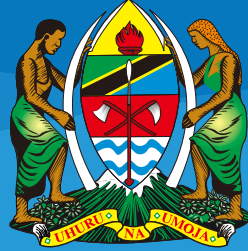


THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF WATER



**WATER SUPPLY AND SANITATION
AUTHORITIES OPERATIONAL
GUIDELINES**

MARCH, 2022

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PREFACE

The National Water Policy, 2002 aims at achieving sustainable, effective and efficient development and management of water supply and sanitation services. The objective of the Water Supply and Sanitation Act, No. 5 of 2019 (the Act) is to promote and ensure every Tanzanian has access to efficient, effective and sustainable water supply and sanitation services. In order to attain the set target in service provision and pursuant to the Act, the Government establishes WSSAs as part of the legal and institutional framework responsible for providing such services.

Furthermore, and with the aim of ensuring that each Tanzanian has access to efficient, effective and sustainable water supply and sanitation services, the Ministry of Water has prepared these Guidelines. The Guidelines provide detailed directives for operationalization of the Water Supply and Sanitation Act, No. 5 of 2019 and its associate Regulations as well as related legislation.

The intention of the Guidelines is to assist all WSSAs and stakeholders in carrying out responsibilities of providing water and sanitation services in designated service areas. In this regard, WSSAs are required to use these Guidelines effectively as reference and guidance while executing their responsibilities regarding provision of water and sanitation services. The Guidelines have 18 sections which include the following areas: introduction, quality of service, organisational set up, staff, tariffs, financial management, procurement, risk management, auditing, customer services, public relations, information and communication technology, technical matters, reporting requirements and general matters.

FOREWORD

A well performing organization must be sensitive to its operational environment and act accordingly. One of the ways of staying on top is to ensure that required changes are not only implemented but are well managed. These new operational guidelines are part of the changes introduced after relying on the previous guidelines that have been in use for 15 years since 2004. In addition to the recent review of the National Water Policy, the Water Supply and Sanitation Act of 2009 has also been revised leading to Act. Number 5 of 2019. Through these changes the Rural Water Supply and Sanitation Agency was established and a good number of Water Supply and Sanitation Authorities re-organized to enhance efficiency in service delivery.

The preparation of this 2022 Operational Guidelines was also an opportunity to interpret the new laws into operational issues with a view of assisting utilities in compliance and in ensuring water supply and sanitation services are not only equitably provided but also that uniformity in the quality of services offered is maintained. With these guidelines the challenges of transferring staff from one utility to another has also been addressed and is effectively regulated and controlled through these guidelines.

These Water Supply and Sanitation Operational Guidelines will be part of the reference documents that will be annexed to the Performance Agreement Contract between the Ministry of Water and respective Utility Board.

They cover key areas of utility performance including organizational structure, human resources, standards for quality of service, customer and public relations, procedures and scope of reporting, risk management to ensure reliability in service provision, cost recovery tariff while considering affordability of services by customers. How these issues are handled affect utility performance and the overall quality of water supply and sanitation service provision.

The process of developing the '2022 WSSA Operational Guidelines' was transparent and participatory where all key stakeholders, especially WSSAs were actively involving in order to ensure ownership and buy-in during use of the guidelines.

The Ministry ensured that stakeholders were involved and contributed in identifying issues to be included in the guidelines as well as ensuring that the guidelines are written in simple language and are easy to understand and are practical. As part of the process, the final draft of the Guidelines was presented to the Water Sector Annual General Meeting of 12th May, 2021. The meeting endorsed the final draft which was then edited, printed and published for use.

I take this opportunity to thank all key stakeholders that actively participated in the process, which include different categories of Water Supply and Sanitation Authorities, EWURA, RUWASA, and various departments of the Ministry of Water. Others include the Association of Tanzanian Water Suppliers (ATAWAS) and Development Partners. I also thank the GIZ Water Programme, for their involvement in drafting stages of the document as well as the final editing and printing of the Guidelines.

A handwritten signature in blue ink, appearing to read 'A. Sanga', with a large, stylized initial 'A'.

Engineer Anthony Damian Sanga
PERMANENT SECRETARY

LIST OF ABBREVIATIONS

AGM	-	Annual General Meeting
BRELA	-	Business Registration and Licensing Agency
BWB	-	Basin Water Boards
CAG	-	Controller and Auditor General
Cap.	-	Chapter
DEWATS	-	Decentralized Wastewater Treatment System
e-GA	-	e-Government Agency
EIA	-	Environment Impact Assessment
ELRA	-	Employment and Labor Relations Act
EMA	-	Environmental Management Act No. 20 of 2004
ESIA	-	Environmental and Social Impact Assessment
ESMF	-	Environment and Social Management Framework
EWURA	-	Energy and Water Utilities Regulatory Authority
GCLA	-	Government Chemists Laboratory Authority
GePG	-	Government Electronic Payment Gateway
GN	-	Government Notice
IAG	-	Internal Auditor General
ICT	-	Information Communication Technology
IPSAS	-	International Public Sector Accounting Standard
IT	-	Information Technology
KPI	-	Key Performance Indicator
MajIs	-	Maji Information System
MIS	-	Management Information System
MoU	-	Memorandum of Understanding
MoW	-	Ministry of Water
MTEF	-	Medium Term Expenditure Framework

No.	-	Number
NRW	-	Non-Revenue Water
OSHA	-	Occupation Safety and Health Authority
PFA	-	Public Finance Act
PPE	-	Property Plants and Equipment
PPP	-	Public-Private Partnership
PPRA	-	Public Procurement Regulatory Authority
RAS	-	Regional Administration Secretary
RE	-	Resident Engineer
RUWASA	-	Rural Water Supply and Sanitation Agency
SOP	-	Standard Operating Procedures
TR-MoFP	-	Treasury Registrar-Ministry of Finance and Planning
WSDP	-	Water Sector Development Programme
WSSA	-	Water Supply and Sanitation Authority

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WATER SUPPLY AND SANITATION AUTHORITIES OPERATIONAL GUIDELINES, 2021

