

The LVEMP II Civil Society Watch E-bulletin

A Monthly from the **East African Sustainability Watch Network** comprising: Uganda Coalition for Sustainable Development (UCSD), Tanzania Coalition for Sustainable Development (TCSD) and Sustainable Environmental Development Watch Network (SusWatch Kenya)

July 2016

ICT and Water engineering solutions aid NWSC Jinja and Iganga to respond faster to water leakages to save Revenue



1. **Top to right:** Engineers fixing water meter analysers at a DMA in Jinja, 2. An installed meter analyser in Njeru,3. Eng. Paul Isagara from NWSC Iganga explaining water metering system to staff of Ministry of Water and Environment (Uganda) and LVBC at Njeru NWSC water booster.
2. **Below:** Itron engineer with NWSC staff connecting ICT app on a meter, 2. A fully installed ICT app, 3. General Manager NWSC Jinja with USAID East Africa and PREPARED project staff inspect a DMA in Walukuba-Jinja

National Water and Sewerage Corporation (NWSC) Jinja and Iganga areas have found solace in using ICT and engineering solutions to detect water leakages that lead to water loss. This is a component of the NWSC Non-Revenue Water reduction strategy, which also integrates the development of an interactive customer support and outreach framework and approach as well as building service delivery improvement programmes.

With support from Tetrtech through USAID East Africa that is implementing the Planning for Resilience in East Africa through Policy, Research and Economic Development (PREPARED) Project, NWSC has established 11 functional District Metered Areas (DMAs), now using bulk meters calibrated and real-time data is captured and analyzed, has obtained 7 Water mine analyzers that have been installed and has acquired 30 Automatic Meter Readers (AMRs) installed.

The Itron system in use for Jinja - Iganga is already monitoring the levels of NRW in DMAs while the Water Mine Analyzers -WMAs are monitoring the readings on other DMA meters which continuously guide interventions to reduce the NRW.

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The benefits are enormous. According to Titus Niwamanya the Senior Commercial and billing officer NWSC –Jinja area, much as NWSC has started implementing some ICT solutions, the combination of training staff, customer engagement and ICT and engineering solutions has been a good mix that has boosted operations at NWSC Jinja/Iganga area.

He observes that “Besides the introduction and testing of ICT applications and platforms, NWSC has also developed interactive customer support and out- reach frameworks and has built a service delivery improvement program among its staff in Jinja and Iganga area. When you have staff with a good attitude towards work, they perform better. The training in QUSIP is a good motivator.” he adds.

” When we used the radio campaign to disseminate issues of NWSC, it had an impact on the listeners whom we were addressing, it created a pattern of communication and they would get us the feedback (to NWSC).

Titus admits that for billing, the technology has made the corporation more accurate. ”Using the rugged phones in billing is good. From my experience it even makes one motivated to work because the billing is perfect. NWSC had started using the rugged phones in other areas of the country but in Jinja we did not have them until PREPARED gave us the rugged phones, it reduces customer complaints because the bill is current and spontaneous, it makes NWSC more accurate because it provides real time billing”.

“The mobile Apps are also good but the biggest impact is the part of the stakeholder, much as the staff are stakeholders-internal customers, but our biggest target are the customers. Regarding the meters which send messages to the phones, Titus acknowledges that they are good but they need to be spread to engineering and billing departments as well, so that as engineers address the water leakages, while the customers are also contacted”.

Uganda Coalition for Sustainable Development (UCSD), a network member of the East African Sustainability Watch Network, is working with National Water and Sewerage Corporation (NWSC) Jinja and Iganga on community engagement to reduce the level of Non-Revenue Water loss. This project has three objectives of building NWSC service delivery improvement program, develop interactive and supportive customer outreach framework and interaction; and implementing engineering and ICT solutions.

Kigali Declaration Increases Forest Landscape Restoration (FLR) Commitments in Africa



Photo: Rwanda Natural Resources Authority

Thirteen African country representatives and stakeholders participating in the 'Africa High Level Bonn Challenge Roundtable' adopted the 'Kigali Declaration on Forest Landscape Restoration in Africa,' which reaffirms and increases commitments to the Bonn Challenge, an initiative aiming to restore 150 million hectares of the world's deforested and degraded lands by 2020 and 350 million hectares by 2030 through forest landscape restoration (FLR) activities. According to a press release by the Rwanda Environment Management Authority (REMA), new pledges made at the opening of the meeting took "global FLR commitments' to 100 million hectares.

The Roundtable and an International Knowledge Sharing Workshop on FLR held in parallel were hosted by the Government of Rwanda, in collaboration with the East African Community (EAC) and the International Union for Conservation of Nature (IUCN), from 26-27 July 2016, in Kigali, Rwanda. The resulting Kigali Declaration recognizes that FLR is critical to achieving sustainable development through the maintenance and rebuilding of natural capital, ensuring benefits for both rural and urban communities.

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It also recognizes that FLR can help realize, *inter alia*, the Sustainable Development Goals (SDGs) and the Aichi Biodiversity Targets, and offers multiple benefits that align African economic growth and poverty reduction plans, including the African Union's Agenda 2063. The Declaration calls for, *inter alia*: coordination among African countries and the mobilization of public and private sector financial resources; mainstreaming restoration into national development policies; capacity building through technical expertise and environmental and social standards; collective climate action; and innovative financial schemes that enable domestic investments in FLR, including through national climate and land management fund mechanisms and tax incentives. The declaration will remain open for signatures through 1 September 2016, when it will be introduced at the IUCN World Conservation Congress in Hawaii, US. Source: [IISD](#)

SusWatch Kenya Shares Findings on Risks and Adaptive Capacities of Communities to Future Climate Change Impacts on Ecosystems



Left: Mr. Nobert Nyandire, team leader SusWatch Kenya at the meeting .Right: Participants at the meeting (Photos by SusWatch Kenya)

Sustainable Environmental Development Watch Network (SusWatch Kenya) has presented its findings from a study on *Assessing the risks and adaptive capacities of communities residing in selected hotspot communities in East Africa's Lake Victoria Basin*. The study hinged on the future climate change impacts on the key sectors in agriculture and food Security; aquatic ecosystems and water; terrestrial ecosystems, forests, wildlife and tourism; health and human settlements, Energy and associated infrastructure. Presenting the findings at the East African Community- Lake Victoria Basin Commission meeting of the Regional Climate Change Technical Working Group (CCTWG) to review progress and provide technical guidance on the implementation of the Planning for Resilience in East Africa through Policy, Adaptation, Research and Economic Development (PREPARED) project and other climate change initiatives by EAC secretariat in Entebbe- Uganda from the 18th to the 22nd of July, 2016. The meeting objectives were to share critical results and findings from the regional Vulnerability, Impacts and Adaptation Assessment (VIA) with regional experts, getting practical input from key regional and national stakeholders on adaptation options to address expected climate change impacts within East Africa to inform the development of a Lake Victoria Basin Climate Change Adaptation Strategy and Action Plan; and to propose practical opportunities for engaging national and regional institutions and experts in implementing the Lake Victoria Basin Climate Change Adaptation Strategy and Action Plan.

The East Africa Community (EAC) Secretariat is coordinating the implementation of a five-year (2012-2017) program on Planning for Resilience in East Africa through Policy, Adaptation, Research and Economic Development (PREPARED). The overall goal of the program is to strengthen the resilience and sustainability of East African economies, trans-boundary fresh water ecosystems and communities. The program facilitates partnerships, coordination and capacity building among a broad range of institutions in climate change, biodiversity, water supply and sanitation to strengthen policy frameworks and integrate adaptive and informed strategic decision-making.