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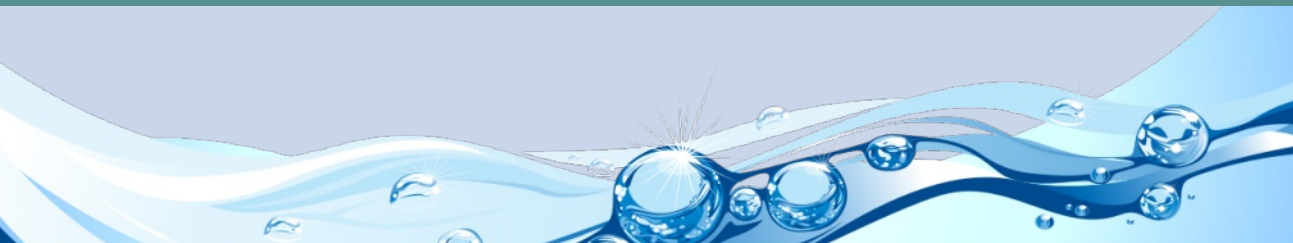
Jamhuri ya Muungano wa Tanzania



RURAL WATER SUPPLY AND
SANITATION AGENCY

Guidelines on Regulation of Community Water Service Management

SEPTEMBER, 2022





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Community Water Service Management



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Statement by the Board Chairman

Water is a basic natural resource for sustainable livelihood and the social-economic development of the country. The Government of Tanzania via Act No. 5 of 2019, established the Rural Water Supply and Sanitation Agency to improve the delivery and management of rural water supply and sanitation services.

At a community level, the provision of water and sanitation service is managed by communities through registered legal entities that are established by a single village or a cluster of villages with common or shared economic and social benefits/predicaments.

RUWASA is legally mandated to regulate the provision of water supply and sanitation services by community-based water supply organizations. Consequently, it is also mandated to regulate the Community Water Service Management Entities. It is along with this logic that RUWASA needs to put in place a mechanism to manage the managers; a transparent system for both the manager and the managed to act within a well-prescribed arrangement and be accountable for the actions so taken.

These Guidelines set procedures, standards and parameters for regulating the delivery and



management of community water services. It is a timely move to tune all vertical and horizontal water service interventions at a community level to 'sustainability frequency'. It is a deliberate move to frame and stretch the community water service accountability thread downward and upward down.

You are welcome to use, read and refer to these Guidelines at your contextual convenience and please feel free to objectively comment and constructively criticize for a better community water service management ahead.



.....

Prof. Eng. Idrisa Bilali Mshoro
Chairman
Board of Directors
RUWASA

A Word from the Director General's Desk

This document is yet another step to living up to the newly introduced rural water service subsector motto on water availability and accessibility; “Maji Bombani”.

RUWASA is bent to prioritize the improvement of community water services delivery where water scarcity pinches the most and where instant improvement can be felt.

The Guidelines are developed specifically to address and guide on areas and issues that are pertinent to the delivery and management of sustainable rural community water services. These Guidelines establish a link between what the law and its various regulations require, on one hand, and implementation modalities and tools on the ground, on the other.

This set of Guidelines anchors policy and legal wishes to the targeted service beneficiaries at a community level. It bolts together ownership, responsibility and accountability within the framework of sustainability.

We once again wish to congratulate the Ministry of Water, Development partners and individual members who have together contributed and supported RUWASA led efforts in bringing out this valuable document.

We acknowledge and welcome all stakeholders to read and apply the Guidelines for sustainable development of community water services in Tanzania.



Eng. Clement KIVEGALO
Director General
RUWASA



CHAPTER ONE

1.0 INTRODUCTION

1.1. Background

RUWASA is an institution established by the Government with an intention to sustainably provide rural water supply and sanitation services. Its efficiency and effectiveness will be measured by the improvement in quantity, quality and continuity of water supply and sanitation services at a rural community level. According to the Water Supply and Sanitation Act, 2019, rural community water service delivery is managed by Community-Based Water Supply Organizations (CBWSOs).

Legally, all CBWSOs are supposed to be regulated by RUWASA. Moreover, a Community Water Management Team is the executive organ responsible for the day to day operations of the community organization. That being the case, RUWASA has taken stock of and learnt from the previous underperformed community water service management model and has developed a hybrid but resilient community water supply and sanitation management model to enhance the sustainability of water supply and sanitation services, through embracing community inclusiveness, professionalism, technology fusion, meaningful involvement and accountability.

To ensure this happens, RUWASA is taking advantage of the changes in the legal framework and latest rural water service management reforms to put in place an effective and efficient regulatory mechanism. Among others, the Guidelines establish areas to be regulated, provide guidance on upholding service standards and modalities for monitoring the performance of Community Water Service Management Entities.

1.2. The rationale for the Preparation of the Guidelines

Regulation of Community Water Service Management is a requirement of the Water Supply and Sanitation Act. No. 5 of 2019 as provided under part IX. Similarly, part VI of the Water Supply and Sanitation (Registration and Operations of Community Based Water Service Organizations) Regulations 2019, contain operative provisions for purposes of implementing the Act.

Furthermore, specifically, according to Section 41(1) (f) of the Water Supply and Sanitation Act. No. 5 of 2019, RUWASA has the mandate to provide Guidelines for monitoring and regulation of community organizations. Therefore, the development and implementation of these Guidelines is a legal requirement on RUWASA to effectively regulate and monitor the management of rural community water service delivery.



1.3. The objective of the Guidelines

The Guidelines aim to put in place and operationalize a regulatory mechanism that will facilitate effective and efficient Community Water Supply and Sanitation Service provision.

Specifically, the Guidelines: -

- A. Describe areas and boundaries for the regulation of community water and sanitation services.
- B. Set Procedures and Standards for Monitoring and assessing performance levels of Community Water Service Management Entities.
- C. Provide criteria and procedures for the classification and promotion of Community Water Service Management Entities.
- D. Provide for enhancement of service cost recovery measures and realistic service sustainability endeavours.
- E. Seek to connect accountability and sustainability in community water service management



1.4. Users of the Guidelines



These Guidelines have been specifically developed and intended to be implemented by Community Water Services Management Entities to ensure the sustainable supply of clean, safe and adequate water to communities; RUWASA for coordinating, managing, supervising, supporting, regulating and facilitating Community Water Services Management Entities to ensure effective and efficient service delivery; Ministry of Water for oversight and monitoring of water sector performance; President's Office- Regional and Administration and Local Government for creation of a conducive environment for the community and private sector participation; Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC) for oversight and management of WASH interventions; Line Ministries for information, record and reference as and when necessary; Regional Secretariat for creating a conducive environment; Local Government Authorities for collaboration and support in the provision of water services; Private sector for involvement in investment and operations of rural water supply schemes; training institutions, academicians and other stakeholders will also refer to the Guidelines while addressing regulatory issues for rural community water service.

1.5. Preparation of the Guidelines

The preparation of the Guidelines involved a plenary and individual review of water sector documents, plenary brainstorming and discussions.

Further, the preparation included consultation of key stakeholders and specifically potential users of the Guidelines including the Ministry of Water; Community Water Service Management Entities; the Energy and Water Utilities Regulatory

Authority (EWURA); RUWASA Headquarter staff; and Regional and District Managers.

1.6. Jurisdiction of the Guidelines

These Guidelines shall apply to all rural, peri-urban and off-grid areas which are not designated and declared to be an area of operation of Water Supply and Sanitation Authority established under Act No. 5 of 2019.



CHAPTER TWO

2.0 REGULATION OF COMMUNITY WATER SERVICE MANAGEMENT

2.1. RUWASA's Mandate

2.1.1. RUWASA's mandate to monitor and regulate Community Water Service Management Entities is provided under the Water Supply and Sanitation Act No. 5 of 2019, which established RUWASA as well as the Community Water Service Management Entities

2.1.2. In discharging its obligation, RUWASA is mandated to establish standards and codes of conduct, monitor water quality, monitor standards of performance and perform such functions which are incidental or ancillary to functions of monitoring and regulation.

2.1.3. Further, the Water Supply and Sanitation (Registration and Operations of Community Based Water Supply Organizations) Regulations, 2019 GN. No. 829 of 2019 were issued by the Minister to provide, among others, for monitoring and regulations of Community Water Service Management Entities.

2.1.4. Under regulation 28, RUWASA is required to develop Guidelines for monitoring and regulation of Community Water Service Management Entities

2.2. Registration

2.2.1 Community Water Service Management Entities will be registered by RUWASA pursuant to the Water Supply and Sanitation Act No. of 2019 and the Water Supply and Sanitation (Registration and Operations of Community Water Service Management Entities) Regulations, 2019 GN. No. 829 of 2019.

- 2.2.2 Pursuant to the Act and the Regulations, RUWASA will issue a Certificate of Registration with attached conditions to an entity that will meet and comply with registration requirements.
- 2.2.3 Certificate of Registration will bear specific particulars of the registered organization in a shape and appearance that will be uniform to all registered Community Water Management Entities.
- 2.2.4 The certificate of registration may be cancelled or revoked where the community service entity fails to perform its obligations pursuant to the requirements of the Act, regulations and Guidelines issued by RUWASA.
- 2.2.5 Upon cancellation of the registration certificate, RUWASA shall appoint a caretaker in accordance with section 23 of the Regulations for a period not exceeding six months.
- 2.2.6 RUWASA will develop and issue Guidelines on the formation and registration of entities which operate and manage rural water supply and sanitation schemes and provide services to the community.



2.3. Registration Fee

- 2.3.1 There shall be a registration fee chargeable and payable in respect of any application for registration of a Community Water Management Entities as may be approved by the Board of RUWASA.
- 2.3.2 All payments will be done to the Bank in a designated account number. The pay in the slip will be presented to the District Manager or an officer appointed as the Registrar on behalf of the District Manager's office.
- 2.3.3 The rate of the registration fee will be reviewed after every three years and may be changed from time to time depending on economic fluctuations and affordability.

- 2.3.4 The registration fee will be paid once during the formation of the community water management entity to signify legal recognition of the organization as a corporate body.

2.4. Clustering

- 2.4.1 In accordance with Section 36 (1) of the WSS Act, 2029, RUWASA may cluster community organizations into one community organization in order to achieve efficiency and economies. Procedures for clustering will be elaborated in the Guidelines on Clustering of Community Water Management Entities to be developed.

2.5. Private Sector Engagement

- 2.5.1 Subject to Section 43 (1)(j) of the WSSA Act 2019, RUWASA will develop and issue Guidelines on Private Sector involvement, for the provision of rural water supply and sanitation services in order to enhance efficiency and effectiveness in rural community water services delivery.

2.6. Powers to Categorize

- 2.6.1 Regulation 29 requires RUWASA to determine and group Community Water Service Management Entities into categories based on performance levels, with a view of determining the extent of support required to improve operational and management status. For that purpose, RUWASA shall establish a criterion for categorizing Community Water Service Management Entities. RUWASA shall after every three years review the performance of Community Water Service Management Entities for recategorization purposes.

2.7. Quality of Service Levels

- 2.7.1 Pursuant to Section 41(1) (a) of the WSS Act, RUWASA shall establish minimum service levels to be applicable to Community water service areas.

- 2.7.2 Community water service entities shall prepare Client Service Charters in accordance with the Guidelines to be issued by RUWASA as Described in Annex B.
- 2.7.3 The quality-of-service levels contained in the Client Service Charter shall at least be better than the minimum service levels.
- 2.7.4 Community water service entities shall include in their Business Plans measures to improve on quality-of-service levels.

2.8. Business Plan

- 2.8.1 Community water service entities shall prepare a three-year Business Plan in accordance with Guidelines to be issued by RUWASA as Described in annex D.
- 2.8.2 Community water service entities shall on annual basis review their Business Plans, and annual budgets shall be based on the Business Plans.
- 2.8.3 Both the Business Plan and annual budget shall be approved by the Community Committee and shall thereafter be submitted to RUWASA.