1. INTRODUCTION

- 1.1 Water Supply and Sanitation Authorities (WSSAs) are established pursuant to section 9 of the Water Supply and Sanitation Act No. 5 of 2019 (the Act) with the responsibility of providing reliable, sustainable and affordable water supply and sanitation services in their respective service areas, in an equitable manner. In discharging their functions, WSSAs are obliged to adhere to the laws of the country, regulations, guidelines and circulars as may be issued from time to time.
- 1.2 From their inception in 1997 through the Waterworks Act, Cap. 272 as amended by the Water Laws (Miscellaneous Amendment) Act 1997, the Ministry responsible for Water has issued various regulations and guidelines for the purpose of ensuring effectiveness and efficiency of water supply and sanitation services delivery by WSSAs. The last operational guidelines for WSSAs were issued in 2007 and were part of the memorandum of understanding (MoU) between the MoW and the respective WSSA.
- 1.3 The legal and institutional reforms that took place after 2007 as well as the existence of the revised national targets on water supply and sanitation services coverage, necessitate a review of the operational guidelines for WSSAs issued in 2007 in order to accommodate the current situation. Among others, the Water Supply and Sanitation Act 2019 which repealed the Water Supply and Sanitation Act 2009, provides emphasis on the right of every person to have access to efficient, effective and sustainable water supply and sanitation services. To make WSSAs more accountable, the MoW introduced the signing of performance contracts instead of MoUs with WSSAs due to the fact that MoUs were deemed to be ineffective and of no legal force.
- 1.4 In view of the foregoing, the MoW in consultation with stakeholders, reviewed the WSSAs Operational Guidelines issued in 2007 and hence forth prepared these new WSSAs Operational Guidelines of 2022.
- 1.5 The WSSAs Operational Guidelines, 2022 have been prepared in accordance with the National Water Policy of 2002, the National Water Development Strategy of 2006, the Water Supply and Sanitation Act 2019 and its Regulations of 2019. Other relevant laws which were considered during preparation of these Guidelines include the Water Resources Management Act, 2009, the Energy and Water Utilities Regulatory Authority Act 2001 (EWURA Act), the Environmental Management Act No. 20 of 2004 (EMA, 2004), the Public Finance Act 2001, the

Budget Act 2015, the Public Procurement Act 2011, the Public Service Act 2002 and the Employment and Labour Relations Act 2004 and regulations issued under those acts.

- 1.6 These Guidelines provide direction on matters relating to WSSAs governance, human resources, financial, planning and budgeting, auditing, information and communication technology, customer service, public relations, technical, procurement, reporting and monitoring mechanism and other general matters pertaining to the operation of WSSAs. In addition to that, they provide best practices and targets to be met by WSSAs so as to contribute to the achievement of national goals.
- 1.7 It is expected that WSSAs will adhere to these Guidelines so as to significantly improve service delivery in the Country. Hence, the MoW and WSSAs will put emphasis on implementation of these Guidelines through various avenues such as ensuring that they form part of any Performance Contract or MoU that shall be signed between the MoW and the respective WSSA.

2. WSSAs ESTABLISHMENT AND ORGANIZATIONAL SET UP

2.1 WSSAs Establishment

- 2.1.1 WSSAs shall be established by the Minister for Water (Minister) pursuant to section 9 of the Act.
- 2.1.2 The establishment of a WSSA may be a result of the MoW's sole discretion, request by district or regional administration and after evaluation and analysis by the MoW on the viability of establishing WSSAs.
- 2.1.3 The service area of WSSA is determined by the Minister on its establishment or as extended from time to time pursuant to the Act.
- 2.1.4 The main responsibility of WSSAs is to provide water supply and sanitation services in their respective service areas.

2.2 Organizational Set Up

- 2.2.1 The organizational set up of WSSAs involves three main levels namely: the Minister, the Board of Directors of WSSA (Board) and the Management headed by the Managing Director and composed of various Directorates, Units and Sections.

2.2.2 Pursuant to section 10 (1) of the Act, there shall be a Board for each WSSA responsible for carrying out the functions and managing the business and affairs of the WSSA.

2.2.3 Subject to section 12 (1)(c) of the Act, in execution of its functions the Board may establish board committees.

2.3 Board Committees

2.3.1 The Board may establish the following board committees:

(a) Employment and Disciplinary Committee

The main function of the Committee shall be to assist the Board to review all issues related to administration, employment, discipline and social welfare of the staff and propose to the board appropriate measures.

The Committee shall consist of at least three and not more than five members of the Board to be appointed by the Board, one of whom shall be appointed to be the Chairman of the Committee. The Chairman of the Board shall not be a member of this committee.

(b) Finance, Planning and Budget Committee

The main function of the committee is to assist the Board to review the WSSA Strategic Plan, Business Plan, Budget, Annual Report, and Loan Application in accordance with the Public Finance Act 2001, Regulations and other relevant Laws.

The Committee shall consist of at least three and not more than five members of the Board to be appointed by the Board, one of whom shall be appointed the Chairman of the Committee. The Chairman of the Board shall be a member but not a Chairman to this Committee.

(c) The Audit Committee

The main function of this committee as stipulated in the Public Finance Act 2001 is to foresee the internal control system of the WSSA, review the Audit and financial reports and to propose measures for improvement to the Board.

The Committee shall constitute at least three members and not more than five members. At least one of the members shall be a qualified accountant. In case none of the Board members is a

qualified accountant, the Board shall appoint a qualified accountant from outside the WSSA to be one of the members of the committee. The Chairman of the Board shall not be a member of this committee.

- 2.3.2 The Board Committees shall meet four times a year or when the need arises. WSSAs shall, in accordance with the relevant laws and best practices, prepare and implement a Board Charter which provides the manner in which the Board and its committees will be governed.
- 2.3.3 Board Members shall be entitled to such remuneration, Directors' fees as per the Treasury Registrar Circular No. 01 of 13th January 2020 as may be amended from time to time.

2.4 Dissolution of the Board by the Minister

- 2.4.1 The Minister may dissolve the Board in accordance with the Water Supply and Sanitation Regulations, 2019 GN. No.828.
- 2.4.2 As per the EWURA Act and regulations 12 and 16 of GN. No. 828 of 2019, in an event of cancellation or suspension of an operating licence, EWURA shall advise the Minister to dissolve the Board and appoint an Administrator to take over the responsibilities of managing the affairs of a WSSA.
- 2.4.3 The appointed Administrator shall be responsible for managing affairs of WSSA and shall have all the power of the Board and Management.

3. STAFF GUIDELINES

3.1 Staffing Levels

- 3.1.1 In accordance with the adopted Organogram each Board shall cause to be prepared optimal staffing levels.
- 2.1.2 Except for WSSAs providing bulk water supply services, the optimal staffing level shall be a maximum of 5 employees per 1000 water supply and sewerage connections for WSSAs in category AA and A, and 8 employees per 1000 water supply and sewerage connections for WSSAs in category B and C.
- 3.1.3 If in a given circumstance a WSSA is compelled to have staffing levels greater than the allowable maximum, the respective WSSA shall seek prior approval from MoW.

- 3.1.4 The optimal staffing level for WSSAs providing bulk water supply shall be determined by MoW on a case by case basis while considering among other things, the nature of the water scheme, the geographical location, the technology used for water production, the forecasted number of customers to be served and the extent of the water works of the WSSA.
- 3.1.5 In order to achieve best possible staffing levels, WSSAs shall optimize staff productivity, outsource some of its activities and consider the possibility of automated operations and computerization.

