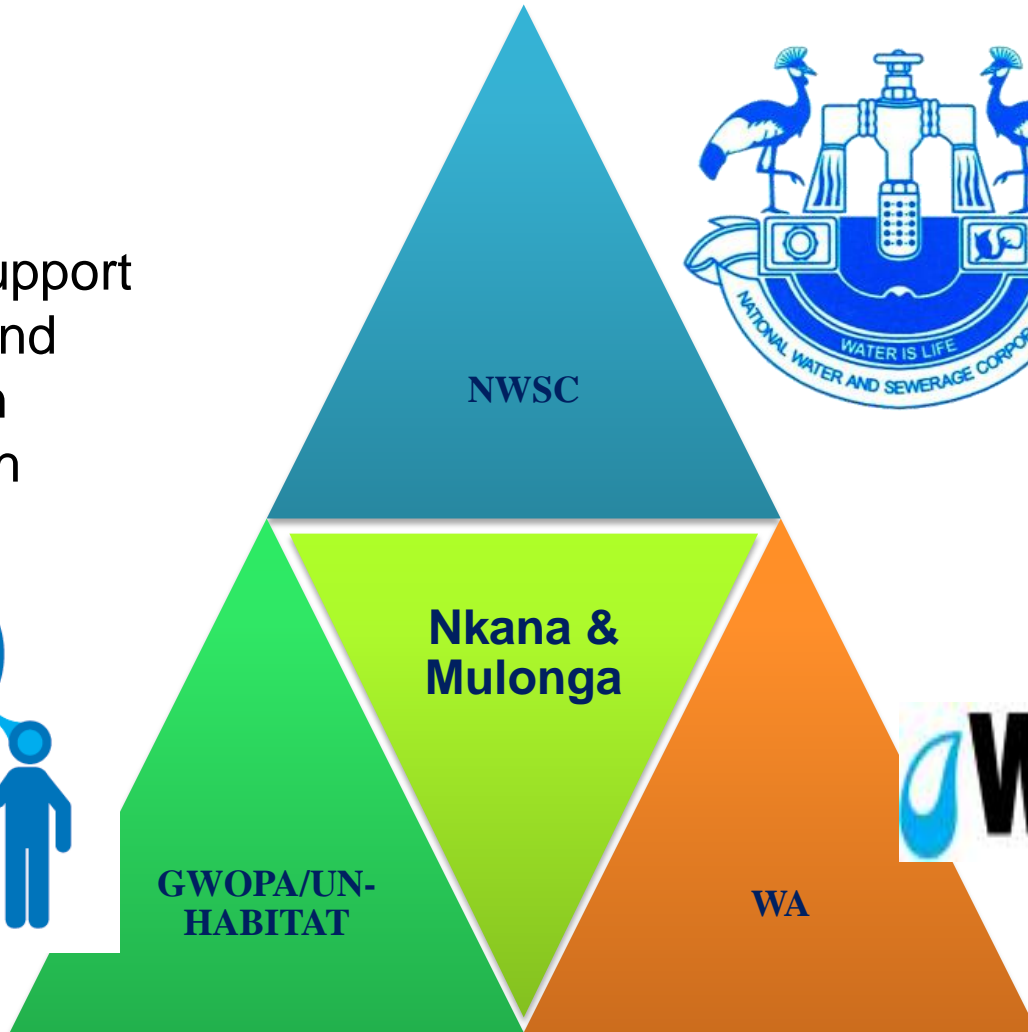
The Urban Challenge

- ❑ Achieving sustainable WASH for everyone
- ❑ Capacity of operators to deliver these services
- ❑ A number of operators are effectively managing these challenges; willing to share knowledge
- ❑ Need to be creative, think, act out of the box, share innovations.



Case study NO.1: GWOPA Partnership

Technical support to NWSC, and coordination together with WaterAid



- Technically leads on the project;
- Mentor



- Funding,
- Oversight,
- Learning

Objective of the GWOPA Partnership

- ❑ NWSC, a successful water operator, to mentor two less successful water utilities in Zambia:

- Nkana Water and Sewerage Company, Kitwe, Zambia
- Mulonga Water and Sewerage Company, Chilonga, Zambia.

Aim

- ❑ To strengthen and empower the mentee operators at:
 - Establishment of Low-income Customer Support Unit
 - Management and financial and technical levels to implement changes that will lead to better water and sanitation services particularly for the urban poor

Achievements so far ...