2.9. Water Tariff

- 2.9.1 RUWASA will develop and issue Guidelines on tariffs chargeable for the provision of Water Supply and Sanitation Services and payment methods at a community level.
- 2.9.2 RUWASA will Scrutinize and approve tariffs chargeable for the provision of Water Supply and Sanitation Services at Community levels.
- 2.9.3 RUWASA will facilitate Community Water Service Management Entities to determine tariffs that are sufficient to cover at least the cost of operating and maintaining the



service.

2.9.4 Tariff applications shall be based on the entity's Business Plans.

2.9.5 Based on performance assessment, RUWASA will specify a category of community water service entities that may qualify for subsidies as may be needed to cover part of those costs.

2.10. Operation and Maintenance

RUWASA will develop and issue Guidelines on Operations and Maintenance of Community Water Supply and Sanitation Service Schemes.



2.10.1 RUWASA will initiate and facilitate the establishment of standards and specifications of Equipment, Accessories and Spare for Community Water Service Schemes by TBS.



2.11. Contracts Management



2.11.1. RUWASA will approve contracts for Community Water Service Management Entities for all strategic engagements with other institutions including WSSA and Private Operators. In consultation with local government, RUWASA shall resolve dispute and conflicts between and among Community Water Service Management Entities.



2.12. Performance Monitoring and Assessment



2.12.1 RUWASA will conduct performance monitoring and assessment pursuant to Chapter Three of these Guidelines.

2.12.2 RUWASA will develop and issue Guidelines on Performance Assessment and categorization of Community Water Service Management as Described in annex A.

2.13. Data and Information

2.13.1 RUWASA will request routine and special data and information on all entities as it considers necessary for the performance and decision making.

2.13.2 Community Water Service Management Entities will be obliged to submit data and information as directed by RUWASA, monthly through RUWASA Service Delivery and Management System (RSDMS) or by any other official means.

2.14. Performance Reporting

2.14.1 All Community Water Service Management Entities will be required to prepare and submit regular or specific implementation and performance reports to RUWASA in a format and frequency as will be issued by RUWASA.

2.15. Orders and Directives

2.15.1 In exercising its regulatory mandates, RUWASA may issue orders or directives to any registered community water service entity or agent to transact regulated activity within the definition of these Guidelines, regulations and the Act.

2.15.2 RUWASA will cause a regular review of Guidelines and specific procedures pertaining to the regulation of Community Water Services to ensure a buoyant community water and sanitation services operation system.

2.16. Performance Audit/Management Audit

2.16.1 In the event of Community Water Management Entity's failure to perform as per planned targets, RUWASA may conduct special performance audits of which may result in instituting regulatory measures.



CHAPTER THREE

3.0 PERFORMANCE MONITORING AND ASSESSMENT

3.1. Versight, Tracking and Follow up Mechanism

3.1.1 In the interest of sustaining quality of service and operational efficiency, RUWASA will design a practical and cost-effective mechanism to follow up and track management of all service delivery interventions at a community level. The follow-up and tracking will be carried out regularly along with reviewing quarterly and annual implementation status reports.

3.1.2 In a year, there will be four sets of performance regulatory activities, namely, performance monitoring, performance assessment, performance-based categorization and capacity-strengthening as described in items 3. B and 3. C, hereunder;

3.2. Performance Monitoring

3.2.1 As a principle, RUWASA shall monitor all water service delivery interventions at a community level.

3.2.2 The monitoring of service delivery will be conducted through respective Community Service Management Entities on a monthly, quarterly, semi-annual and annual basis

3.2.3 All Community Service Management Entities shall prepare and submit to RUWASA monthly, quarterly, semi-annual and annual reports showing performance of service provision in such given periods or any other report as RUWASA may require.

3.2.4 RUWASA will prepare and issue standard monitoring and reporting formats that will be used by all community water management entities.

- 3.2.5 The main areas of monitoring and reporting will be based on performance monitoring/assessment Guideline and will include; Protection of user interest, Sustainability of the CBWSOs, Operations and CBWSOs staff, Regulatory interventions, customer service, environmental sustainability and sanitation issues. To ensure smooth implementation in the main areas of performance monitoring, RUWASA will sign a Performance Contract with each CBWSO.
- 3.2.6 Quarterly, Semi-annual and annual reports will be approved by the Community Water Committee before being submitted to RUWASA District Manager.
- 3.2.7 RUWASA shall establish a criterion for forming a monitoring team and issue a routine monitoring schedule that will be replicated at Regional and District levels.
- 3.2.8 As a result of monitoring Community Water Management entities, RUWASA shall prepare an annual report showing the performance levels of services delivery of each Community and submit the report to the Board.

3.3. Performance Assessment

- 3.3.1 RUWASA will conduct a routine and special performance assessment of all Community Service Management Entities to establish the capacity to deliver quality and sustainable services within the policy and legal requirements
- 3.3.2 Performance Assessment of all Community Water Management Entities will be done once per year except in special cases where an assessment will be done at any time of the year. The exercise will assist in identifying performance levels including success and gaps and reasons for the same.
- 3.3.3 The assessment exercise will be based on the annual physical and financial performance report prepared by the respective



Community Water Service Entity and other information gathered in the course of continuous monitoring.

3.3.4 The performance assessment will anchor its scores in areas that will be specifically stipulated in advance and included in the previous year's annual plan and targets. As for the performance monitoring, performance assessment areas will also include protection of user's interest, Sustainability of the CBWSOs, CBWSOs staff & Operations, Regulatory interventions, customer service, environmental sustainability, and sanitation issues



3.3.5 RUWASA shall form a performance assessment team that will be composed of multi-disciplinary individuals from all levels of RUWASA and will prepare an assessment schedule that will be shared in advance. The team shall work under the guidance of KPIs set in the Performance Contract.



3.3.6 The assessment exercises will be as objective and inclusive as possible to allow genuine response and productive criticism and feedback.



3.3.7 RUWASA shall encourage Community Service Management Entities to do a self-assessment exercise using the respective performance assessment Guideline prior to the routinely scheduled annual assessment in order to avail opportunities for the Community Service Management Entities to make good all areas that may negate the annual assessment outcome report.



3.3.8 The draft assessment results for individual service areas will be presented to and shared with a respective Community Service Management Entity for clarification and verification of facts, and information collected to establish a common understanding.

3.3.9 The assessment teams will prepare an assessment report for a specific assessed area and share it with a respective RUWASA

District Manager for comments and submit the final report to the Director-General.

- 3.3.10 RUWASA shall prepare a comparative analysis report of the entities in relation to performance targets specified in Performance Contract and the conditions attached to their registration.

3.4. Categorization of Community Water Management Entities

- 3.4.1 RUWASA shall classify Community Water Management Entities into categories based on performance levels with the view of determining an incentive mechanism for growth and graduation from one class to another. This mandate is by virtue of Regulation 29 of Water Supply and Sanitation (Registration and Operations of Community Based Water Supply Organizations) GN No. 829.

- 3.4.2 Contributory factors for categorization shall be population served by the Community Water Service Management Entity, the total villages or total scheme network in the Community Water Service Management Entity service area, the capacity of the Community Water Service Management Entity to generate revenue, collection efficiency, and the capacity of the Community Water Service Management Entity to meet operation and maintenance costs.

- 3.4.3 Community Service Management Entities will be categorized on merits and in four categories; Level I, Level II, Level III and Level IV.

- i) Level I will be those Community Water Management Entities with the capacity to bear all costs of Operations and Maintenance, short term depreciation and part of extension of service infrastructures.
- ii) Level II will be those Community Water Management Entities with the capacity to bear all costs of Operations and Maintenance, short term depreciation but have no



capacity to meet costs of extension of service infrastructures.

- iii) Level III will be those Community Water Management Entities with capacity to bear all costs of Operations and Maintenance but have no capacity to meet the costs of depreciation and extension of service infrastructures.
- iv) Level IV will be those Community Water Management Entities with the capacity to bear all costs of Maintenance and part of Operation costs.

3.4.4 The main reference for the establishment of Community Water Management Entities' capacity levels will be the Official Annual Assessment Reports. This shall have emphasis on levels of investment, availability and quality of service. It will further cover efficiency in production and distribution of services, service costs and capacity to sustain services and overhead costs

3.4.5 RUWASA will develop a standard assessment tool that will bear agreed assessment areas, equitable marks scoring and thresholds for categorization.

3.4.6 The assessment and ranking mechanism will ultimately facilitate Community Water Service Management Entities to graduate to a level of being able to sustainably meet the entire cost of service operations, maintenance and investment.

3.5. Capacity Strengthening

3.5.1 RUWASA is obliged to capacitate and promote excellence in service delivery through strengthening capacities and supporting performance levels of Community Water Service Management Entities.

3.5.2 RUWASA will put in place a mechanism to establish and determine the levels and the extent of support required to improve the Operational and Management status of

individual Community Service Management Entities.

- 3.5.3 RUWASA shall develop a format that will be completed bi-annually and will describe the identified performance, capacity gaps and indicate the type and extent of support required with regard to the category.
- 3.5.4 The levels of support will be decided based on the performance assessment status as will be described in the respective Annual or Special Report.
- 3.5.5 The established gaps will determine the categorization of capacity support needed. The support will be categorized into either system support or individual capacity/competence support. Even in individual capacity/competence support, it will be clearly described whether it is performance-related or it is behavioural or motivational related support.
- 3.5.6 RUWASA will develop and implement a special performance-based incentive package that will give an opportunity to entities and individuals to benefit from their outstanding performance.
- 3.5.7 Depending on the type of support being proposed, a specific delivery capacity support plan will be prepared with the estimated time required and tentative implementation budget
- 3.5.8 RUWASA will put in place a template of Memorandum of Understanding (MoU) and facilitate Community Water Service Management Entities to identify capacity areas and solicit technical support and cooperation for specified purposes and periods between Community Water Service Management Entities and RUWASA.
- 3.5.9 RUWASA will plan, budget and implement a capacity strengthening and support program to see whether planning, leadership and management of institutions and service delivery are optimal.



CHAPTER FOUR

4.0 ENFORCING APPLICATION OF THE GUIDELINES

4.1. Optimal Utilization of the Guidelines

- 4.1.1 This Chapter highlights administrative measures and procedures that will be taken and regarded respectively in ensuring optimal utilization of these Guidelines and that the application of the same is adding value to the entire management of community water service. In the first instance, these Guidelines will pass through scrutiny and approval processes within RUWASA management and governance circles to earn enforceability on the ground.

4.2. Enforcement Rationale

- 4.2.1 Section 41(1) of the Water Supply and Sanitation Act No 5 of 2019 empowers RUWASA to carry out regulation of community water services delivery and management via several fronts including: -

- i) Establishment of standards and codes of conduct in respect of the community organization and its consumers;
- ii) Monitoring of water quality and standards of performance of the community organization in the provision of the water supply services as Described in Guideline in Annex C;
- iii) Conducting studies required for administrative or management purposes;
- iv) Promoting the development of water supply services in communities, including linkages with sanitation measures;
- v) Performing other functions which are incidental or ancillary to the functions stipulated under the Water Supply and Sanitation Act.

4.3. Guidelines Applicability

- 4.3.1 Since these Guidelines are positioned to deliver the wishes of the Act and its relevant regulations, RUWASA will take deliberate steps to ensure that the same Guidelines are consistently referred to and applied by doing the following;
- i) Prepare a format of standard checklist that will be uniformly applied in checking and verifying the applicability and usefulness of the Guidelines.
 - ii) Monitor and supervise application and compliance of the Guidelines through checking the implementation of specific Guidelines and manuals in different themes annually.
 - iii) Review applicability patterns and identify areas that need attention before establishing factors that influence the identified gap(s) in order to separate factors that call for changes in the contents of the Guidelines and those that demand more strict supervisory interventions.
 - iv) Prepare and submit proposals that point to specific areas of the Guidelines that have been established as unimplementable for several reasons including being overtaken by situations and social inconveniences.
 - v) Compile and disseminate approved changes to ensure updated and informed applications of the Guidelines on the ground.