3.2 Employment Matters

3.2.1 Appointment of Managing Director

- (a) Subject to Section 17 (1) and (2) of the Act, the Board shall, on the basis of a competitive recruitment process and by using Government procedures, recommend to the Minister three names of qualified persons for appointment as a Managing Director.
- (b) A person applying for the post of Managing Director shall be a Tanzanian with the following qualifications:
- (i) A holder of a degree or its equivalent preferably in Engineering, Water Resources Management, Economics, Finance, Commerce, Human Resource and Administration, Law, Business Administration and any other related field from recognized institution.
 - (ii) Possesses at least five (5) years' experience in a managerial position or such other qualification as may be required.
 - (iii) A postgraduate qualification and experience in water sector will be an added advantage.
 - (iv) Have good interpersonal, communication, and computer skills.
 - (v) Demonstrate good leadership qualities.
 - (vi) Is willing to serve as Managing Director.
 - (vii) Is in the opinion of the Board, well suited to perform the functions and duties of a Managing Director competently and honestly.
 - (viii) Possesses high level of initiative, integrity, enthusiasm, accountability and creativity.
 - (ix) Age between 30 and 56.
- (c) During recruitment process which includes advertisement, shortlisting, interviewing and selection of qualified candidates to

be employed, shall consider gender balance in accordance with the Public Service Act.

- (d) Whenever there is a Managing Director to be appointed for a WSSA, the Board of the respective WSSA shall cause to be established a Nomination Committee composed of four members as follows:
 - (i) For a WSSA operating at a regional headquarter or transcending more than one district: the Regional Administration Secretary (RAS) or in his/her absence a representative of the Regional Administration, who shall be the Chairperson of the Committee;
 - (ii) In case of a WSSA operating at District or Township, the District or Township Director or in his/her absence a representative of the District or Township Council, who shall be the Chairperson of the Committee;
 - (iii) One member from a public institution with Human Resource and Administration knowledge;
 - (iv) One member from the Ministry responsible for Water; and
 - (v) One member among the Employment and Disciplinary Committee of the respective Board.
- (e) The Nomination Committee will conduct interviews and submit its report and recommendations to the Board. Upon receipt of a report and recommendations of Nomination Committee, the Board shall scrutinize the report and recommend three names of qualified candidates to be appointed as Managing Director by the Minister.
- (f) In proposing the names of persons for appointment as Managing Director, the Nomination Committee, the Board and the Minister shall each have regard to the need to appoint a person who possesses the minimum required qualifications.
- (g) The Managing Director shall be appointed for a period of four years and upon good performance be eligible for reappointment.
- (h) Where the Managing Director is found guilty of gross misconduct, the Board should inform the Minister in writing for immediate action.

3.3 Recruitment of other staff

- 3.3.1 Pursuant to section 18 of Act, the Board may appoint such number of staff on the basis of qualifications, experience and merits as may be necessary for the proper and efficient conduct of the business and activities of WSSA.

- 3.3.2 Employment of Staff shall be carried out by the Board in accordance with the Public Service Act, Cap.298 and after obtaining approvals from relevant authorities.
- 3.3.3 The recruitment process including advertisement, shortlisting, interviewing and shortlisting of qualified candidates to be employed, shall be done by the Public Service Recruitment Secretariat in accordance with the Public Service Act.
- 3.3.4 WSSAs may undertake recruitment process upon approval of the relevant authority in accordance with the Public Service Act.
- 3.3.5 The Board shall have the mandate to take disciplinary action against any staff in accordance with the Public Service Act and its Regulations.

3.4 Secondment and Transfer of Staff

- 3.4.1 Secondment or transfer of staff from other public institutions to WSSAs shall be done in accordance with the Public Service Act, Public Service Regulations, Standing Orders for the Public Service and other relevant circulars.
- 3.4.2 For purposes of improving service delivery, the Minister may transfer a Managing Director from one WSSA to another pursuant to the Water Supply Regulations, 2019, GN. No. 828 as amended by the Water Supply and Sanitation (Amendment) Regulations, GN No. 52 of 31st January 2020.
- 3.4.3 Transfer of other employees between WSSAs shall be as per MoW's Internal Circular on Transfers and Payment of Salary for Staff of WSSA dated 3rd March 2020 (Mwongozo wa Ndani ya Wizara wa jinsi ya Kushughulikia Uhamisho na Malipo ya Mshahara wa Wakurugenzi/ Watumishi wa Mamlaka za Maji Nchini) which states that such transfers should be done after consultation with the employers and consideration of other requirements. However, an employee who wishes to move from one Water Authority to another shall do so in their personal capacity and acceptance will depend on whether their services are required.

3.5 Scheme of Service

- 3.5.1 Every WSSA shall abide to the approved harmonized Scheme of Service.
- 3.5.2 Where a harmonized scheme of service does not exist the Board shall

cause to be prepared, approved and implemented a scheme of service and human resource policy and procedures as per the Public Service Act and its Regulations before channeling it to other approving Authority.

3.6 Salaries, Benefits and Incentives

- 3.6.1 The Board shall cause to be prepared and approved a proposed motivating salary structure and benefits scheme for the employees of the WSSAs. The Board shall also ensure that the total salaries, incentives and benefits bill does not exceed 30% of the total current water supply and sanitation services revenue collection, and collections from other related services excluding grants and subsidies.
- 3.6.2 In addition to the endorsement of the Treasury Registrar, salaries, benefits and incentives of employees of WSSA shall only be paid after obtaining the approval from the Permanent Secretary (Establishment) in accordance with the Public Service Act.
- 3.6.3 Outstanding promotions and benefits of Government employees opting to join the newly established WSSA is the responsibility of the former employer.
- 3.6.4 In case of termination of the services of an employee by a new WSSA due to misconduct, the employment benefits due from both the previous and the new WSSA shall be forfeited save for personal contributions.
- 3.6.5 WSSAs shall register their employees with, and submit their monthly contributions to the relevant social security fund.

3.7 Training and Development

- 3.7.1 WSSAs shall prepare a training policy which will include a comprehensive training needs assessment and a training programme.
- 3.7.2 WSSAs shall ensure that special consideration is given to trainings that improve gender-mainstreaming.
- 3.7.3 The training policy and programme shall be approved by the Board and the Board shall be responsible to supervise its implementation.
- 3.7.4 Where the training involves travelling of staff outside the Country, a WSSA shall ensure that Government procedures for travelling abroad are adhered to.