- ❑ NWSC conducted a diagnostic capacity assessment

- ❑ Supported development of Action Plan for the mentee utilities
 - ❑ Improvement & expansion of services to peri-urban areas;
 - ❑ Stakeholder engagement & management
 - ❑ Reduction of Non-revenue water from 47% to 36%
 - ❑ Enhance customer relations & satisfaction
 - ❑ Enhancement of positive staff attitude

- ❑ Bench-marking/exchange visit by Nkana and Mulonga to NWSC

Next steps

- Implementation of mentee performance improvement plans (PIPs);
- Follow-up implementation of PIP
- Final evaluation

ADVANCED
INTERNATIONAL
TRAINING
PROGRAMME



ITP: 301B

**Sustainable Urban Water and
Sanitation – Integrated Processes**

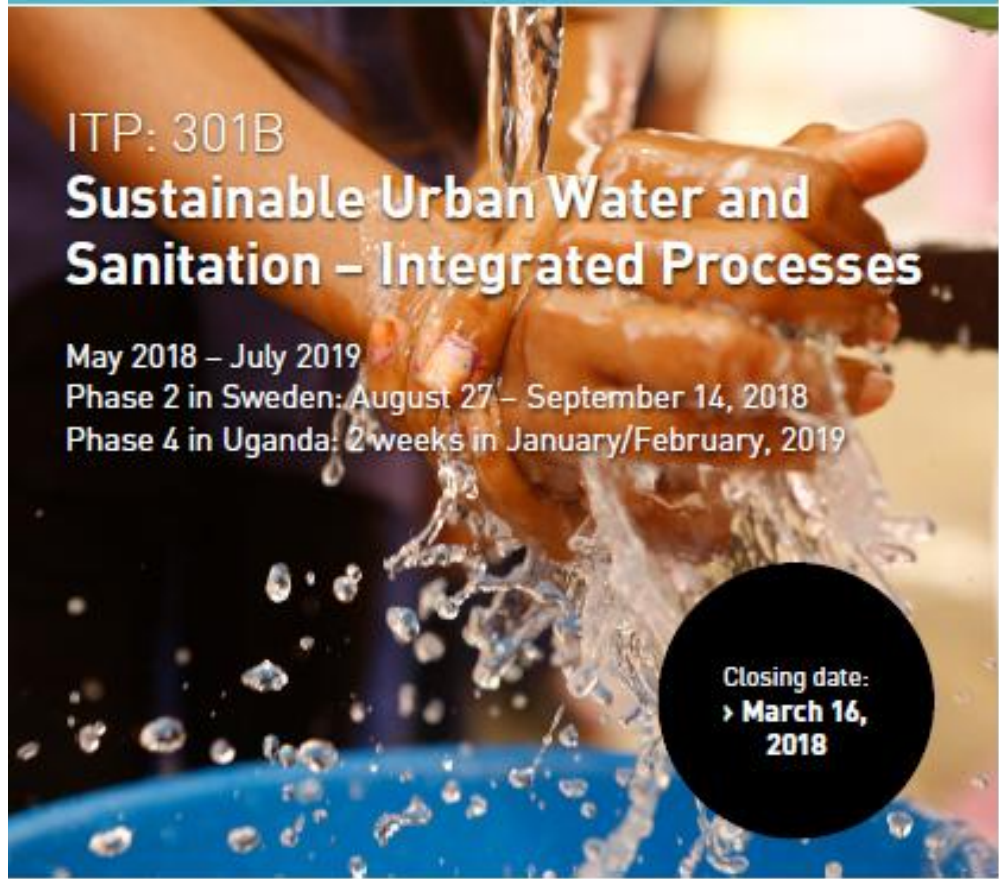
May 2018 – July 2019

Phase 2 in Sweden: August 27 – September 14, 2018

Phase 4 in Uganda: 2 weeks in January/February, 2019

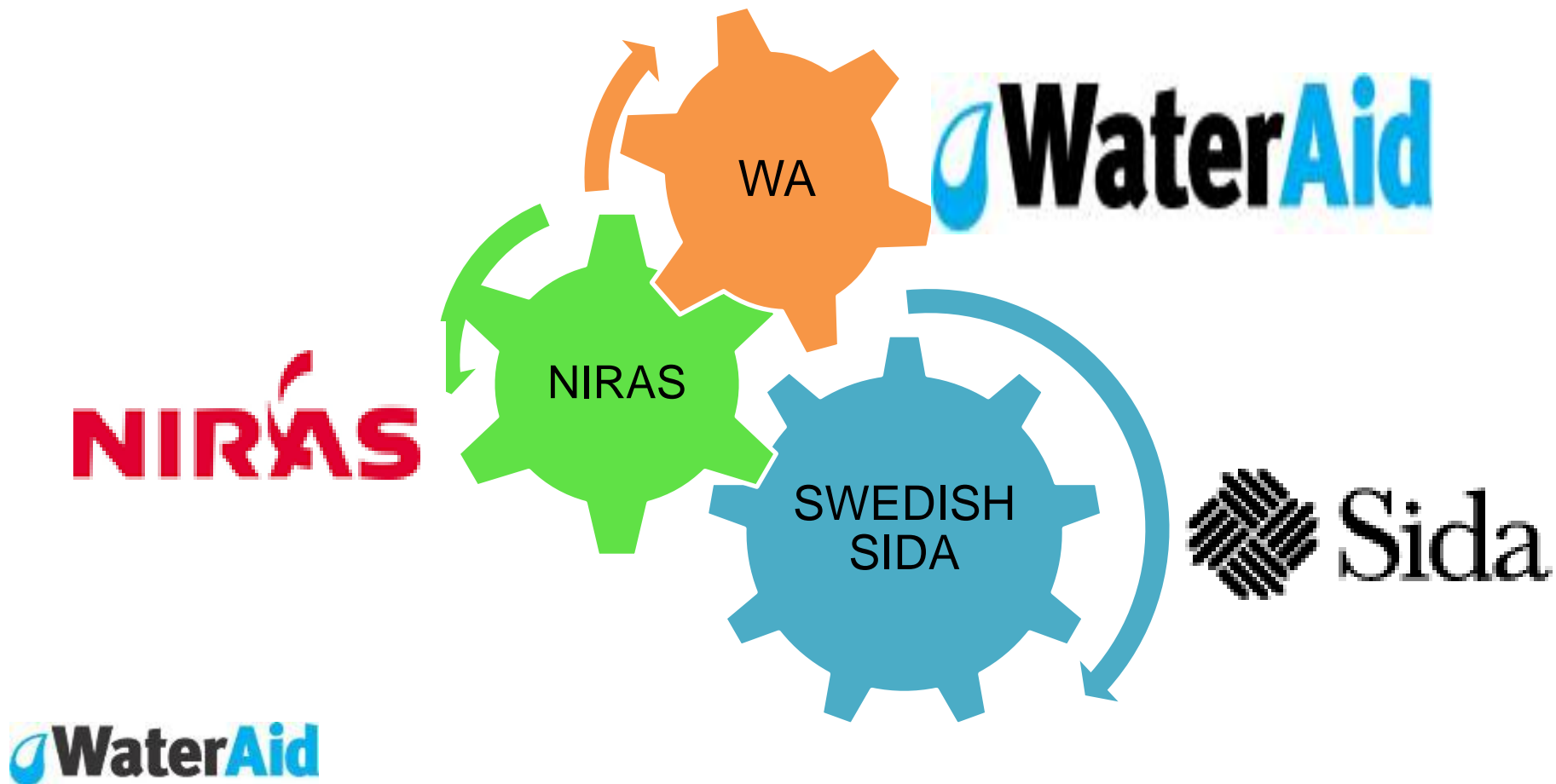
Closing date:
› **March 16,
2018**

Case Study No. 2: ITP- SUWAS



WaterAid-NIRAS Partnership

Collaborative organisations / Participants



What is ITP?