4.4. Compliance Incentives

- 4.4.1 RUWASA will prepare an annual conformity matrix that will indicate scores in the extent of individual application of the approved Guidelines.
- 4.4.2 The conformity matrix will be composed of all areas in the standard checklist format used to establish an annual pattern of Guidelines' applicability.
- 4.4.3 The matrix will place weights and performance levels in grades/groups to reflect the area and number of scores for each and every Community Water Service Management Entity for a specific year.

- 4.4.4 Score levels and trends of individual Community Water Service Management Entities in the conformity matrix may attract specific and separate rewards and penalties for a respective Community Water Service Management Entity. A duly completed conformity matrix will form part of the annual performance assessment area and will ultimately influence the categorization of the individual Community Water Service Management Entities.



ANNEXES





ANNEX A

GUIDELINE FOR PERFORMANCE ASSESMENT

JAMHURI YA MUUNGANO WA TANZANIA



**WAKALA WA MAJI NA USAFI WA
MAZINGIRA VIJIJINI**

**MWONGOZO WA KUTATHMINI UTENDAJI KAZI
(PERFORMANCE ASSESSMENT OF CBWSOs)
WA UTOAJI HUDUMA YA MAJI NGAZI YA JAMII**

NOVEMBA 2021



1.0 UTANGULIZI

Ushirikishwaji wa wananchi katika kusimamia na kuendeleza miradi ya maji ni muhimu ili kuhakikisha kuwa miradi hiyo inakuwa endelevu. Usimamizi wa miradi hufanywa na Vyombo vya Watoa Huduma za Maji ngazi ya Jamii (CBWSOs) zilizosajiliwa Kisheria chini ya Sheria ya Huduma za Maji na Usafi wa Mazingira namba 5 ya Mwaka 2019. Ni muhimu kwa Vyombo vya Watoa Huduma ya Maji ngazi ya Jamii kufanyiwa tathmini ya mara kwa mara ili kuimarisha ufanisi wa utoaji wa huduma ya maji na kuhakikisha kuwa taratibu na kanuni za uendeshaji zinafuatwa.

1.1. Ufafanuzi wa Maneno Yaliyotumika Katika Mwongozo Huu

- 
- (a). Tathmini ni kufanya ukaguzi ili kuona kama utekelezaji wa majukumu ya Vyombo vya Watoa Huduma za Maji ngazi ya Jamii, katika uendeshaji wa Mradi, yanafanyika kwa kuzingatia taratibu zilizopo kupitia, sera, sheria, kanuni na miongozo iliyopo ili kuhakikisha Miradi ya Maji Vijijini inakuwa endelevu na yenye ufanisi
 - (b). Chombo cha Watoa Huduma ya Maji Ngazi ya Jamii ni chombo cha usimamizi wa huduma za maji ngazi ya jamii
 - (c). Mradi wa Maji katika mwongozo huu unahusisha chanzo, miundombinu ya kusafisha, kusafirisha, kuhifadhi na kusambaza maji hadi kumfikia mtumiaji
 - (d). Ufundi ni taaluma/ujuzi unaowezesha kutoa huduma ya kitaalauma katika miradi ya maji
 - (e). Uendeshaji wa Miradi ya Maji ni shughuli zote zinazofanyika kuhakikisha huduma ya maji inawafikia watumiaji
 - (f). Utunzaji Mazingira ya Mradi wa Maji ni shughuli zote zinazofanyika katika eneo la mradi kuhakikisha usalama, usafi, na upatikanaji endelevu wa maji

- (g). Uwiano wa Kijinsia ni uhusiano uliowekwa na jamii baina ya jinsi ya me na ke katika kushiriki na kufanya maamuzi mbalimbali kwenye utekelezaji wa miradi ya maji
- (h). Vilula au Distribution Points (DP's) ni maeneo au vituo vya jamii vya kuchotea maji
- (i). Upotevu wa Maji (NRW) ni tofauti kati ya kiasi cha maji kinachozalishwa na kinachowafikia na kulipiwa na watumiaji
- (j). Dira ya maji ni kifaa kinachopima kiasi cha maji aidha kilichozalishwa au kilichotumika
- (k). Ubora wa Maji ni usafi wa maji kwa ung'aavu wake na usalama kwa matumizi ya binadamu
- (l). Bei ya Maji ni kiasi cha fedha kilichopangwa na jamii husika na kuidhinishwa na Bodi ya RUWASA kulipwa na watumiaji kulingana na kipimo cha maji walichojiwekea (lita 20) au meta za ujazo (m³) kwa kuzingatia gharama za uendeshaji na matengenezo ya miundombinu iliyopo.

1.2. Lengo la Tathmini

Lengo kuu la tathmini ya utendaji kazi wa Vyombo ni kuimarisha ufanisi wa utoaji wa huduma ya maji kwa wananchi na kuhakikisha kuwa taratibu na kanuni za uendeshaji zinafuatwa na miradi ya maji inakuwa endelevu.

1.3. Faida za Kufanya Tathmini ya Utendaji Kazi wa Chombo

- (a). Kuangalia utekelezaji wa majukumu ya Chombo na usimamizi wa huduma ya maji ngazi ya jamii kama yanazingatia taratibu na miongozo iliyotolewa kwa mujibu wa sheria
- (b). Kutambua changamoto, visababishi vya changamoto

pamoja na njia ya kuzitatua changamoto hizo

- (c). Kuona kama kazi zimetetelezwa ipasavyo kama zilivyopangwa na zinatoa matokeo tarajiwa
- (d). Kutoa motisha kwa ajili ya kuendelea kujenga ari ya mafanikio
- (e). Aidha, tathmini ni dira inayosaidia kutoa taarifa kwa serikali na wadau wa maendeleo ili iweze kutoa msaada wa fedha, kitaalam na kiufundi kwa ajili ya kuwezesha miradi ya maji kuwa endelevu.

2.0 TATHIMINI YA UTENDAJI KAZI NA UPANGAJI WA MADARAJA YA VYOMBO

Kila mwaka RUWASA itafanya tathmini ya utendaji kazi wa Vyombo pamoja na tathmini ya kupanga makundi ya Vyombo. Tathmini ya utendaji kazi wa Vyombo itafanyika kwa lengo la kufuatilia utendaji kazi wake kwa mujibu wa mkataba kati ya Vyombo na RUWASA.

a) Tathimini ya Utendaji Kazi

Tathimini ya utendaji kazi wa Chombo cha usimamizi wa huduma ya maji ngazi ya jamii kwa mujibu wa mkataba wa kazi kati ya RUWASA na Vyombo (Performance Contract) itajikita katika maeneo yafuatayo: -

- (a) Kulinda Maslahi ya Mteja
- (b) Uendelevu wa Chombo
- (c) Utumishi na Uendeshaji
- (d) Mahitaji ya Udhibiti
- (e) Huduma kwa Mteja
- (f) Utunzaji wa Mazingira
- (g) Usafi wa Mazingira

Alama za tathmini zitakazotolewa katika kila eneo la tathmini zimeonyeshwa katika **Kiambatishi I**

Vigezo vya tathmini katika kila eneo la tathmini na uzito wa kila kigezo vimeanishwa kwenye **Kiambatishi II**

Pamoja na kugundua kasoro za utendaji wa kila Chombo, matokeo ya tathmini hii yatashindanisha Vyombo kama motisha ili kubaini kwa kiwango kipi Vyombo vinatekeleza mkataba wake wa utendaji kazi na RUWASA.

b) Tathmini ya Kupanga Vyombo Kwenye Madaraja

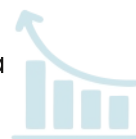
Kifungu cha 29 (1) cha sheria ya maji na usafi wa mazingira ya 2019, kinatamka kwamba, tathmini ya kupanga vyombo kwenye madaraja itahusisha uchambuzi utakaofanyika kwa kuzingatia vigezo vifuatavyo:

- (a) Idadi ya watu wanaohudumiwa na Chombo;
- (b) Idadi ya vijiji au urefu wa mtandao wa mabomba katika mradi
- (c) Thamani ya uwekezaji
- (d) Uwezo wa Chombo kuweza kupata mapato
- (e) Ufanisi wa ukusanyaji wa mapato
- (f) Uwezo wa kumudu gharama za uendeshaji na matengenezo

Vyombo vimegawanyika katika madaraja manne (daraja la 1, daraja 2, daraja la 3 na daraja la 4) kulingana na ufanisi wa kila chombo tukianzia na “daraja la 4” (daraja lenye ufanisi mdogo).

Viashiria kwa ajili ya kupanga madaraja vimenyambuliwa kutokana na vigezo (a) mpaka (d) ambavyo ni:-

- (a) Idadi ya watu wanaohudumiwa na Chombo
- (b) Uwiano wa uzalishaji wa maji dhidi ya mahitaji halisi



- (c) Uwiano wa mapato na matumizi
- (d) Uzingatiaji wa ubora wa maji

Uchambuzi wa vigezo vya upangaji madaraja ya Vyombo (Categorization Criteria) uko kwenye **kiambatishi Na. 3** na maelezo ya vigezo yametolewa kwenye **kiambatishi Na. 4**. Ni wajibu wa kila Chombo kuimarisha ufanisi wake wa kutenda kazi ili kiweze kufikia daraja la 1.

Rejea **kiambatishi Na. 3**, ili Chombo kiweze kupanda kutoka daraja la chini hadi la juu kinapashwa kupata zaidi ya alama 80 katika daraja la juu kwa miaka miwili mfululuzo. Upangaji wa madaraja utafanyika kila baada ya miaka mitatu.

Mgawanyo wa madaraja utaweza kuisaidia RUWASA kubaini mahitaji na msaada unaohitajika kwa kila Chombo. Tathmini kwa ajili ya upangaji wa madaraja itafanyika kila mwaka pamoja na tathmini ya utendaji kazi na mtokeo yake yatasaidia pia kupata Vyombo vinavyofanya vizuri kwa kila daraja.

3.0 UTEKELEZAJI WA TATHMINI

Tathmini ya Chombo cha Watoa Huduma ya Maji Ngazi za Jamii (CBWSOs) itafanyika mara moja kwa kila mwaka wa fedha. Tathmini hiyo itafanywa na RUWASA kwa kupitia taarifa za Vyombo zitakazowasilishwa na Mameneja wa mikoa kupitia mfumo (RSDMS) pamoja na kutembelea Vyombo kwa uhakiki. Hata hivyo, Ofisi ya DM watafanya tathmini kila baada ya robo mwaka, ili kufahamu uhalisia wa ufanisi wa vyombo vyao na taarifa hizo ziwasilishwe makao makuu ya RUWASA. Pia kutakuwepo na mfumo wa kurudisha taarifa ya tathmini kwa Chombo. Vyombo vilivyofanya vizuri kwa mujibu wa matokeo ya ushindani, vitapatiwa hati za utambuzi mfano Cheti, Tuzo na Zawadi mbalimbali.

4.0 KUPITIWA KWA MWONGOZO

Mwongozo huu utapitiwa wakati wowote itakapobidi kutokana na mabadiliko katika utendaji wa Vyombo.