4. TARIFF FOR WATER SUPPLY AND SANITATION SERVICES

- 4.1 A WSSA is responsible for setting a tariff that is affordable to consumers and adequate to cover full costs for operation, maintenance and investment.
- 4.2 A tariff application shall be made in accordance with the EWURA Water Tariff Application and Rates Setting Rules, GN No. 490 dated 3rd July 2020 as amended or replaced from time to time.
- 4.3 WSSAs shall, under normal circumstances, apply for a three year tariff to EWURA by using the approved Business Plan for the same period.
- 4.4 Prior to submission of the tariff application to EWURA, a WSSA shall submit the same to the MoW for no objection.
- 4.5 A tariff application submitted to EWURA shall be endorsed by the Managing Director after approval by the Board.
- 4.6 A WSSA shall ensure that the basic level water supply is provided to the poor households which consume a maximum of 5,000 litres of water per month at a subsidized cost. For economically disadvantaged households identified in consultation with relevant Local Government Authority, a WSSA shall provide services at its expenses.

5. FINANCIAL PROCEDURES

5.1 Planning and Budgeting

- 5.1.1 WSSAs shall ensure that their strategic and business plans are in place and have considered the relevant land use plans in their service area. For effective planning, WSSAs must strive to have the joint town-level master plan for improving water supply and sanitation services.
- 5.1.2 WSSAs' annual budgets shall be prepared both qualitatively and quantitatively by using the Medium Term Expenditure Framework (MTEF) and abide to the instructions of the Government expenditure policies in line with the Budget Act, No. 11 of 2015.
- 5.1.3 WSSAs' annual budget shall be prepared based on budget guideline issued by Ministry of Finance and Planning in every financial year. In addition, WSSAs budget shall reflect Business Plan, Strategic Plan, and other directives issued by appropriate authorities from time to time. In

preparing the budget, allocation of funds shall be in the following order of priorities:

- (a) Personnel Emoluments;
- (b) Other statutory Payments (Taxes, Fees and Levies);
- (c) Operational Costs;
- (d) Administration Costs;
- (e) Promotional Costs;
- (f) Repair and Maintenance Costs;
- (g) Replacement and Investment Costs;
- (h) Rehabilitation and Development Costs; and
- (i) Liabilities (staff and suppliers).

5.1.4 WSSAs' annual budget shall be reviewed by the Management and then the Workers' Council before submission to the Board for approval.

5.1.5 WSSAs' annual budget must be approved by the Board as per budget guidelines, before the end of the respective financial year and should be submitted to the Treasury Registrar-Ministry of Finance and Planning (TR-MoFP) for further approval and to MoW and EWURA for monitoring purposes.

5.1.6 WSSAs shall prepare quarterly budget monitoring reports (budgetary control report) and submit them to the TR-MoFP.

5.2 Financial Management and Accounting

5.2.1 WSSAs shall have their own Financial Regulations, taking cognizance of the Public Finance Act, 2001 and Public Procurement Act, 2011 and their subsequent amendments and regulations, to include as a minimum of the following:

- (a) Budgeting and Budgetary Control;
- (b) Cash Receipts and Banking Procedures;
- (c) Internal Control System Procedures;
- (d) Payment Procedures;
- (e) Salaries and Allowances;
- (f) Tendering Processes;
- (g) Stores and Inventories;
- (h) Property, Plant and Equipment;
- (i) Corporate Governance Issues;
- (j) Internal Audit Issues;
- (k) Annual Accounts and External Audit;

- (l) Revenue Collection and Expenditure Reports: (Daily and Weekly);
 - (m) Financial Reporting: monthly, quarterly, semi-annually and annually;
and
 - (n) Procurement transparency and value for money principle.
- 5.2.2 Before opening a bank account, WSSAs shall obtain initial approval of the Board and the Ministry responsible for finance through the Treasury Registrar.
- 5.2.3 WSSAs shall maintain separate revenue collection bank accounts and expenditure bank accounts. WSSAs shall also maintain separate expenditure project accounts.
- 5.2.4 WSSAs shall collect all their revenue using the control numbers generated by Government Electronic Payment Gateway (GePG) which is integrated with WSSAs Collections Bank Accounts and Billing Systems.
- 5.2.5 Due to consistency concept of accounting, WSSAs shall use chart of account, which is a financial tool used to identify the list of coded accounts of all transactions to ensure comparability.
- 5.2.6 WSSAs account codes shall adhere to Government Financial Standards and Codes issued by the Ministry of Finance and Planning.
- 5.2.7 WSSAs shall pay taxes and other statutory contributions according to the Tanzanian laws as amended from time to time.
- 5.2.8 WSSAs are obliged to pay membership fees to eligible organizations in which they are members.
- 5.2.9 WSSAs shall contribute not less than 10% of the annual revenue collections for investments as stipulated in their performance contract agreement between MoW and WSSAs.
- 5.2.10 All accounting documents and records shall be retained in an orderly manner and in satisfactory condition within the WSSAs premises for a period of at least six years from the last day of the relevant accounting period as per laws.
- 5.2.11 WSSAs Financial Statements shall be prepared in accordance with and comply to International Public Sector Accounting Standard- Accrual basis (IPSAS-Accrual basis), Tanzania Financial Reporting Standards

and Government accounting circulars issued by the Accountant General's Office.

5.2.12 The draft Financial Statements shall be submitted to the relevant Authorities on or before the last working day of September every year.

5.2.13 WSSAs Financial Statements shall be audited by External Auditors (Controller and Auditor General) within six months following the end of the financial year and Audited Financial Statements shall be submitted to the relevant Authorities as per the Public Finance Act, 2001 and the Act.

5.3 Resource Mobilization

5.3.1 WSSAs shall develop strategies for resource mobilization and utilization and submit an annual implementation report to MoW.

5.3.2 The Board may for the purpose of the business of the WSSAs invest any part of the monies in short term secure investment such as buying Government Bonds. Such investment, however, shall be assented by the Minister responsible for water.

5.3.3 Subject to the prior approval of the Parent Minister, the Board may obtain loans and other credit facilities from Treasury or any Financial Institutions or body of persons to be used for investment purposes.

5.3.4 A WSSA shall make use of non-traditional financing such as financial institutions and private sector participation or Public Private Partnerships for implementation of its projects and programmes.

6. PROCUREMENT AND SUPPLIES MANAGEMENT

6.1 Procurement Management

6.1.1 All procurement by WSSAs shall be made in accordance with the Public Procurement Act 2011 and guidelines issued by the relevant Authority.

6.1.2 The WSSA shall have its own Procurement Manual, taking cognizance of the Public Finance Act 2001 (as amended or replaced from time to time), Public Procurement Act 2011 and guidelines issued by relevant Authority.