- ❑ Sida's ITP concept – a successful approach since the 1990s
- ❑ Extensive programme for expert knowledge exchange and networking;
- ❑ Advanced training of professionals by experienced experts - participants are also experts
- ❑ Change project – Participants' drive for change and organisational strengthening is key
- ❑ Mentoring approach

Objective of ITP-SUWAS

Improved planning and implementation for more **sustainable urban water and sanitation services** where poor people's rights, needs and demands are taken into account

-

through **enhanced knowledge** and the support of **change processes** in collaborative organizations

Key principles: equity and inclusion; sustainable solutions; change agent/managing change processes and improving organisational performance

10 Target Countries

Africa Region

- Uganda
- Kenya
- Tanzania
- Rwanda
- Zambia

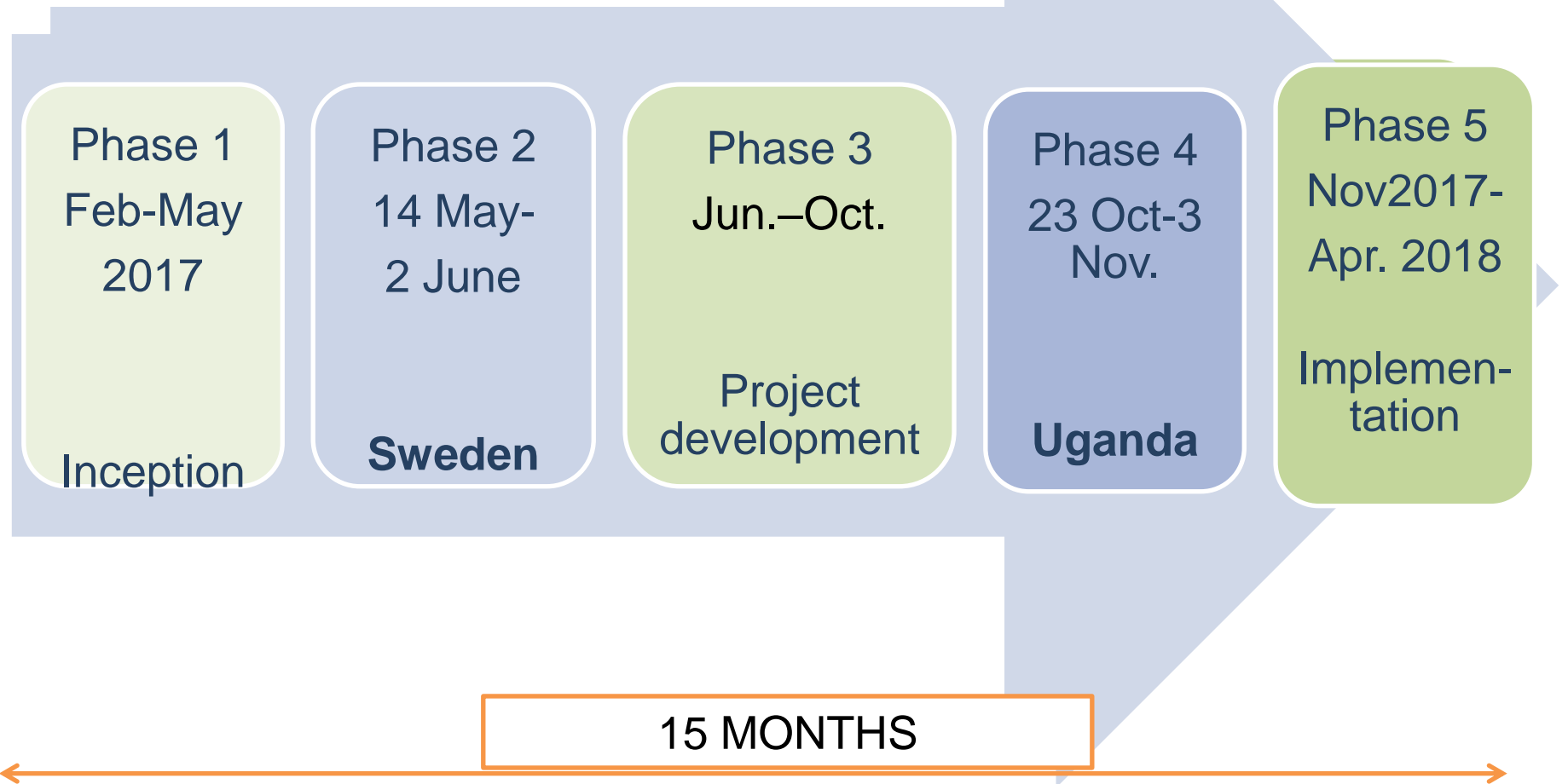
Asia Region

- Bangladesh
- Myanmar
- Cambodia
- Nepal
- Lao

Targeted Participants

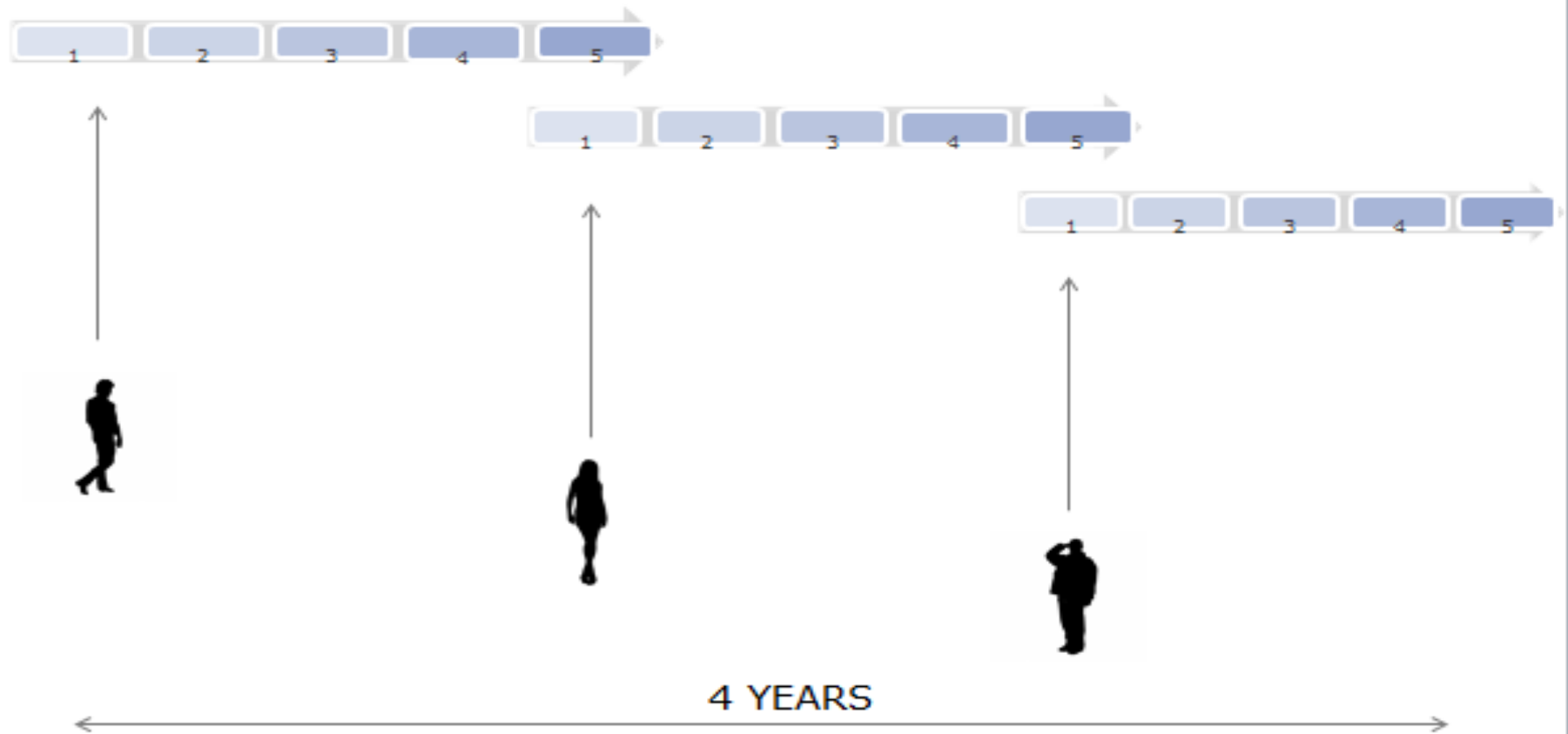
- Ministries
- Utilities
- City / Municipal Authorities;
- Small Towns Authorities;
- MDAs
- CSO networks
- Social enterprises

Approach & methodology



15 MONTHS

SUWAS ITP: Long-term approach for capacity building and change



Lessons;

- ❑ The approach to capacity building highlighted in the two case studies works;
- ❑ South-to-South knowledge exchange is possible
- ❑ Critical to identify professionals to work with, who have influence and can steer change in their organisations
- ❑ Results of the processes may not be immediate;
- ❑ Participants and Facilitators, both need to commit time to the process.

The End