VIAMBATISHI

Kiambatishi I: Eneo la Tathmini na Alama

ENEO LA TATHMINI	ALAMA ZA TATHMINI (%)
Kulinda Maslahi ya Mteja (<i>Protection of user interest</i>)	30
Uendelevu wa Chombo (<i>Sustainability of the CBWSO</i>)	30
Utumishi na Uendeshaji (<i>CBWSO staff & Operation</i>)	5
Mahitaji ya Udhhibiti na Utawala (<i>Regulatory interventions</i>)	15
Huduma kwa Mteja (<i>customer service</i>)	10
Utunzaji wa Mazingira (<i>Environmental sustainability</i>)	5
Usafi wa Mazingira (<i>Sanitation issues</i>)	5
JUMLA	100

Kiambatishi II: Vigezo Vya Tathmini na Alama

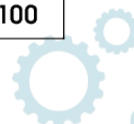
#	Kiashiria (<i>Key Performance Indicator</i>)	Kipimo	Kiwango cha Msingi kabisa cha Huduma (<i>minimum service level</i>)	Alama (Score)
1. Kulinda Maslahi ya Mteja (a) Upatikanaji wa Maji				30
1.	Idadi ya watu wanaopata huduma ya maji (<i>Pop Served</i>)	%	Kwa kuzingatia vigezo vya kupanga madaraja	5
2.	Asilimia ya watu wanaohudumiwa kupitia maunganisho ya majumbani	%	Kwa kuzingatia vigezo vya kupanga madaraja	5

3.	Uwiano wa vituo vinavyofanya kazi kwa jumla ya vituo vyote	%	100	5
4.	Muda wa upatikanaji wa huduma (hrs)	Saa		5
(b) Ubora wa Maji				
5.	Sampuli zilizopimwa na kukidhi viwango vya ubora wa maji			
	E-coli	%	Nil	4
	Turbidity	NTU	<5	3
	PH Value	PH	6.5-8.5	3
2. Uendelevu wa Chombo				30
6.	Ufanisi katika makusanyo ya maduhuli (<i>Revenue Collection Efficiency</i>)	%	>80	5
7.	Uwiano katika ufungaji wa dira za maji (<i>metering ratio</i>)	%	100	10
8.	Kiwango cha Upotevu wa maji (NRW)	%	< 20	5
9.	Uwiano katika makadirio ya matumizi na mapato halisi (<i>Working Ratio</i>)	Uwiano (ratio)	Kwa kuzingatia vigezo vya upangaji wa madaraja	10
3. Utumishi na Uendeshaji				5
10.	Uwepo wa Ofisi ya Chombo (Kujenga/kupanga/kuazimwa)	Ofisi	Kuwa na ofisi	2
11.	Uwepo wa vitendea kazi muhimu kwa ajili ya Matengenezo	Vitendea kazi	kwa mujibu wa orodha itayotolewa na RUWASA	1



12.	Matumizi ya mishahara na gharama nyinginezo zinazohusu wafanyakazi na Kamati ukilinganisha na makusanyo	%	<30	1
13.	Uwiano wa wafanyakazi kwa maunganisho 1000	Uwiano	<12	1
4. Mahitaji ya Udhhibiti				15
14.	Vikao vinne (4) vya Kamati ya Chombo kwa mwaka	Vikao	4	2
15.	Vikao 12 vya Kamati tendaji (Wafanyakazi)	Vikao	12	1
16.	Uwepo na utekelezaji wa Bajeti	Bajeti	Bajeti ya mwaka husika na taarifa ya utekelezaji	1
17.	Uwepo wa taarifa ya fedha na ya Ukaguzi wa hesabu	Taarifa	Taarifa ya fedha ya mwaka na taarifa ya mkaguzi	2
18.	Uwepo wa Mpango wa Biashara (<i>Business Plan</i>)	Mpango	Mpango wa biashara ulio hai	1
19.	Uwepo na utekelezaji wa Mkataba wa huduma kwa	Mkataba	Mkataba uliosambazwa	1
	mteja (<i>Client service charter</i>)		/unaojulikana kwa wateja	
20.	Uwepo na utekelezaji wa Mpango wa ubora wa maji (<i>Water Quality Monitoring Plan</i>)	Mpango	Mpango wa ubora wa maji na utekelezaji wake	1
21.	Uingizaji wa takwimu sahihi na kwa wakati kwenye mfumo wa RSDMS (za kila mwezi)	Taarifa	12	1
22.	Uwepo na utekelezaji wa bei iliyoidhinishwa na Bodi ya RUWASA	Barua/tangazo la bei	Barua/tangazo la bei	5

5.	Huduma kwa Mteja			10
23.	Uwepo wa daftari la malalamiko	Daftari la malalamiko	Daftari	5
24.	Uwezo wa kutatua malalamiko (<i>Asilimia ya malalamiko yaliyoshughulikiwa ndani ya muda uliopangwa kwa mujibu wa Mkataba</i>) wa huduma kwa Mteja (<i>CSC</i>)	%	>90	5
6.	Utunzaji wa Mazingira			5
25.	Uwepo na matumizi ya mipango na mikakati ya usalama wa maji (<i>Water Safety Plan</i>)	Mpango	Uwepo wa mpango	3
26.	Malipo ya matumizi ya maji	%	100	2
7.	Usafi wa Mazingira			5
27.	Asilimia ya Watu wanaotumia vyoo bora	%	>80	3
28.	Asilimia ya Watu wanaotumia vifaa vya kunawa mikono	%	>80	1
29.	Asilimia ya kaya zilizopata mafunzo kuhusu Usafi wa Mazingira	%	>70	1
JUMLA				100



Kiambatisho III: Vigezo vya Upangaji Madaraja ya VyomboKiambatisho

Na.	Kiashiria	Daraja I	Daraja II	Daraja III	Daraja IV	Alama (%)
1.	Idadi ya watu wanao hudumiwa (%)	≥ 85	$\geq 75 < 85$	$\geq 50 < 75$	< 50	25
2.	Uwiano wa uzalishaji wa maji dhidi mahitaji (%)	≥ 75	$\geq 60 < 75$	$\geq 50 < 60$	< 50	15
3.	Uwiano wa ufanisi wa kazi	≤ 0.9	$> 0.9 < 1.0$	$> 1.0 < 1.2$	> 1.2	45
4.	Kuzingatia Ubora wa maji (%)	≥ 90 100	$\geq 80 < 90$	$\geq 60 < 80$	< 60	15
Ili Chombo kiweze kupanda kutoka daraja la chini hadi la juu kinapashwa kupata zaidi ya alama 80 katika daraja la juu kwa miaka miwili mfululuzo.						100

IV: KANUNI NA MAANA ZA VIASHIRIA VYA UTENDAJI KAZI

1. Sehemu ya Wananchi Waishio Kwenye Eneo Lenye Mtandao wa Maji

Sehemu ya wananchi waishio kwenye eneo lenye mtandao wa maji ikielezewa kwa asilimia inayopatikana kwa kugawanya idadi ya wananchi waishio ndani ya mita 200 za mtandao wa maji na chini ya dakika 30 dhidi ya jumla ya wananchi waishio kwenye maeneo ya huduma zidisha kwa 100. Lengo ni kufikia asilimia 85 ifikapo mwaka 2025 na asilimia 100 mwaka 2030.

2. **Uwiano wa upatikanaji wa huduma (%) – Maji yanayozalishwa na mahitaji**

Ratio of Water Production to Water Demand (%) - This ratio (%) is obtained by dividing water production to water demand during the same period.

3. **Uwiano wa ufanisi wa kazi - Uwiano wa matumizi ya uendeshaji/ makusanyo ya uendeshaji. Matumizi ya uendeshaji hayajumuishi gharama za uchakavu, riba na gharama za mkopo. Ufanisi wa usimamizi bora wa fedha uwiano huu unatakiwa uwe chini ya 1.**

Working Ratio - This is the ratio of operational expenses / operational revenue. The operational expenses do not include depreciation, interest and debt service. Sound financial management requires that this ratio should be well below 1.

4. **Uzingatiaji wa Ubora wa Maji (%)**

Kiashiria hiki huhesabu asilimia ya sampuli vya maji zilizofaulu vipimo vya ubora = Jumla ya sampuli zilizofaulu/Jumla ya sampuli zilizopimwa x 100.

Water quality compliance (%) - This indicator measures the % of the water samples that pass particular water quality tests for potability = Total Number of Samples Passed / Total Number of Samples Tested x 100. This indicator is the measure of the quality of water delivered to customers. It should be 100%

5. **Uwiano wa saa za huduma**

Saa za huduma ya usambazaji wa maji zinamaanisha ni saa kwa siku ambazo mteja anaweza kuchota maji ya kunywa kutoka kwenye bomba lililounganishwa nyumbani kwake au bomba la jamii.

Average hours of supply (hours) - The hours per day a consumer can draw drinking water from the tap at his/her household



connection or the public stand pipe. This number of hours is not necessarily identical with the operation time of water production facilities ie treatment plants or wells.

- 6. Upotevu wa Maji (NRW) -** Upotevu wa maji ni kiwango cha maji ambacho kinachozalishwa (au kinanunuliwa kutoka Chombo Kngine) kutoa kiwango kinachouzwa kwa watumiaji, kinachooneshwa kama asilimia ya maji yanayozalishwa. NRW inaweza kuwa ni matokeo halisi uvujaji na maunganisho yasiyo halali ambayo yanasababisha hasara. Asilimia inayokubalika haitakiwi kuzidi asilimia 20.

Non- Revenue Water – NRW (%) - The amount of water produced (or purchased), minus the amount that is sold to consumers presented as a percentage of water produced. Calculated as $(\text{Total water produced} - \text{Total water billed}) / \text{Total water produced} \times 100$.

- 7. Ufanisi wa Ukusanyaji wa Mapato (%)**

Kiashiria hiki kinahesabu uwiano wa ukusanyaji wa Ankara za mauzo ya maji kwa kipindi cha mwaka husika = $\text{kiasi kilichokusanywa} / \text{kiasi cha bili zilizotolewa} \times 100$.

Revenue collection efficiency (%) - Revenue collection expressed as percentage of total billings during the year. Ie Amount collected divided by Amount billed.

- 8. Uwiano wa dira za maji (%)**

Idadi ya maunganisho ambayo yamefungiwa dira za maji kama asilimia ya jumla ya wastani wa maunganisho yote.

Metering ratio (%) - The number of connections that have operating meters as a percentage of the total number of connections. The target is 100%.

- 9. Idadi ya nyumba zilizoungwa kwenye huduma ya maji-** Jumla

ya idadi ya nyumba zilizoungwa na huduma ya maji (Private Connections).

10. **Idadi ya vioski vya maji vinavyofanya kazi-** Jumla ya idadi ya vioksi vya maji vinavyofanya kazi mwisho wa mwaka.
11. **Maji Yaliyozalishwa- hukokotolewa kama Maji yaingiayo kwenye mfumo wa usambazaji** – Maji yaliyoingizwa kwenye mfumo na yaliyotibiwa + maji yaliyotolewa yaliyotibiwa.
12. **Makadirio ya Uhitaji wa Maji-** Uhitaji halisi wa wateja kwa kipindi cha utoaji wa taarifa.
13. **Ufanisi wa Maji yanayouzwa (Billing efficiency)** – (maji yaliyozalishwa x makadirio ya kiufundi ya maji yatakayopotea / 100) (Billed Volume/Total billable water*100
14. **Accounts Receivables** Ni uwiano wa jumla ya malimbikizo ya madeni dhidi ya uwiano wa Ankara za kila mwezi. Inapaswa kuwa chini ya makusanyo ya miezi 3.
15. **Asilimia inayochangiwa kwenye Uwekezaji** ni Sehemu ya mtaji tumizi unaogharimiwa na jumla ya fedha za ndani zinazotokana na vyombo. Uwiano huu hukokotolewa kila mwaka kwahiyo hutegemea mapato yam waka ya chombo. Miongozo ya uendeshaji inahitaji aina A kuchangia 20% na aina B kuchangia 10%.
16. **Gharama za Matengenezo zikihusisha gharama za-** Matengenezo (preventive, corrective & predictive) ya miundombinu na mitambo, vitendea kazi, ukarabati wa nyumba, plant and equipment installation and overhauls of (pumps, motors, diesel engines), treatment works, pipelines (water & sanitation reticulation), sanitation system, spares, repair, fumigation services, fire extinguishers, etc
17. **Matumizi ya Watumishi** inajumuisha posho za usafiri, bonus, chakula, masaa ya ziada, likizo, matibabu, nyumba, ujira wa kila



siku, waajiriwa wa muda na mishahara yote. Haihusishi posho za safari za kikazi na vikao vya Wajumbe wa Kamati. Haipaswi kuzidi asilimia 30 ya makusanyo.