- 6.1.3 Every WSSA shall establish a Tender Board and Procurement Management Unit in accordance with the Public Procurement Act, maintain proper records on all procurements as stipulated under the Public Procurement Act 2011 and submit progress reports to MoW and the Public Procurement Regulatory Authority (PPRA) on implementation of Procurement Plans.
- 6.1.4 A WSSA shall forecast its procurement requirement as accurately as is practicable and as per the annual budget and work plan. The procurement plan shall be prepared by the procurement management unit and approved by the Board.
- 6.1.5 While inviting tenders for procurement of goods, works and related services, WSSAs shall give priority to local manufacturers and contractors or public bodies and ensure procurement is conducted in a manner that maximizes integrity, competition, accountability, economy, efficiency and achieves value for Money.
- 6.1.6 Water treatment chemicals must be procured from manufacturers, dealers or reputable suppliers and certified by the Government Chemists Laboratory Authority (GCLA).
- 6.1.7 A WSSA's accounting officer shall ensure that for each tender, including call off orders, there is appointed an inspection and acceptance committee which shall consist of members from user department and other departments.
- 6.1.8 Where a WSSA needs technical or scientific test for supplied chemicals, preference shall be given to Water Quality Laboratory Offices established by the Ministry responsible for water which is competent to undertake such service.
- 6.1.9 WSSAs shall ensure that payments due to suppliers, service providers or contractors are made properly and promptly in accordance with the terms and conditions of each procurement contract entered into, with a view to maintaining the credibility and creditworthiness of a WSSA. All commitments therefore, shall be recorded against the allocated funds before any contract is signed.

6.2 Supplies Management

- 6.2.1 The WSSAs shall prepare their own stores manual in accordance with the Public Finance Act 2001 (as amended or replaced from time to time)

and Public Procurement Act 2011, to include as a minimum the following aspects:

- (a) Stores functions;
- (b) Receipts and Inspection;
- (c) Issuing and dispatching procedures;
- (d) Stock Records;
- (e) Stock taking procedures;
- (f) Identification of Stores;
- (g) Stores Accounting and Valuation;
- (h) Coding of Stores;
- (i) Stores buildings and Stock yards;
- (j) Insurance; and
- (k) Stock Movement.

6.2.2 The WSSAs shall acknowledge receipt of the consignment subject to inspection and acceptance of goods. Where goods are accepted, a signed goods acceptance certificate shall be issued to the supplier and a copy of the certificate shall be kept to support payment proceedings.

6.2.3 The task of receiving and checking stores shall be carried out by an officer other than the one who places the orders and authorizing payment for the supplies.

6.2.4 The WSSAs shall use materials requisition and issue note signed by responsible officers when issuing material from a warehouse.

6.2.5 At the end of the financial year, a WSSA shall appoint a stock taking team comprising of a team leader and other members to carry out a thorough check of all the stores in hand at the end of such accounting period.

7. RISK MANAGEMENT

7.1 Risk Management Framework

WSSAs shall establish a structured process that will identify potential threats to an organization and define a strategy for eliminating or minimizing the impact of these threats (risks) as well as the mechanisms for effectively monitoring and evaluating the framework. Utilities are supported by the Guidelines for the Preparation of Climate-Resilient Water Safety Plans issued by the MoW in 2015.

7.2 Risk Register

WSSAs shall establish a document used as a risk management tool to document risks and to fulfill regulatory compliance acting as a repository for all risks identified which will include additional information about each risk, i.e. nature of the risk, reference and owners and mitigation measures.

8. AUDITING

8.1 Internal Audit

- 8.1.1 WSSAs shall establish an Internal Audit Unit as per the requirements of the Public Financial Regulation G.N. No. 132 of 2001 as amended from time to time.
- 8.1.2 The Internal Audit Unit shall report administratively to the Managing Director and functionally to the Board.
- 8.1.3 The Internal Audit Unit shall be an independent, objective, assurance based and focused on consulting activities that add value and improve WSSAs operations.
- 8.1.4 WSSAs Internal Audit Unit shall prepare audit tools i.e. audit charter, risk based annual internal audit plan and internal audit budget. The audit charter shall define internal audit purpose, authority responsibility and position within an organization.
- 8.1.5 Risk based internal audit Plan: WSSAs Internal Audit Unit shall prepare a methodology that links internal auditing to an organizations overall risk management framework. The plan shall allow internal audit to provide assurance to the Board that risk management processes are effectively functioning in managing risks.
- 8.1.6 The Internal Audit Charter, Risk Based Annual Internal Audit Plan and Internal Audit Budget tools shall be approved by the Board and used by the Internal Audit Unit.
- 8.1.7 The Internal Audit Unit shall prepare quarterly and annual reports during the financial year and present the same to the Board, Internal Auditor General (IAG) and MoW MIS-Internal Audit Module as per relevant guidelines. The submitted Internal Audit Reports should be reviewed by management and the Board.

- 8.1.8 In case a WSSA does not have an Internal Audit Unit it may outsource this activity to an Auditor from the neighboring (nearby) public institutions.

8.2 External Audit

- 8.2.1 WSSAs shall be audited by the office of the CAG in accordance with the Public Audit Act 2008.
- 8.2.2 The Board must make sure that WSSA's accounts have been prepared in accordance with the Public Finance Act (PFA), 2001 and the International Public Sector Accounting Standard (IPSAs).
- 8.2.3 The Board shall exercise maximum control of all expenditures carried out by a WSSA and ensure effective internal control system.

9. CUSTOMER SERVICE PROCEDURES

- 9.1 A WSSA shall have a customer service function, to enhance its image, income, revenue collection efficiency and to improve delivery of water supply and sanitation services. This will improve relationships with its clients, the public and customer's willingness to pay and hence pave the way for sustainability of the services provided.
- 9.2 A WSSA may outsource its operations in order to enhance efficiency in service delivery.
- 9.3 A WSSA shall establish strategies to increase customer base, such strategies include application for clustering in order to gain economies of scale and expansion of service area (expansion of water and sanitation infrastructures). Such expansions shall be in accordance with the section 9 of the Act and its Regulations.
- 9.4 A WSSA shall prepare commercial working tools for supporting commercial operations such as credit policy, meter management policy, effective meter reading guidelines and revenue collection strategy.
- 9.5 A WSSA shall embark on measures to improve income and revenue collection efficiency which include adherence to the credit policy and use of technological developments such as prepaid mechanisms, Automatic Meter Reading, computerized metering as well as use of debt collection agencies and other measures.

9.6 A WSSA shall establish a call center or free-toll for customer communication, enquiries and information delivery for 24 hours.

10. PUBLIC RELATIONS PROCEDURES

10.1 A WSSA shall have a public relations function in order to improve good relationship and create and sustain a good image of the WSSA.

