

EFFECTIVE AND EFFICIENT REFUSE REMOVAL SERVICE DELIVERY



STARTING POINT

- POOR SERVICE DELIVERY
- ILLEGAL DUMPING
- SPREAD OF DISEASES
- ENVIRONMENTAL DEGRADATION
- POOR REVENUE GENERATION



INSTITUTIONAL SETTING

- ENFORCEMENT OF LOCAL BY-LAWS
- CLEAN-UP CAMPAIGNS
- ENVIRONMENTAL AWARENESS AND HEALTH EDUCATION,EMA.
- FORMATION OF WARD CLEAN-UP COMMITTEES
- LOCAL ENVIRONMENTAL ACTION PLAN
- STAKEHOLDERS: COMMUNITY LEADERS, COUNCIL,INSTITUTIONS,INDUSTRY,EMA,



APPROACH

- CARRIED OUT SURVEYS REGARDING THE PROBLEM
- ENGAGEMENT WITH PRIVATE PARTNERSHIPS AND N.G.Os
- ENGAGEMENT WITH COMMUNITY LEADERSHIP
- ENGAGEMENT WITH THE ENVIRONMENTAL MANAGEMENT AGENCY(EMA)
- ENGAGEMENT WITH THE MINISTRIES OF EDUCATION, HEALTH AND LOCAL GOVERNMENT.
- CARRIYING CONTINOUS AWARENESS PROGRAMS
- GOOD REFUSE FLEET MANAGEMENT
- RELIABLE REFUSE REMOVAL SCHEDULE



OUTPUTS

- CLEARED ALL ILLEGAL DUMPSITES AND CAR SHELLS
- REDUCED ENVIRONMENTAL DEGRADATION AND POLLUTION.
- A HEALTHY COMMUNITY
- SATISFACTION OF STAKEHOLDERS
- IMPROVED REVENUE INFLOW
- TIMEOUS REFUSE REMOVAL SERVICE
- IMPROVED ENVIRONMENT AND CITY STATUS.



LESSONS

- INVOLVEMENT OF THE PUBLIC AND THE STAKEHOLDERS HELPS TO ATTAIN THE BEST RESULTS.
- ONCE A CUSTOMER IS SATISFIED PAY FOR THE SERVICE AND THIS IMPROVES REVENUE INFLOW.
- SURVEYS HELP TO KNOW WHAT IS ON THE GROUND AND THEN MAKE GOOD PLANS AND WELL INFORMED DECISIONS
- INTERACTING WITH OTHER CITIES



TRANSFER

Collection of
information on
communities
needs(baseline survey)

Community
mobilisation for
information
dissemination and input

LEAP-Ward clean up
committees

Implementation

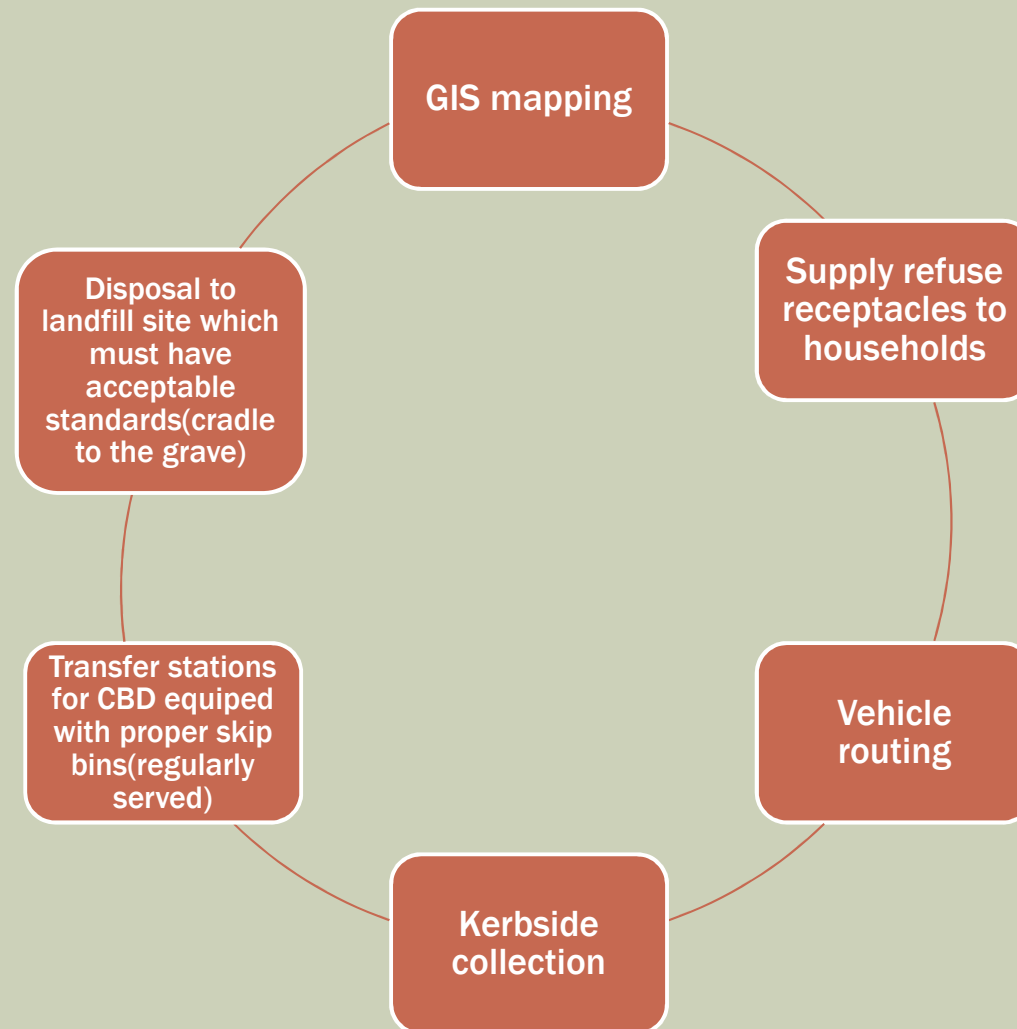
Procurement of
equipment

Planning with the
community and
stakeholders(budgeting)

Revenue generation
and collection)

Monitoring and
evaluation(service
delivery,complaints
desk for residents

IMPLEMENTATION



STAKEHOLDER PARTICIPATION