18. **Namba ya waajiriwa kwa maunganisho 1000 ya maji na usafi wa mazingira** ni uwiano wa jumla ya watumishi kwa jumla ya miunganisho ya huduma mwisho wa mwaka. Kiashiria hiki ni kipimo cha idadi ya watumishi kwa ujumla. Chombo kinapaswa kuwa na uwiano wa watumishi/maunganisho Wasizidi 10.
19. **Jumla ya matumizi dhidi ya bajeti (%)** ni uwiano wa matumizi dhidi ya bajeti.
20. **Gharama za motisha kwa mwaka (%)** ni uwiano wa jumla ya malipo ya motisha kwa mwaka. Mwongozo wa utendaji/ utekelezaji unaelekeza uwiano usiwe chini ya asilimia ishirini (20%).



ANNEX B

GUIDELINE FOR PREPARING CBWSOs CLIENT SERVICE CHARTER



JAMHURI YA MUUNGANO WA TANZANIA



WIZARA YA MAJI

MWONGOZO WA KUANDAA

MKATABA WA HUDUMA KWA WATEJA

1. Ukurasa wa juu (jarada)

CHOMBO CHA WATOA HUDUMA YA MAJI NGAZI YA JAMII

.....
(Jina la Chombo)

(NEMBO YA CHOMBO)

MKATABA WA HUDUMA KWA WATEJA

Imeandaliwa na Kamati ya Maji

.....
(Jina la CHOMBO)

.....
(Tarehe ya Kupitishwa kwa Mkataba)



2. Dibaji

Sehemu hii inayo maelezo ya utangulizi yaliyosainiwa na Mkuu wa Chombo yakielezea kwa muhtasari madhumuni na malengo ya mkataba. Pia, yapo maelezo yenye kuonyesha jinsi viwango vya huduma vinavyoongeza ufanisi na faida za mkataba kwa ujumla wake.

Kwa mfano:

.....
 (Jina la chombo) wameandaa mkataba wa Huduma kwa Mteja kwa ushirikiano na wateja, wafanyakazi na wadau wengine. Mkataba wa Huduma kwa Mteja ni makubaliano ya kimaandishi kati ya (jina la Chombo) na wateja wake. Mkataba huu unaelezea huduma zinazotolewa na (Jina la Chombo), viwango vya huduma, muda utakaotumiwa na watumishi wa (Jina la Chombo) katika kutoa huduma. Vile vile, mkataba unataja majukumu na wajibu wa (Jina la Chombo) katika kutoa huduma hizo. Mkataba huu unaelekeza namna ambavyo wateja watatoa mrejesho ikiwa ni sambamba na jinsi ambavyo wateja watawasilisha malalamiko endapo hawataridhika na huduma zinazotolewa. Mkataba huu utaboreshwa kufuatia mabadiliko yanayoweza tokea ndani ya (Jina la Chombo).

Yafuatayo yamesisitizwa ndani ya mkataba huu; Dira, hima ya Chombo, madhumuni ya mkataba, maelezo kuhusu (Jina la Chombo), mawasiliano ya Chombo na wateja, viwango vya huduma vitakavyotolewa kwa wateja, haki na wajibu wa mteja, mwitikio, alalamiko ya wateja na mapitio ya mkataba)

.....

.....

Katibu

Mwenyekiti wa Kamati -

(Taja Jina la Chombo)

(Taja Jina la Chombo)

Tarehe.....

Tarehe

3. Utangulizi

Taarifa za jumla za Chombo: Kwa mfano,

Jina la Chombo

Tarehe/Mwezi/Mwaka wa kuanzishwa
 kwa sheria Na.5 ya Usambazaji Maji na Usafi wa Mazingira ya
 Mwaka 2019.

Madhumuni ya kuundwa kwa Chombo

.....

Eneo la huduma:

(a). Majina ya vijiji/Mitaa

(b). Idadi ya wakazi ndani ya eneo la huduma

4. Dira ya Chombo



Dira ya Chombo

.....

5. Madhumuniya Mkataba Wa Huduma kwa Wateja

Sehemu hii inayo madhumuni ya mkataba yanayofafanua umuhimu wa mkataba baina ya mteja na Chombo Kwa mfano; kuainisha matarajio ya wateja juu ya ufanisi na uendelevu wa huduma kwa watumiaji wa maji wa

.....

(Jina la kijiji). Kupunguza upotevu wa maji, kupokea maoni ya wateja na kutoa mrejesho, kutatua kero na malalamiko ya wateja kwa wakati kwa kuzingatia weledi, uwazi na usawa kwa wateja wote.

6. Desturi za Msingi za Utoaji Huduma (Core Values)

Huduma zetu zitazingatia mambo yenye kuongeza tija kama ifuatavyo:

- (a). Uwajibikaji
- (b). Ubunifu
- (c). Uchangiaji wa Maendeleo ya Jamii
- (d). Kuwajengea Uwezo Wafanyakazi
- (e). Uadilifu
- (f). Usalama
- (g). Ushirikishaji Huduma Bora

Kutoa huduma bora na ya uhakika kwa wateja na kuhakikisha wanaridhika na huduma wakati wote.)

7. Aina za Wateja

- (a). Wateja wa Majumbani (Domestic Customers)
- (b). Wateja wa Taasisi (Institution Customers)
- (c). Wateja wa Biashara (Commercial Customers)
- (d). Wateja wa Magatini (Public Water Kiosks)
- (e). Wateja wa Viwandani (Industrial Customers)
- (f). Wateja wa Migodini (Mines)
- (g). Wateja Wengineo

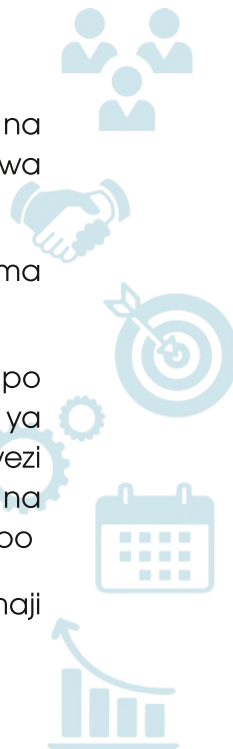
8. Huduma Zitolewazo

Sehemu hii inayo maelezo mafupi juu ya huduma zitolewazo na Chombo husika. Huduma zote zinazoratibiwa na kutolewa kwa wateja zitazingatia miongozo ya Chombo. Kwa mfano:

- (a). Kuhakikisha huduma bora ya maji safi na salama inapatikana muda wote wa masaa 24 ya siku i
- (b). Kuwafungia wateja dira za maji ili kuhakikisha malipo yanafanyika kwa mujibu wa kiwango cha matumizi ya wateja Kuwaandalia wateja ankara za maji kila mwezi pasipo kuzilimbikiza Kupokea na kutatua kero na malalamiko ya wateja kwa kuzingatia taratibu za Chombo
- (c). Kupokea maombi ya wateja wapya wa huduma ya maji na kuwaunganishia huduma kwa wakati

9. Viwango vya Ubora wa Huduma

Chombo kitawaongoza wateja wake kujua kwa uhakika viwango vya ubora wa huduma. Upangaji wa viwango



usikinzane na vile viwango vinavyopaswa kutolewa na Chombo kama vilivyo ainishwa na RUWASA (Minimum Service Levels). Mambo mengine ya kuzingatia ni pamoja na rasilimali zilizopo, viwango vya ubora wa huduma zinazotolewa kwa wakati huo, viwango vya ubora wa huduma zinazofanana na kutolewa na vyombo vingine vya watoa huduma ya maji ngazi ya jamii na malengo yaliyopo kwenye mpango wa biashara.

Kwa mfano:

- 
- (a). Kutoa huduma ya maji kwa saa 12 kwa siku
 - (b). Kusambaza maji safi na salama kwa mujibu wa viwango vya TBS Malalamiko yanayohusu ankara za maji yatachunguzwa na kujibiwa ndani ya siku za kazi zisizozidi 5 tangu tarehe ya kupokelewa kwa malalamiko
 - (c). Malalamiko yasiyohusu ankara za maji yatachunguzwa na kujibiwa ndani ya siku za kazi zisizodi 15 tangu tarehe ya kupokelewa kwa malalamiko
 - (d). Kuunganisha maji kwa wateja wa majumbani ndani ya siku 7 baada ya mteja kulipia gharama zote za kuunganishwa maji
 - (e). Usomaji wa dira utafanyika mara moja kila mwezi ikiwa tu dira iko ndani ya umbali wa kilometa XXX toka ofisi ya Chombo. Dira ya maji yenye matatizo itarekebishwa au kubadilishwa ndani ya siku 30 za kazi tangu kupokelewa kwa taarifa ya ubovu.
 - (f). Kusoma, kuandaa na kugawa ankara za maji kwa wateja kuanzia tarehe 15 hadi tarehe 21 ya kila mwezi
 - (g). Wateja waliokatiwa maji watarudishiwa huduma ndani ya masaa 24 baada ya kulipa au kukamilika kwa makubaliano ya namna ya kulipa. Huduma ya maji iliyositishwa kimakosa itarejeshwa ndani ya muda usiozidi

saa 24 baada ya kupokea taarifa

10. Wajibu wa Chombo kwa Mteja

- (a). Sehemu hii inayo maelezo kwa ufasaha juu wajibu wa Chombo kwa mteja. Mfano:
- (b). Kubuni na kupanga mikakati ya kukarabati na kupanua huduma ya maji ili kuhakikisha wananchi wanafikiwa na huduma ya maji
- (c). Kutunza na kulinda vyanzo vya maji na miundombinu yake
- (d). Kuzalisha maji safi, salama, ya kutosha na kuyasambaza kwa wateja
- (e). Kutoa elimu ya afya kwa jamii hususani maradhi yatokanayo na maji machafu kama vile kipindupindu
- (f). Kujenga mahusiano mazuri kati ya Chombo na wadau Kukusanya maduhuli yatokanayo na mauzo ya maji kwa wakati.
- (g). Kununua na kuwafungia wateja dira za maji ili kila mteja alipe kulingana na matumizi halisi Kuhakikisha kuwa viwango vya ubora wa huduma (vinafikiwa

11. Wajibu wa Wateja

Kwa Mfano:

- (a). Kutumia maji kwa uangalifu Kuwasilisha taarifa sehemu husika kwa wakati kuhusu kero mbali mbali, matukio na viashiria vyenye kuweza kupelekea athari katika upatikanaji wa huduma ya maji. Kwa mfano; vitendo vya kuingilia miundo mbinu ikiwa ni pamoja na kuchepusha na kuunganisha maji kinyume cha sheria.
- (b). Kutoa taarifa za mivujo ya maji kwa wakati

- (c). Kulipa ankara za maji kwa wakati
- (d). Kushirikiana na watumishi wa Chombo pale wanapohitajika

Kulinda na kutunza mazingira kwa kujiepusha na shughuli za kibinadamu kando kando ya vyanzo vya maji kama vile kufua, kuoga, kilimo, kuoshea mitambo n.k Haki za Mteja

Kwa mfano:

- (a). Kupata huduma ya maji safi na salama
- (b). Kusikilizwa, na kupewa mrejesho wa kero na malalamiko yake
- (c). Kuhudumiwa kwa wakati kwa kuzingatia taratibu na miongozo ya Chombo
- (d). Kupatiwa huduma kwa mujibu wa viwango vya ubora wa huduma
- (e). Kupata taarifa kuhusu huduma itolewayo
- (f). Kutoa maoni na mtazamo binafsi kuhusu huduma anayopewa na Chombo husika

12. Siku na Saa za Kazi

Kwa mfano:

..... (Jina la Chombo)
 itakuwa wazi siku za hadi
 kuanzia saa hadi saa.....
 Siku za Jumapili na Sikukuu Ofisi itakuwa wazi kwa ajili ya huduma ya utatuzi wa upatikanaji wa maji kwa wateja na kwa ajili ya kupokea malipo kuanzia saa hadi

13. Mapitio ya Mkataba

Mkataba huu ni hai. Chombo kitawasiliana na wateja wake kila mwaka kufanya mapitio ili kuweza kuboresha huduma

Viwango vya Ulipaji Wa Huduma Ya Maji

Viwango vya bei ya huduma ya maji kwa makundi mbalimbali ya wateja itakuwa kama iliyoidhinishwa na Bodi ya RUWASA.