10.2 A WSSA shall create an enabling environment for supporting Public Private Partnership participation in their operations.

10.3 A WSSA shall conduct at least one customer survey, service delivery survey, and one stakeholder meeting per annum in order to collect customers and stakeholders' opinions, suggestions and or feedback concerning the service provided.

10.4 A WSSA shall promote its services to the public by using promotional materials such as social media, electronic media and websites.

10.5 A WSSA shall prepare a Public Relation Policy and its Strategy to guide internal and external communication and marketing strategies.

10.6 A WSSA shall coordinate press meetings at least once every quarter and preferably during board meetings for sharing WSSA achievements and challenges with the public.

10.7 A WSSA shall put in place and implement the approved customer service charter, which will guide and monitor service provision as per EWURA set standards.

11. INFORMATION AND COMMUNICATION TECHNOLOGY PROCEDURES

11.1 A WSSA shall explore and use modern information and communication technologies in its operations.

11.2 A WSSA shall employ IT expertise for undertaking ICT related works.

11.3 A WSSA shall have an ICT Unit that has the role of facilitating and enforcing the utilization of the ICT policies and procedures as per the e-Government Act 2018 in all ICT related projects and operations.

11.4 A WSSA shall operationalize the Geographical Information System and remote sensing technology.

11.5 WSSAs shall strive to use the electro communication/digital methods in its daily operations.

12. TECHNICAL PROCEDURES

12.1 All designs and constructions should conform to acceptable National and International designs and construction practices and MoW Design Manual of 2020.

12.2 An Environmental Impact Assessment (EIA) shall be undertaken for all new water supply and sanitation interventions and an Environmental Audit should be undertaken for existing Water Supply and Sanitation operations in accordance with the Environmental Management Act of 2004.

12.3 Development, conservation and protection of water sources shall be done in consultation with Basin Water Boards in accordance to Water Resources Management Act 2009. WSSAs shall budget and put in place mechanisms for water sources protection and conservation.

12.4 WSSAs shall put in place and implement a water safety plan which shall include risks identification and respective mitigation measures.

12.5 WSSAs shall develop and implement an incident management plan. The plan shall be prepared in accordance with the Water Supply and Sanitation Services (Licensing and Quality of Service) Rules 2020, GN. No. 849.

12.6 WSSAs shall ensure that, the facilities and infrastructure for water supply and sanitation works are properly maintained and a comprehensive preventive maintenance programme is in place.

12.7 WSSAs shall observe and comply with safety regulations, rules or notices prepared and issued by the Occupation Safety and Health Authority (OSHA) under the Occupation Safety and Health Act No. 05 of 2003. WSSAs should ensure that safety of employees, facilities and infrastructure is of paramount importance.

12.8 WSSAs should ensure that meters are efficiently and effectively functioning and as thus meters should be tested and calibrated in accordance to the Weight and Measures Act No. 20 of 1982, Water Supply and Sanitation Act and their regulations.

12.9 WSSAs shall conduct energy audit/screening at least once per annum and prepare and implement the energy saving strategy in accordance with the

Ministry of Water Reference Manual for Reducing Energy Costs in Water Utilities issued on December, 2018.

- 12.10 WSSAs shall develop and implement a water and waste water quality-monitoring programme according to the Water and Wastewater Quality Monitoring Guidelines for Water Supply and Sanitation Authorities second edition of March 2020 issued by EWURA and the National Guidelines on Drinking Water Quality Monitoring and Reporting, 2018 issued by MoW.
- 12.11 WSSAs shall ensure that it undertakes technical and scientific test of quality of water supplied to consumers for safeguarding of public health and for compliance with the Tanzania drinking water standard, TZS:789: 2018-EAS 12 2018 Portable water - Specification, the preference shall be given to the Water Quality Laboratory Offices established by MoW.
- 21.12 WSSAs must put in place and implement a workable water demand management programme by ensuring that there is a water balance between demand and production.
- 12.13 WSSAs shall initiate and implement new water and sanitation projects aiming at expanding services to unserved areas.
- 12.14 WSSAs shall establish a 24 hours emergency team for attending to any technical breakdown and other emergency incidents.
- 12.15 WSSAs shall strive to use modern technology in their technical operations such as in NRW reduction, water production and treatment, water distribution and tanks monitoring.

13. SANITATION SERVICES

- 13.1 A WSSA shall put in place strategies for improving sanitation services and strive to ensure that these plans are prepared and implemented considering the relevant land use plans in their service area, joint town-level master planning and guidelines for Onsite Sanitation and Faecal Sludge Management for Water Supply and Sanitation Service 2020 issued by EWURA.
- 13.2 Where a WSSA plans for projects for water supply services and there is a need for sanitation services, such plan shall also include strategies for sanitation services provisions.
- 13.3 Alternative wastewater and faecal sludge management technologies and systems should be provided in all urban areas where conventional sewerage

services are unsatisfactory or impracticable due to factors such as unsuitable underlying geology, restricted accessibility, topographical disadvantages or high-water tables.

- 13.4 WSSAs shall recognize other sanitation initiatives including the provision of public toilets, transfer stations, and safe containment, transportation, treatment and disposal of Faecal Sludge and integrate them as a part of a WSSA's services.
- 13.5 WSSAs shall liaise with relevant LGAs on designs, construction, and appropriate use of sanitation infrastructure such as emptiable toilets, septic tanks and other appropriate decentralized systems.
- 13.6 A WSSA shall in collaboration with the respective Local Government Authority acquire land for construction of decentralized wastewater treatment systems (DEWATS) and promote use of emptiable on-site sanitation facilities which conform to relevant authorities' requirements.
- 13.7 A WSSA may involve private operators in provision and management of wastewater services by considering requirements laid out in the Water Supply and Sanitation (Provision and Management of Wastewater Services) Regulations of 2019.
- 13.8 WSSAs should encourage and practice wastewater and faecal sludge by-products reuse technologies including fertilizers, biogas and irrigation whenever circumstances allow.
- 13.9 WSSAs shall ensure wastewater and effluents from industries and factories are not disposed into wastewater collection and disposal systems if they do not meet the effluents standards set by relevant authorities.
- 13.10 WSSAs shall maintain established standards for industrial wastewater discharges to sewers, which prohibit any toxic materials, excessive oil and grease and substances likely to adversely affect the operation of the wastewater treatment plant.

14. KEY STAKEHOLDERS RELEVANT FOR OPERATIONS OF WSSAs

- 14.1 WSSAs shall consider roles and responsibilities of stakeholders who have direct link and interest with the day to day operations of such WSSA. The aforementioned stakeholders are provided for under **Table 15.1**.

