



BEST PRACTICES TO ACHIEVE CONTINUOUS WATER SUPPLY IN A CITY

A Case of City of Kwekwe

1. Starting point:

- What was the main challenge, issue, problem to be addressed by the practice?
- The main challenge was insufficient water for Mega industries and mines in the City which required large and continuous volumes of water for their operations eg. ZISCOSTEEL, ZIMASCO, KWEKWE MALTINGS, GLOBE & PHOENIX MINE etc and associated domestic water needs of these industries.
- Who was mainly affected by the challenge, issue, problem and will be addressed by the practice?
- The challenge affected the above mentioned mines and industries as well as a sister neighbouring local authority named Redcliff Town
- Were different roles and needs of women and men and vulnerable people relevant for the challenge?
- In addressing the challenge, the needs of women and men and vulnerable people were addressed

2. Institutional Setting:

- What were the frame conditions for the practice that will be presented? (e.g. policy, legal regulation, instrument, reform approach, demand by people according to gender roles etc.)
- The Urban Councils Act which mandates us to provide potable water to consumers in our Local Authority was/is the main legal framework which guided us to implement the good practice.
- Which actors/ stakeholders were involved?
- Residents/ratepayers, business community and relevant institutions were involved

3. Approach:

- Which methods, tools or instruments have been developed and were applied to address the challenge?
- the methods, tools or instruments that have been developed and were applied to address the water supply challenge before include the following:
 - (i) Adequate supply of raw water through lobbying central govt (construction of Sebakwe Dam by govt)
 - (ii) Installation of adequate pump stations for both raw and clear water.
 - (iii) Creating 3 month buffer stocks for water treatment chemicals.
 - (iv) Sustainable manpower arrangements which include having critical staff resident at the treatment plant to manage the plant operations eg electricians, fitters, plumbers etc further to the conventional plant operators.
- How have you considered the participation rights of specific sections of the population in the planning and decision-making process? Here above all participation right of handicapped people, children, as well as the equal of women
- Participation rights are embraced in stakeholder participation of all water consumers which are frequently done at ward level and council level.

4. Outputs:

- Which were the concrete tangible results, outcomes and/or impacts of the good practice? Including benefits and/or negative effects for women and men and/or vulnerable people in the city
- The major benefits and impacts of the good practice of continuous,adequate and quality water supply in the city include the following
 - (i) Meeting the minimum per capita supply of water for individuals especially the vulnerable groups who need water on a constant basis like the disabled, the sick, women and children
 - (ii) Meeting the bulk water needs of industry and commerce
 - (iii) Attraction of key and big investments to the city eg the investment of Dendairy(biggest dairy company In Zimbabwe) and Chibuku who installed one of only 4 modernised breweries in the country.
- How do they ensure sustainability of the practice?
- Sustainability is maintained through
 - (i) keeping highly motivated key staff in water supply and distribution
 - (ii) Maintaining sufficient stocks of the required water treatment chemicals
 - (iii) Prioritizing water supply and distribution as the major need of consumers in an urban setup
 - (iv) Ring-fencing of the water account

5. Lessons:

- What are the main lessons learnt in the course of implementation of the good practice?
- We learnt the following in the course of implementing this good practice:
 - (i) Ensuring there is adequate supply of good quality water in turn improves the quality of health among residents in that there is improved hygiene and reduced water borne/ diarrhoeal diseases.
 - (ii) There is need for dedicated power supply on installations like the water works to ensure uninterrupted water supply.
 - (iii) There was need to ring-fence the water account to ensure timeous procurement of water treatment chemicals and spares for installed gadgets.
- Are there any open questions that need to be dealt with?
 - (i) Non revenue water issues are affecting the best practice. Ideally we would want to account for every drop of water that we purify and we need assistance in this area.
- What are the lessons learnt in relation to gender concerns?

The best practice had the most positive impact on women and children and the vulnerable groups in society who normally have the role of fetching water in society.

6. Transfer:

- What are the necessary preconditions to transfer this practice to another place?
- The necessary preconditions to transfer this practice
 - (i) Adequate budgets
 - (ii) Skilled manpower in place
 - (iii) Having adequate water treatment and distribution infrastructure in place
 - (iv) Having adequate and stable power supply
- What would be the first steps to take?
- The first steps to take in transferring this best practice are
 - (i) Implementing Gender based Budgeting to cater for all groups in society
 - (ii) Recruitment of skilled manpower to manage water supply and distribution
- What is important to take care of regarding different gender roles?
Gender mainstreaming in service delivery should be considered at all times and by so doing all the needs of humankind are catered for.