14. Mawasiliano ya Kamawinu (Hili neno liko sawa?)

Wasiliana nasi kwa anuani zifuatazo: -

Katibu,

Chombo cha Watoa Huduma Ngazi ya Jamii

.....

S.L.P. (Namba ya sanduku la barua)

..... (Jina la Kata, Wilaya na Mkoa)

TANZANIA.

Simu:

Barua pepe:

Tovuti:

(Jina)

(Sahihi)

(Simu)

Mwenyekiti:

Katibu:

Mhasibu:





ANNEX C

GUIDELINE FOR PREPARING WATER QUALITY MONITORING PLAN

THE UNITED REPUBLIC OF TANZANIA



MINISTRY OF WATER

WATER QUALITY MONITORING PLAN GUIDELINE



1.0 Introduction

Community Based Water Supply Organizations (CBWSOs) have a duty to supply safe water to its customers in accordance with Section 33 (1) of the Water Supply and Sanitation Act. Sections 41 (1) (b) and (f) empowers RUWASA to monitor water quality and standards of performance of the community organization in the provision of the water supply services and to prepare Guidelines thereof. This Guideline has been prepared under these premises. Moreover, this Guideline has been derived from the MoW National Guidelines on Drinking Water Quality Monitoring and Reporting, (2018) and TBS summarised and customised to suit the capacity and institutional set-up of CBWSOs.



2.0 Objectives of the Guidelines

This plan guideline, serves as framework for CBWSOs to monitor water quality supplied to its customers. The overall objective of the guideline is to ensure that CBWSOs provides water which meets the TBS water quality standards thus ensuring the well-being and safety of consumers health. The plan guideline is structured to monitor water quality for the entire drinking water supply system (that is from the source/intake to household/end user) so as to provide assurance that the quality of drinking water meets national standards as well as detecting any problems that may occur and to trigger necessary corrective actions. Thus, the plan guideline provides analytical steps in water quality monitoring at every individual stage including water production sources, transmission mains, distribution network and at customer points. Water quality is measured from various monitoring sites and the results are evaluated according to TBS Standards (TZS 789:2018 and TZS 860: 2006) to ensure provision of safe and good water quality to customers.



3.0 Water Safety Plans

A CBWSO shall for each financial year budget for conservation and protection of its water from the catchment up to the point of use, to ensure the safety of water produced and supplied in terms of its quality up to the end user/customers. In this case, CBWSOs shall prepare water safety plans that will enable them to know the system thoroughly, identify where and how problems could arise, put multiple barriers and management systems in place to stop the problems before they happen and making all parts of the system work properly so as to ensure safety of water intended for human consumption. In this regard, CBWSOs should factor in the requirement of Water Quality Monitoring Plan during the preparation of Water Safety Plans (WSP).

4.0 Water Quality Monitoring

Drinking Water Quality Monitoring is a wide range assessment of the quality of water in the water supply system which involves regular sampling and testing to ascertain whether water quality follows the national standards and regulatory requirements or agreed levels of service. The present guidelines provide monitoring approach of drinking water quality which includes identifying sources of contamination and implementation of corrective actions with subsequent verification complimented by surveillance.

4.1. Criteria for selecting water quality parameters

Any Community based Water Supply Organization establishing water quality parameters in the monitoring programmes is recommended to consider the following.

(i). Characteristics and nature of water source

The source of water and thus its geological features will determine the type of water quality parameters to be monitored. Surface and groundwater have varied water



quality parameters. CBWSOs should explore and understand the localized water quality problems and challenges (both surface and groundwater) in their areas of jurisdictions in order to develop and implement appropriate water quality programme. This should be based on experience of working in respective environment coupled with review of literature (i.e. National Guidelines on Drinking Water Quality Monitoring and Reporting, 2018).

(ii). **Human Activities**

Point and non-point sources of pollution will determine the water quality parameters to be monitored. Domestic, industrial, agricultural and mining activities affect quality of water source differently. Nature of these pollution sources and hence their wastewater characteristics will provide an indication and thus guidance on the type of water quality parameters for monitoring.

(iii). **The type of water treatment**

The type and level of water treatment efficiency will help in setting out the water quality parameters for monitoring. Water quality parameters to be considered for monitoring should also be those that the treatment works are specifically designed to remove.

(iv). **Health and safety importance of water quality parameters**

All the parameters that have strong health and safety importance to the water consumers must be selected for monitoring. This is in line with the requirement for safely managed drinking water sources that requires all drinking water sources be free from faecal contamination and priority chemical contaminants (fluoride and now in arsenic in Tanzania).

4.2. Types of Water Quality Monitoring.

There are two types of monitoring of drinking water quality namely: operational monitoring and compliance monitoring as described in the subsequent section.

4.2.1 Operational Monitoring

The aim of operational monitoring is to check whether treatment works and distribution networks are operating effectively to deliver water that meets the standards and to provide early warning that source water quality is deteriorating, a treatment process is failing or there is a problem in the distribution networks. The operational monitoring samples need not be analyzed in authorised laboratories. They may be analyzed in small laboratories/benches at treatment works provided the methods are properly calibrated and subject to analytical quality control. In general, a CBWSO operational monitoring programme should consist of the following elements:

- (i). Monitoring of the source water for parameters that provide a general indication of water quality, which if their concentration or value changed significantly would indicate that there could be deterioration in source water quality. It should also include any parameters that the treatment works is specifically designed to remove;
- (ii). Monitoring of the coagulation, settlement and filtration processes for those parameters that provide evidence of the effectiveness of treatment such as jar tests for optimum coagulation conditions, coagulant residual, pH value and turbidity;
- (iii). Monitoring of the disinfection process for those parameters that provide evidence of the effectiveness of disinfection such as chlorine residual, pH value and microbiological



parameters;

- (iv). Monitoring of the water leaving the treatment works for parameters that the works is designed to remove which are not adequately monitored by the compliance monitoring such as nitrate if nitrate removal is practiced; and
- (v). Monitoring within the distribution network for parameters which provide evidence that there is no deterioration or contamination within distribution that are not adequately monitored by the compliance monitoring such as chlorine residual/Free chlorine



4.2.2 Compliance Monitoring

This type of monitoring is meant to determine whether water supplied comply with the standards. Samples taken for compliance monitoring should be analyzed in accredited laboratories or any other laboratory under the Ministry of Water. There are two categories of compliance monitoring – Check monitoring and Audit monitoring as described below.

(i). Check Monitoring

This is carried out relatively frequently for a limited range of parameters. The purpose of check monitoring is regularly to provide information on the organoleptic and microbiological quality of the water supplied for human consumption as well as information on the effectiveness of drinking-water treatment (especially of disinfection) where it is used, in order to determine whether or not water intended for

(ii). Audit Monitoring

It is carried less frequently for all the parameters, including those parameters subject to check monitoring. This means

that for some parameters the monitoring frequency is the sum of the check and audit monitoring frequencies. The purpose of audit monitoring is to provide the information necessary to determine whether or not all the parametric values specified in the latest standard issued by TBS are complied with.

4.3. Parameters for water quality monitoring

There are thousands of substances found in the natural state of water. For practical reasons, it would obviously be impossible to monitor all these substances during routine drinking water quality monitoring programs. Taking into consideration Criteria for selecting water quality parameters (Item 4.1) the following are the minimum recommended water quality monitoring parameters for check and audit monitoring.

4.3.1 Parameters for Check Monitoring.

These are parameters which regularly provides information as to whether the water quality complies with the TBS relevant parametric values. These parameters should be analysed every month to except for residue chlorine that will be checked on daily basis by means of multiparameter pocket calorimeter owned by CBWSO. The following are selected parameters for Check monitoring:

(i). Physical Parameters

pH, Conductivity, Total Dissolved Solids, Turbidity, Colour and Total Suspended Solids,

(ii). Chemical Parameters

Aluminium, Residual chlorine, Chloride, Iron, Nitrate and Total hardness

(iii). Bacteriological Parameters



Total Coliform and Faecal Coliform

It is recommended that each CBWSO should at least have a water quality testing kit for parameters in (i) and (ii) above.

4.3.2 Parameters for Audit monitoring.

These are the parameters which provide information necessary to determine whether the parametric values are complied, or not complied with TBS. The parameters are analysed twice per year i.e Dry season (June) and during rainy season (December) every year. The following are selected parameters for Audit monitoring:

(i). Physical Parameters

Colour, pH, Dissolved Oxygen, Electrical conductivity, Turbidity, Taste and odor, Temperature, Foam and Total Dissolved Solids.

(ii). Chemical Parameters

Total hardness, Ammonium, Sulphate, Nitrate, Iron, Manganese, Chromium, Fluoride, Nitrate, Silver, Calcium, Ammonia, Cyanide, Mercury, Arsenic (analysis of those parameters will depend on selection following present physical environmental conditions)

(iii). Bacteriological Parameters:

Total Coliform and E-Coli

4.4. Sampling and Sample Analysis

4.4.1 Number of Samples and Sampling Frequency

The basis for the allocation of sample numbers and the frequency of sampling for check monitoring is based on the Tanzania Standard for drinking (potable) Water, TZS 789. Allocation of sample numbers and sampling frequency is based on the total population served as provided in the Table 1 below.

Table 1: Recommended Minimum Sample Numbers and Frequency

Population served (P)	Frequency * (minimum) of sampling
P > 100,000	10 samples every month per 100,000 of population served
25001 – 100,000	10 samples every month
10001 – 25000	3 samples every month
2500 – 10,000	2 samples every month
P < 2500	1 sample every month

Source: TBS - Portable Water Specification - TZS 789: 2018-EAC 12: 2018

For Example: If the total population served by the year 2021 is 16,830 according to TBS standard the minimum number of samples to be tested is 3 per month since this fall in a range of from 10,001 to 25,000 served population.

4.4.2 Location of Sampling Points

Samples must be taken from locations that are representative of the distribution network, points at which water is delivered to the consumer, and points of use. In selecting sampling points, each

locality should be considered individually. However, the following general selection criteria are usually applicable to all localities:

- 
- (i). Representative of each different water source entering the system;
 - (ii). Representative of conditions within the system, such as dead ends, loops, storage facilities and pressure zones;
 - (iii). Sampling points should be evenly distributed throughout the pipes distribution system, taking population distribution into account and the number of sampling points should be proportional to the number of links or branches; and
 - (iv). The sampling points chosen should generally yield samples that are representative of the system as a whole and of its main components.
 - (v). The location of sampling sites should be selected based on the representation of each different water from tank entering the system, and Representative of conditions within the system, such as dead ends, loops, storage facilities and pressure zones.

4.4.3 Sampling Methods, Handling procedures and Analysis

Refer for the details on sampling methods, handling procedures and analysis in the MoW National Guidelines on Drinking Water Quality Monitoring and Reporting, (2018). Sampling and analysis will be performed by CBWSO or by the Authorised Laboratory Agency as will be guided by RUWASA.

4.5. Programme for Monitoring and Reporting

Monitoring will be done on the basis of operational monitoring, check monitoring and Audit monitoring, while reporting will be done on quarterly, semi-annually and annually. Structure (contents) of CBWSOs water quality monitoring plan is presented as an Annex to this Guideline.





ANNEX

WATER QUALITY MONITORING PLAN

1.0 Introduction

(Name of CBWSO) Community based water supply organization was established under Water supply and Sanitation Act No.5 of 2019 section 32 in June 2020 and is mandated to provide potable water supply and sanitation to the community living in (Insert names of Villages), with a total population of (Name of CBWSO) is obliged to provide clean and safe water to its customers.