Table 15.1: WSSA Key Stakeholders

SN	Name of Stakeholder	Responsibility	Relevant Policy/Law
1.	Ministry Responsible for Water	Custodial of the water sector and responsible for implementation of policies and strategies in the water sector.	<ul style="list-style-type: none"> ▪ National Water Policy of 2002. ▪ Water Supply and Sanitation Act No.05 of 2019. ▪ Water Resources Management Act No. 11 of 2009.
2/	PO-RALG	Create conducive environment for water authorities, RUWASA and Community Organizations in the execution of functions connected with provisions of water supply and sanitation services in the Country.	<ul style="list-style-type: none"> ▪ Water Supply and Sanitation Act No.05 of 2019.
3.	President's office Public Service Management and Good Governance	Approve organisation structure, scheme of service, salary structure, allowances in public service.	<ul style="list-style-type: none"> ▪ Public Service Act, Cap. 298 R.E. 2019.
4.	Treasury Registrar (TR)	Supervise discharge of mandates, functions and performance of public institutions including the water authorities.	<ul style="list-style-type: none"> ▪ Treasury Registrar (Powers and Functions) Act Cap 370 R.E. 2002
5.	Controller and Auditor General (CAG)	Examine, inquire and audit accounts of public institutions including those of water authorities.	<ul style="list-style-type: none"> ▪ Public Audit Act No. 11 of 2008 and Public Finance Act No. 06 2001.
6.	Basin Water Boards (BWB)	For granting Water Use and Discharge Permits.	<ul style="list-style-type: none"> ▪ Water Resources Management Act No. 11 of 2009. ▪ Water Resources Management (Water Abstraction, Use and Discharge) regulations (2010).
7.	Energy and Water Utilities Regulatory Authority (EWURA)	Regulation of water supply and sanitation services by water authorities.	<ul style="list-style-type: none"> ▪ Water Supply and Sanitation Act No.05 of 2019. ▪ EWURA Act Cap. 414 RE 2002.

SN	Name of Stakeholder	Responsibility	Relevant Policy/Law
8.	Government Chemist Laboratory Authority (GCLA)	Control and management of chemicals in areas of importation, transportation, storage, dealing and disposal.	<ul style="list-style-type: none"> ■ Government Chemist Laboratory Authority Act No.8 of 2016. ■ Industrial and Consumers Chemicals (Management and Controls) Act No. 3 of 2003.
9.	e-Government Agency (e-GA)	Coordinate, oversee and promote e-Government initiatives and enforce e-Government related policies, laws, regulations, standards and guidelines in public institutions.	<ul style="list-style-type: none"> ■ e-Government Act No. 10 of 2019.
10.	NEMC	For approving safeguard documents including ESIA and EA documents and granting the Certificates.	<ul style="list-style-type: none"> ■ Environmental Management Act No. 20 of 2004.

15. SERVICE LEVELS

15.1 Quality of Service

- 15.1.1 WSSAs shall provide water supply and sanitation services in a manner that achieves high quality of service and performance targets in accordance with the Act, the EWURA Act, regulations and rules.
- 15.1.2 WSSAs shall, as a minimum, comply with the quality of service targets as provided by the Water Supply and Sanitation Services (Licensing and Quality of Service) Rules 2020 GN. No. 849.
- 15.1.3 WSSAs shall develop and comply to a Customer Service Charter that incorporates quality of service targets.

15.2 Key Performance Indicators

- 15.2.1 A Key Performance Indicator (KPI) is the output indicator which measures the progress towards construction and rehabilitation of existing facilities, analyzes, evaluates and appraises the performance of the sector towards meeting the target of a WSSA.

15.2.2 Outcome indicators will track progress towards project results and development objectives of the WSSA. The main objective of monitoring and evaluation is to monitor input resources, expenditure and outputs.

15.2.3 The monitoring shall focus on a few number of KPIs which focus on service delivery outcomes. The KPIs should be challenging and needs to be assessed individually for each WSSA.

15.3 Water Supply

15.3.1 Water supply services should be available to all people living within the designated service area of the WSSA. The levels of water supply service to be provided shall be as per service level parameters agreed in the performance contract signed between a WSSA and the MoW. The items provided in Table 16.1 show examples of key service levels to be attained by WSSAs in service delivery.

Table 16.1: Water Supply Key Service Level

SN	Service Type	Service Description
1	Hours of service	24 continuous hours per day.
2	Water quality	Water supplied shall comply with Tanzanian standards for drinking water.
3	Reliability	Authorities may designate standards for reliability of the supply as part of their customer service charter. These must be realistic, but should aim at providing a service to all customers for 24 hours a day. In the event of interruption, WSSAs shall comply with the interruption notice as specified in WSSAs customer service charter.
4	Metering	All customers shall at all times have a metered supply. WSSAs shall ensure that the water supplied does not cause nonperformance of the meter.
5	Affordability and customer satisfaction	WSSA tariff design shall consider the affordability of basic water supply to customers and sanitation.

15.4 Sanitation Services

15.4.1 WSSAs should strive to ensure that sanitation services are available to all persons living within the designated service area.

15.4.2 In addition to sanitation service levels in the performance contract signed between a WSSA and the MoW, a WSSA shall also work toward

attaining sanitation service levels provided under **Table 16.2** of these guidelines.

Table 16.2: Water Sanitation Key Service Levels

SN	Service Type	Service Description
1	Onsite (Off-grid) Sanitation	Percentage of population using emptiable latrines in the service area.
		Percentage of Population using septic tanks.
2	Sewerage and Decentralized System	Population (%) connected to sewerage system.
		24 Hours functionality of sewer system.
3	Quality of waste-water effluent	Effluents shall comply with Tanzanian effluent quality standards.
4	Sludge Quality	Treated sludge quality shall comply with the quality standards.

16. REPORTING, MONITORING AND EVALUATION MECHANISM

16.1 Frequency of Reporting

- 16.1.1 A WSSA is required to report to the MoW on a monthly, quarterly, annual basis and provide ad hoc information required by the MoW from time to time.
- 16.1.2 For the purposes of monitoring and benchmarking of a WSSA, the MoW and EWURA have established formats for reporting monthly and annual performances through a set of indicators in Maji Information System (MajIs). The system provides a comprehensive set of technical, commercial, financial and personnel data and automatically calculates and presents their performance indicators. Filling of performance data in the MajIs each month, is mandatory for the WSSA.
- 16.1.3 The Maji – Management Information System (MIS) was set to receive data from all implementing agencies of the Water Sector Development Programme (WSDP). The system requires data entry every quarter.
- 16.1.4 The data provided in the online platforms forms the basis of the Annual Reports that are published by EWURA, and will be used for the assessment of the performance of the WSSA against the WSSAs Business Plan and also, the data will be used by the MoW for the

assessment of the performance of WSSAs. It will also support the assessment of general progress in the Water Supply and Sanitation sub-sector.

