
**GUIDELINES FOR OPERATION AND MANAGEMENT OF WATER
KIOSKS FOR
REGULATED WATER UTILITIES**

**PRESENTED AT THE MAJI WEEK DURING LAUNCHING OF THE WATER
UTILITIES PERFORMANCE REVIEW REPORT FOR FY 2017/18**

**VENUE: ST. GASPAR CONFERENCE HALL - DODOMA,
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Presentation Layout

- Introduction
- Rationale
- Water Kiosks
- Ownership of Kiosk
- Technical Requirements of Water Kiosks
- Stakeholders Participation
- Design of Water Kiosk
- Location of Water Kiosk
- Financing of Water Supply System for Kiosk
- Operation of Kiosk
- Maintenance of Water Kiosk
- Ceasing of Kiosk
- Kiosk Tariff
- Management of Kiosk
- Complaints

1. Introduction

- Compliments for preparation the Guidelines
- MoW
- PO-RALG/ LGA
- GIZ
- WSSAs
- Water Kiosk operators
- Water Kiosk customers

- Leaving No One behind? YES***
- LIA*
- Underserved areas*
- Interim intervention for service gap*

2. Rationale

- ❑ Promote quality of services provided at kiosks
- ❑ Promote Availability of services to water kiosk customers
- ❑ Ensure proper operation and Management of water Kiosks
- ❑ Streamlining the procedures of operating and management of water kiosks in accordance to present acts, policies, rules and regulations

3. Water Kiosk

- ❑ The meaning of Water Kiosk
 - ❑ “Any fountain, stand pipe, tap, water point, domestic point, public tap, trough, valve or other appliance or structure erected, provided or maintained by or on behalf of a water supply and sanitation authority for the purpose of supplying water to its consumers

- ❑ Types of Water Kiosks.
 - ❑ Water Taps
 - ❑ Public standpipe with super structure
 - ❑ Public standpipe without super structure but have simple shade

4. Who Owns Water Kiosk?

- RWU
- Private - *In such a situation it must be regulated by the RWU.*

5. Minimum Technical Requirements of Kiosks

- Satisfactory pressure at the kiosks
- Located at a maximum walking distance of 250m
- Time spend to fetch water shall not exceed 30min
- sufficient slope to allow natural drainage and efficient cleaning
- Users shall be able to fill their container safely
- For kiosks with long operating hours a shade must be provided

6. Stakeholders Participation During construction and Management of Kiosk.

- Planning for construction of a water kiosk - RWU and LGA
- Site selection for Kiosks - LGA (preferably at MEO level), RWU and customers representatives (available funds, population density, availability and sufficiency of water source)
- Wayleave - Land owner (for private land), RWU, LGA (preferably MEO level)- willingness of community
- Design of water kiosk – RWU
- Construction of water kiosk - RWU, LGA (MEO),
- Operation of water kiosk - RWU, Operator/No operator, LGA
- Monitoring of water kiosk - EWURA, LGA, RWU and the customers representatives

7. Design of Water Kiosks

- Number of kiosks shall be determined by population ie 250 per kiosk
- Design periods- short-term: 5 years, medium-term: 10 years, and long-term: 20 years.
- Available water resources
- Upgrade possibilities:
- Design of kiosk shall take into consideration a possibility of upgrading to house connection

8. Water Kiosk Location

Criteria for water kiosk location:

- (i) The water kiosk shall be accessible to all users.
- (ii) The maximum walking distance shall be 250m radius from the water kiosk.
- (iii) The water kiosk should be located strategically starting with densely populated areas to less populated areas.
- (iv) Location of water kiosks in relation to one another should ensure adequate coverage.
- (v) Water kiosk shall be constructed on public places or private owned land with written permission from the land owner, witnessed by the LGA (mtaa Leadership).
- (vi) Notwithstanding criteria (i) to (v), the location of the water kiosk should be confirmed by the communities to be served through their Mtaa government.

9. Financing of Water Kiosk Construction

- RWU.
- government, development partners, basket funding community based organizations and private individuals
- The RWU may consider involving Public Private Partnership (PPP) in the financing of kiosks construction in accordance with business planning guidelines issued by EWURA.

The tendering process for construction of water kiosk shall be done according to the Procurement Act 2011 and its Regulations of 2016; and its amendments.

10. Operation of Kiosk

- There are four modes of operations of a kiosk:
 - Operation by the RWU
 - Operation by a community- quality of water and price shall be adhered
 - Operation via an automated (electronic) system- token, virtual water units etc
 - Operation by a private operator - post-paid or pre-paid
- Remuneration of operators
- RWU operated- RWU
- Operator – monthly enumeration, commission, both

- RWU is responsible for training kiosk operators
- Opening hours of the water kiosks shall be determined by the community
- Billing and revenue collection shall be a responsibility of RWU

11. Maintenance of Kiosk

- Up to including meter- RWU
- After meter including civil works- operator
- Cleanness at the kiosk- operator/attendant

- Remuneration of operators
- RWU operated- RWU
- Operator – monthly enumeration, commission, both

- RWU is responsible for training kiosk operators

12. Ceasing of a Kiosk

- Failure to meet minimum volume of water sold and number of people served
- Failure of the operator to pay bill on weekly basis
- Termination of contract due to various reasons

13. Tariff at Kioks

- Proposed tariff shall take into consideration low income earners
- Must be approved by EWURA
- Customers must be charged the approved tariff
- Tariff shall be displayed at the Kiosk
- RWU shall be responsible to notify the operator on change of tariff
- No operator is allowed to charge tariff higher than the approved tariff

14. Management of Kiosk

- The key players in management of the kiosks are the EWURA, RWU, Kiosk Operators and the LGA at community level.

15. Complaints

- Any complaint with regard to the water supply by kiosks shall follow the procedures stipulated in Water Supply and Sanitation (Quality of Service) Rules, 2016 (and its amendments)

Thank You