(Name of CBWSO) Community based water supply organization operations are provided in (Nos) Villages namely:, and in District.

2.0 Specific Objectives of the Plan

The plan is structured to monitor water quality for the entire drinking water supply system (that is from the source/intake to household/end user) so as to provide assurance that the quality of drinking water meets national standards as well as detecting any problems that may occur and to trigger necessary corrective actions in the provision of water services by (Name of CBWSO) Community based water supply organization.

3.0 Facilities for Provision of Water Services

3.1 Water sources.

The main water sources of (Names of Villages in CBWSO) are

3.2 Water Treatment Facilities

Water treatment is conducted by simple chlorination system



from water produced from(Type of source) at
 (Mention places where chlorination takes place) and
 convention water treatment (including flocculation,
 sedimentation, filtration) from. water produced from....(Mention
 type of source of water if any)

3.3 Water Storage Facilities.

The main storage facilities (Tanks) for are as listed below

- (i). storage tank with the capacitym3.
- (ii).storage tank with the capacity of m3.
- (iii).storage. tank with the capacity ofm3.

3.4 Water Distribution Network

The water distribution network has a total length ofkm and
 comprise of PVC pipes with sizes ranging fromto....., HDPE
 pipes with sizes ranging fromto.....GS pipes with sizes
 ranging from.....to.....

3.5 Water Customers

Water customers comprise of domestic, commercial; institution
 and industrial customers as shown in Error: Reference source not
 found.

Table 1: Water Customers

Customer Category	Nos
Domestic points	
Domestic Connections	
Institutional	
Commercial	
Industrial	

4.0 Water Quality Monitoring Programme

4.1 Sampling points

During Check and Audit monitoring programme the following are the proposed sites for sampling selected according to **Item 4.1** of the Guideline “Location of Sapling Points” (**Table 2**).

Monitoring will be done on the basis of operational monitoring, Check monitoring and Audit monitoring, while reporting will be done on quarterly, semi-annually and annually.



Table 2: Location of Sampling Points

S/No	Location	Co-Ordinates	
		E	N
1.	At the intake/Borehole (name)		
2.	At the outlet of the Storage tank (name and capacity)		
3.	Domestic Point (Name)		
4.	Name of \domestic customer (if any)		
5.	Domestic Point (Name)		
6.	Domestic Point (Name)		
7.	Name of Domestic customer (if any)		
8.	Name of Institutional customer (if any)		
9.	Name of commercial customer (if any)		
10.	Name of industrial customer (if any)		
11.	Name of industrial - Mining Industry (if any)		

4.2 Parameters for Monitoring

4.2.1 Check Monitoring.

Parameters for check monitoring are shown in **Table 3**.

Table 3: Parameters for Check Monitoring

S/No	Parameter	Unit	No. of Samples for Monthly Monitoring	Estimated Cost per sample	Total Costs
1	E.C	/CM		10,000	
2	Turbidity	NTU		10,000	
3	Total Dissolved Solids (T.D.S)	Mg/L		10,000	
4	pH			8,000	
5	Colour	TCU		10,000	
6	Chlorine residue C.R	Mg/L		15,000	
7	Total hardness			15,000	
8	Nitrate	Mg/l		15,000	
9	Iron	Mg/l		15,000	
10	E.coli per 100ml	E.Coli/ 100ml		15,000	
11	T. Coliform per 100ml	CFU/ 100ml		15,000	

4.2.2 Audit Monitoring

Parameters for audit monitoring are shown in **Table 4**. Monitoring is done twice a year



Table 4: Parameters for Audit Monitoring

S/No	Parameter	Unit	No. Samples	Estimated Cost per Sample	Total Cost
1	Ph			15,000	
2	Colour	TCU		15,000	
3	Dissolved oxygen	Mg/L		15,000	
4	Total hardness			15,000	
5	Amonium	Mg/L		15,000	
6	Sulphate	Mg/L		15,000	
7	Nitrate	Mg/L		15,000	
8	Iron	Mg/L		15,000	
9	Manganese	Mg/l		10,000	
10	Fluoride	Mg/L		15,000	
11	Cyanide	Mg/l	3	15,000	
12	Mercury	Mg/l		15,000	
13	E. coli per 100ml	E.coli/100ml		15,000	
14	Total Coliform per 100ml	CFU/100ml		15,000	

4.3 Budget (Resource Mobilizations) for Water Quality Monitoring

(CBWSO name) CBWSO will be using (Mention if any, mainly from nearby Water supply ad sanitation Authority having Lab and as recommended by RUWASA) water laboratory for operational monitoring and water laboratory for check and audit monitoring.CBWSO has set aside funds for water quality monitoring. For FY, the utility has set aside fund amounting to Tshs...../- from its own budget for quality monitoring. **Table 5** below presents the budget for

water quality monitoring.

Table 5: Budget for Water Quality Monitoring

Description	Amount (Tshs)
Water samples collection and on-site tests	
Water Quality Testing in Laboratories	
Laboratory reagents	
Transport Services	
Total	

4.4 Funding of Water Quality Monitoring Programme

The implementation of water quality monitoring programme will be funded using CBWSO's own budget. This fund will be accrued from water services billing using existing approved tariff by RUWASA board of Directors.



5.0 Submission

Water quality monitoring plan has been

Checked by; (Name)

(Signature)

CBWSO Supervisor (insert CBWSO Name) date:

.....

Approved by; (Name)

(Signature)

CBWSO Committee Chairperson

Date:





ANNEX D

GUIDELINE FOR PREPARING CBWSOs BUSINESS PLAN

JAMHURI YA MUUNGANO WA TANZANIA



WIZARA YA MAJI

MWONGOZO WA KUTAYARISHA MPANGO WA BIASHARA KWA VYOMBO VYA WATOA HUDUMA YA MAJI NGAZI YA JAMII



1.0 Utangulizi

Sehemu hii inazo taarifa muhimu za Chombo husika cha Jumuiya ya Watoa Huduma ya Maji.

Kwa mfano: Jina la Chombo

Tarehe/Mwezi/Mwaka wa kuanzishwa
 Kwa mujibu wa sheria Na. 5 ya usambazaji maji na usafi wa mazingira ya mwaka 2019

Kipengele kingine muhimu kilichopo hapa ni madhumuni ya kuundwa kwa Chombo kama ilivyoainishwa kwenye sera, sheria na miongozo mbalimbali

Kwa mfano: kutoa huduma endelevu ya usambazaji wa maji kwa kuzingatia dhana ya uendeshaji na matengenezo.

Muongozo unafafanua zaidi dhumuni la Chombo kuridhia kuanzishwa kwa mpango wa biashara wa miaka mitatu . Mpango huu utanza mwaka 2021/22 hadi mwaka wa fedha wa 2023/24 kwa kufuata muongozo uliotolewa na mdhhibiti wa vyombo vya watoa huduma ngazi ya jamii, RUWASA.

2.0 Maelezo Kuhusu Chombo

2.1 Muundo wa Jumuiya ya Maji

Kamati ya Jumuiya ya Watumia Maji itaundwa na idadi ya watu 9 kama walivyoainishwa hapo chini. Miongoni mwa wajumbe wapo wale wa wakuchaguliwa na wengine wanaaingia kulingana na nyadhifa zao za uongozi katika Kata.Kamati ya Chombo husika itahudumu kwa muda wa miaka XXX. Muundo

wa Kamati ya Maji iliyopo madarakani, kuanzia lini na majina yao kwa nafasi zifuatazo: - (Ukomo wa uongozi, vyeo na nafasi za uongozi ndani ya Chombo)

Nafasi zitakazo unda kamati ya Jumuiya ya Watumia Maji ni kama ifuatavyo:

- Mwenyekiti
- Katibu
- Mjumbe – (Mtendaji wa Kata)
- Mwakilishi wa wanawake
- Mwakilishi wa watumiaji maji
- Mheshimiwa Diwani Kata
- Mwakilishi wa zahanati
- Mwakilishi kutoka shule
- Mwakilishi wa mtendaji wa kijiji



2.2 Hali ya Watumishi

Chombo kitaeleza idadi ya watumishi waliopo na nafasi zao za ajira. Kwa mfano; utumishi wa mkataba, kudumu au kibarua. Iwapo ni mtumishi wa mkataba basi ifafanuliwe vipengele vyote muhimu vya majukumu na muda wa mkataba. Taarifa muhimu za watumishi wote zitapaswa kuandaliwa na kutunzwa vizuri ikiwa ni pamoja na orodha, fani, na viwango vya elimu yao kwa ufafanuzi zaidi.



2.3 Idadi ya Watu katika Eneo La Huduma

Chombo kitatakiwa kuwa na taarifa za msingi za eneo kinako toa huduma kwa mfano, idadi ya vijiji na jumla ya idadi ya watu wanaohudumiwa.



2.4 Mahitaji ya Maji na Uzalishaji



Ni muhimu muda wote Chombo kiwe na taarifa zinazo husiana na mahitaji ya maji kwa wakazi wa kijiji/vijiji kinamotoa huduma. Taarifa hizo ni pamoja na asilimia (%) ya watu ambao tayari wanapata maji kwa wakati huo, wanaohitaji na wale waliokwenye mpango wa kuunganishiwa huduma ya maji. Pia, Chombo kinao wajibu wa kwenda mbele zaidi na kuhakikisha kinakuwa na taarifa na kumbu kumbu ya maji yanayozalishwa au kupotea katika harakati za kuzalisha na kusambaza. Kumbu kumbu hizi zinaweza kutafsiriwa katiaka asilimia kwa vipindi tofauti kama vile wiki, mwezi, robo ya mwaka, nusu ya mwaka na kwa mwaka mzima.

2.5 Vyanzo vya Maji

Chombo kinatakiwa kuvibaini vyanzo vyote vya maji vilivyomo kwenye eneo husika. Vyanzo vitathiminiwe kwa kulinganisha uwezo wake wa kuzalisha maji na mahitaji ya watumiaji. Vyanzo vitajwe kwa idadi, sifa na pale ambapo vyanzo havitoshelezi mahitaji basi Chombo kitoe mapendekezo mbadala ya suluhisho. Vyanzo mbadala yaweza kuwa vimeendelezwa au bado havijaendelezwa.

2.6 Mitambo ya Kusukumia Maji

Maji hufikishwa kwa watumiaji kupitia mifumbo mbali mbali kulingana na aina ya chanzo na sababu nyingine nyinginezo za kiufundi. Chombo kinashauriwa kuitambua mitambo yake kwa kuangalia vigenzo mbali mbali kama vile aina ya mitambo/pampu zilizopo, mahali zilipo, idadi na uwezo wake.

2.7 Vituo vya Kusukumia Maji

Iwapo Chombo kinavyo vituo vya kusukumia maji, ni vema kuhakikisha pia uwepo wa taarifa muhimu kama vile idadi ya vituo, utoshelevu au upungufu wa maji kulinganisha na hali na sifa za vituo vya kusukumia maji. Ili kuwezesha mipango, maamuzi na utendaji ni vema pakawepo na taarifa zenye

kuonyesha viwango halisi vya maji yanayosukumwa.

2.8 Matenki ya Kuhifadhia Maji

Uhifadhi wa maji sio tu kuwa no moja ya vipaumbele vya kila Chombo bali mkakati wa makusudi katika kuhakikisha uhakika wa upatikanaji wa huduma. Hivyo hali na idadi ya matenki ni lazima viwekwe bayana sambamba na uwezo wa ujazo wa matenki hayo

2.9 Mtandao wa Mabomba ya Maji

Chombo kinapaswa kuzingatia masuala ya msingi katika kuratibu mtandao wake wa mabomba kama vile urefu, aina ya mabomba yaliyotandazwa na hali yake.