16.2 Types of Reports and Contents

16.2.1 WSSAs shall submit monthly, quarterly and annual reports which, among other things, may be used by the MoW to assess the performance of the WSSAs.

16.2.2 **Monthly Reports**
WSSAs shall submit monthly data through Majls before 14th day of the following month. In a situation where the WSSA fails to submit electronic data through Majls, the same monthly data shall be submitted through email or hard copy in the same timeline as that for submitting Majls data to MoW and EWURA.

16.2.3 **Quarterly Reports**
For the purpose of the Water Sector Development Program (WSDP), Donor funded projects and own funded projects, the WSSA shall submit reports including internal audit reports in the format as per individual requirements through electronic mail and hard copy of the same through Courier Services to MoW. The WSSA shall also prepare and submit to the MoW quarterly performance progress report in accordance with the formats provided for in the financing Contracts.

16.2.4 **Annual Reports**
WSSAs shall submit a draft annual report including the draft annual financial statements by 30th September and the final annual report including the annual audited financial accounts to the MoW and EWURA according to Majls and in the prescribed format before 31st December of every year.

16.3 Monitoring Mechanism

16.3.1 There shall be a periodic programme monitoring and evaluation by the MoW, which will determine relevance and fulfillment of programme objectives comparing the previous and current situation using performance indicators. Review of the progress reports from a WSSA shall be in accordance with the existing guiding principles and shall be carried out in terms of the following key areas:

(a) Effectiveness (results) of the Performance Contract;

- (b) Efficiency of the Programme; and
- (c) Progress and Sustainability of the Water utility.

- 16.3.2 Performance Monitoring aims at effective management audit of water supply and sanitation services with the objective of analyzing, evaluating, reviewing and appraising the performance of the WSSA concerned.
- 16.3.3 Management Information System is one among the tools used for performance monitoring. This tool through a modern database installed at the Urban Water Sub-sector of the MoW, EWURA and in all WSSAs will be used for storing, analyzing, and dissemination of information prepared by the WSSA. Monitoring will be based on all technical, financial, business and service Indicators.
- 16.3.4 Ad-hoc Information: The WSSA shall submit reports or information on all major events affecting or likely to affect quality service delivery, or a breakdown of more than 12 hours to the MoW and EWURA and where applicable to Regional, Local Government Authority and the General Public.
- 16.3.5 Inspection and Management Audit: The MoW and EWURA may at any time perform inspection on various activities performed by the Water Authority. In addition, the MoW and EWURA may perform management audit where there is unsatisfactory performance of the WSSA.

17. GENERAL MATTERS

17.1 Facilities and Infrastructures

WSSAs shall for the purpose of the provision of water supply and sanitation services and in accordance with their business plan, purchase, lease or otherwise acquire; premises, plant, equipment, facilities and may request for compulsory acquisition land.

17.2 Logo

- 17.2.1 WSSAs may adopt a distinctive logo of their choice wherein the words “.....*Water Supply and Sanitation Authority*” (Town/Utility’s name - WSSA) shall appear. All WSSAs should register their logo and names in the format “Name of the Town/Utility, - WSSA” with the Business Registration and Licensing Agency (**BRELA**).

- 17.2.2 WSSAs shall ensure that the preparation and publication of the logo complies with the public service requirements.

17.3 Application of SOPs

WSSAs shall use Standard Operating Procedures (SOPs) developed by the MoW and made available from time to time for purposes of ensuring uniformity and improvement of service delivery.

17.4 Preparation of By-Laws

- 17.4.1 WSSAs shall prepare and publish by-laws as stipulated under section 21(1)(k) of the Water Supply and Sanitation Act 2019.
- 17.4.2 WSSAs that do not have in-house capacity and or resources to prepare the by-laws may seek assistance from external public institution sources.

17.5 Workers' Council and Trade Union

WSSAs shall establish a Workers Council and a trade union in accordance with the Employment and Labor Relations Act, 2004 (ELRA) which provides for establishment of a Trade Unions at places of work.

17.6 Capital Works

- 17.6.1 A WSSA shall, in the management of capital works (property, plants and equipment-PPE), use the MoW's Design, Construction and Operating Manual of 2020, Guidelines for Preparing a Business Plan for Regulated Water Utilities Revised Edition 2016 as may be amended from time to time and other acceptable engineering practice.
- 17.6.2 A WSSA may consult MoW for advice and/or guidance during all stages of preparation and execution of all capital works whether personal, Development Partners or government funded or funded by a combination of either two or all three.
- 17.6.3 Where a WSSA contracts out capital works, the same shall be contracted out to reputable and registered contractors and be supervised, where necessary, by registered and reputable engineers. Both contractors and engineers shall be sourced through fair and competitive bidding, in accordance with the Public Procurement Act of 2011.

17.6.4 During the undertaking of such works the engineers and contractors shall report on the progress of the works as per contractual obligations and copies of such reports should be forwarded to MoW for information. The WSSA shall also submit monthly work progress report as stipulated in Majls.

17.6.5 WSSAs, without any reservations, shall allow access by all designated MoW, TR and EWURA officials, whenever they visit their offices, to all necessary information on the progress of the works and to the sites of the works to inspect actual progress on the ground.

17.7 Private Water Operators

WSSAs shall recognize, guide and monitor private water operators in the WSSAs licensed services area by entering into arrangements in provision of water supply and sanitation services in accordance with the Water Supply and Sanitation Act 2019 and PPP Act of 2009 and their regulations.

17.8 Environmental and Social Safeguards

17.8.1 WSSAs shall comply with the EMA through the prepared Environmental and Social Management Framework (ESMF).

17.8.2 Environmental and Social safeguards constitute measures for ensuring that project implementation and operations are carried out in an environmentally and socially sustainable manner.

17.9 Participation and Contribution to Sector Activities

17.9.1 WSSAs are required to participate and may make monetary contributions necessary to enable convening of sector activities such as Annual General Meeting (AGM) and MAJI Week.

17.9.2 The contributions (combined) however shall not exceed 0.5 percent of the total annual revenue collection of each WSSAs.

18. RELEVANT REFERENCE DOCUMENTS

The Tanzanian Water Sector is developed, managed, and operated pursuant to national policy, legal, regulatory and operational documents.

Along with these Guidelines, there are important reference documents and materials which WSSAs may use in performing their day to day duties and functions. Many of these documents are referred to in these Guidelines at hand. A list of such relevant documents and resources has been developed and will be periodically updated by the Ministry of Water for ease of reference by WSSAs and other interested stakeholders in the water sector.

These references are available under the following link: <https://www.maji.go.tz/index.php/publications>