2.10 Wateja wa Maji

Wateja wamegawanyika katika makundi mbali kulingana na mahitaji ya maji na shughuli zao za kijamii na kiuchumi. Hivyo, Vyombo vinahimizwa kuwa kuweka taarifa sahihi za wateja zikiwa zimeainishwa kwa kuzingatia mtawanyiko wake. Mambo ya kuzingatia ni pamoja na jumla kuu ya wateja, idadi ya wateja kwa kwa kila kundi na tabia za kila kundi katika matumizi ya maji. Taarifa hizi zinapaswa kuchukukulia kila baada ya vipindi maalum.

Kwa mfano; Jumuiya ya watumia maji hadi kufikia mwezi XXX mwaka XXX, imekuwa na jumla ya wateja kama ifuatavyo: -:-

- Majumbani	
- Biashara	
- Taasisi	
- Magati	
JUMLA KUU	

2.11 Viwango vya Ubora wa Huduma ya Maji Itolewayo



Chombo chochote cha Huduma ya Watumiaji Maji nchini kinaongozwa na sheria na miongozo inayoratibiwa na RUWASA. Hivyo basi. Hali ya huduma ya maji itolewayo kwa wananchi haina budi kuwa ni ya maji safi na salama kwa kiwango cha T.T.S (Tanzania Temporal Water Quality Standard).

2.12 Makusanyo ya Mapato na Matumizi



Ili kutathmini ufanisi, utengamavu na uendelevu wa Chombo ni vema kukazingatiwa dhana ya uwazi na ukweli. Vitabu vya mahesabu vitalazimika kuweka bayana makusanyo yote ambayo ni mapato ya Chombo. Yapo masuala ya kuzingatiwa katika udhibiti wa mapato na matumizi. Jumuiya inalazimika kuwasilisha wastani wa mapato na matumizi kwa kila mwaka. Taarifa ya mapato na matumizi lazima ionyeshe muda maalum inamowasilishwa, kwa mfano mapato na matumizi kwa mujibu kipindi kinachoanzia mwezi XXX hadi mwaka XXX.

2.13 Maeneo Ambayo Hayajafikiwa Na Huduma



Jumuiya ya Watoa Huduma ya Maji inayo mipango ya muda mfupi, muda wa kati na muda mrefu. Katika kutekeleza mipango mikakati ya Chombo, mipango ya muda wa kati na mrefu huzingatia pia maeneo ambayo hayajafikiwa na huduma. Makisio, bajeti na rasilimari huandaliwa ili kutengeneza mazingira ya kupanuliwa kwa miradi na huduma za maji. Vijiji/mitaa ambayo haijafikiwa kabisa na huduma itatambuliwa kwa majina, idadi ya watu, mahitaji ya maji na miundo mbinu yake ili kuweza kusaidia kufanya maamuzi ya utekelezaji wa miradi.

2.14 Miradi ya Maji Iliyopo

Jumuiya ya Watoa Huduma ya Maji inatazamiwa kuwa na ripoti inayo akisi miradi yote ya maji iliyopo kwa wakati husika. Miradi ya maji itatambuliwa kwa hali halisi iliyonayo kwa kipindi

inaporipotiwa. Kwa mfano, miradi inayofanya kazi vizuri, miradi inayo sua sua, miradi iliyo kwenye ukarabati, ujenzi na hatua zake na hata ile iliyotelekezwa.

3.0 Maono na Dhima

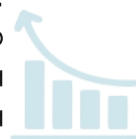
3.1 Maono

Inashauriwa kuwa kila Chombo kinapaswa kuwa na maono ili kukiwezesha kubuni na kutekeleza mipango yake pasipo kukiuka malengo ya msingi. Kwa kuwa na maona yanayotekelezeka, Chombo kinaweza kukadiria mahitaji ya muda, fedha, watu na zana zinazohitajika kutimiza mahitaji yake. Kwa mafano, "Chombo kina matamania ya kuwa miongoni mwa Watoa Huduma ya Maji ngazi ya jamii chenye uwezo wa kutoa huduma bora ya maji safi na usafi wa mazingira Tanzania Bara"



3.2 Dhima

Usahihi wa muelekeo na nia ya uanzishwaji wa Chombo cha Watoa Huduma ya Maji ngazi ya jamii hutambulika kupitia dhima waliyo nayo. Utendaji kazi wa watumishi na uamuzi wa mipango ya Chombo huwa rahisi kufuatia usahihi wa dhima. Kwa mfano, "Jukumu la msingi la chombo ni kutoa huduma ya maji safi, salama na ya kutosha, gharama nafuu kwa wateja wetu kila siku kwa masaa 24.



4.0 Malengo Mahususi ya Chombo Kwa Mwaka

Malengo mahususi hukisaidia Chombo kupanga kwa ustadi na uhakika kazi za miradi kwa kuzingatia mikakati kilichojiwekea. Malengo haya huenda mbali hadi kuweza kubainisha kiwango halisi cha mahitaji ya rasilimali kama vile watu, muda, fedha na zana za kazi. Ndani ya mwaka mpango wa mwaka mmoja huweza kutawanywa katika vipindi tofauti ikiwemo malengo ya wakati ujao.



Malengo ya Chombo yako yaaina mbili:

- (a) Malengo ya kuboresha huduma ya maji
- (b) Malengo ya kuboresha viwango vya huduma ya maji.

4.1 Malengo ya Kuboresha Huduma ya Maji

Jedwali Na: 1 Ni mfano wa uchambuzi wa matarajio ya kuboresha huduma ya maji kwa miaka mitatu ijayo ambavyo pia inalenga katika kukipandisha Chombo daraja

Jedwali Na. 1: Malengo ya Kuboresha Huduma ya Maji

Na	Maelezo	Mwaka wa Sasa (M)	M+1	M+2	M+3
1.	Watu wanaohudumiwa na maji (%)	40	50	70	80
2.	Uwiano wa maji yanayozalishwa na mahitaji (%)	45	55	75	60-74.9
3.	Ufanisi wa kukusanya Mapato (%)	40	50	70	80
4.	Uwiano wa matumizi na mapato (Working Ratio (WR))	1.2	1.1	=1	0.9
5.	Ufungaji wa dira za maji (%)	50	60	70	75
6.	Maji yanayopotea (NRW (%))	40	38	35	30
7.	Saa za utoa uduma (Hrs)	5	6	7	9
8.	Kukidhi iwango vya bora wa aji (%)	30	60	70	80
9.	Kukidhi vigezo vya sheria (Compliance to Statutory Requirements (%))	30	50	65	80
10.	Pop saved with HHC (%)	10	20	30	35

4.2 Malengo ya Kuboresha Viwango vya Ubora wa Huduma ya Maji

Jedwali Na: 2 Ni mfano wa uchambuzi wa matarajio ya utekelezaji wa viwango vya ubora wa huduma kama ilivyoanishwa kwenye mkataba wa Chombo na wateja.

Jedwali Na. 2: Malengo ya Kuboresha Viwango vya Ubora wa Huduma ya Maji

Na	Ubora wa Huduma	Viwango vya Sasa (M) vya Ubora wa Huduma	Matarajio ya Viwango vya Huduma kwa Mwaka 2021/22 hadi 2023/24		
		(M)Mkataba wa Huduma wa Wateja	M+1	M+2	M+3
1.	Upatikanaji wa huduma	Saa 12	Saa 15	Saa 18	Saa 22
2.	Ubora wa maji	Kulingana na viwango vya TBS	Kulingana na viwango vya TBS	Kulingana na viwango vya TBS	Kulingana na viwango vya TBS
3.	Muda wa kuchunguza malamiko ya ankara za maji	Siku 5	Siku 5	Siku 3	Siku 2
4.	Muda wa kuchunguza malamiko yasiyohusu ankara za maji	Siku 15	Siku 15	Siku 12	Siku 10
5.	Kuunganisha wateja wapya wa majumbani baada ya kulipia gharama zote	Siku 7	Siku 7	Siku 5	Siku 4
..	..	..	..	..	..

6.	Usomaji wa dira za maji	Mara moja kwa mwezi	Mara moja kwa mwezi	Mara moja kwa mwezi	Mara moja kwa mwezi
7.	Kurekebisha/ kubadilisha dira ya maji yenye matatizo	Siku 30	Siku 25	Siku 20	Siku 15
8.	Kusoma mita, kuandaa na kusambaza nkara za maji	Tarehe 15 hadi tarehe 21 ya kila mwezi	Tarehe 15 hadi tarehe 21 ya kila mwezi	Tarehe 15 hadi tarehe 21 ya kila mwezi	Tarehe 15 hadi tarehe 21 ya kila mwezi
9.	Kurudishia huduma ya maji kwa wateja waliokatiwa baada ya kulipa	Saa 24	Saa 24	Saa 24	Saa 24
10.	Kurudishia huduma ya maji kwa wateja waliokatiwa kimakosa baada ya kupta taarifa	Saa 24	Saa 24	Saa 24	Saa 24

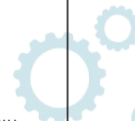
5.0 Uchambuzi wa Kibiashara wa Chombo

5.1 Uwezo, Udhaifu, Fursa na Changamoto

Uchambuzi wa uwezo, udhaifu, fursa na changamoto za Chombo hufanyika ili kutambua maeneo ambayo Chombo kina uwezo na fursa za kufanya vizuri na maeneo ambayo Chombo kiko dhaifu na kina changamoto ili kuweza kutambua maeneo yanayohitaji maboresho. Uchambuzi huu utafanyika kwa mfano uliopo kwenye jedwali Na: 3 hapo chini.

Jedwali Na. 3: Uwezo, Udhaifu, Fursa na Changamoto (SWOC Analysis)

Uwezo	Udhaifu
Kitu ambacho CBWSOs inafanya vizuri. Rasilimali ya CBWSos Kwa mfano: ● Inasambza maji kwa saa 24 kwa siku ● Wateja wote wamefungiwa dira za maji ● Ina mfumo wa kompyuta wa kutayarishs bili za maji	Kitu ambacho CBWSO ingeweza kufanya vizuri Kitu ambacho wateja wanalalamika dhidi ya CBWSO Kwa mfano: ● Kuchelewa kurudisha huduma ya maji kwa watu waliolipia deni ● Wateja wanakatiwa maji bila kupewa tarifa ● Asilimia kubwa ya maji yanayopotea ● Wizi wa maji ● Upungufu wa vyombo vya usafiri ● Uchakavu wa miundo mbinu ya maji ● Upungufu wa vitendea kazi ● Jumuiya haina ofisi ya kudumu ● Upungufu wa samani za ofisi
Fursa	Changamoto
Fursa zilizopo <i>Mfano:</i> ● Uwepo wa maji ya kutosha..... (taja chanzo husika). ● Ongezeko la watu katika eneo husika kama Kijiji kinapanuka kuelekea mji. ● Ukuaji wa kasi wa mji mdogo wa Ndala. ● Uwepo wa ushirikiano wa kutosha wa RUWASA na wadau wengine wa maendeleo (wataje kama wapo).	Vikwazo vilivyo nje ya CBWSO vinavyokwaza maendeleo ya CBWSO Masuala mapya yanayotokea katika sekta ya maji km mabadiliko ya sheria <i>Mfano:</i> ● Mahitaji ya kulipa gawiwo kwa serikali ● Mabadiliko ya sheria ● Mahitaji ya kukidhi vigezo vya ubora wa maji



- Uwepo wa vyanzo vya maji vya kutosha.... (kama vipo)

5.2 Mchanganuo wa Ongezeko la Watu

Chombo kitakokotoa matarajio ya ongezeko la watu katika eneo lake la huduma. Inashauriwa kwamba sensa ya taifa itumike katika kupanga matarajio ya ongezeko la watu kwa kuzingatia idadi ya watu waliohesabiwa kipindi kilichopita kutoka katika kila kijiji/mtaa. Rejea jedwali Na: 4

Jedwali Na. 4: Mchanganuo wa Ongezeko la wa Watu

Na	Mtaa/ Kijiji	Idadi ya Watu kwa Sasa	Asilimia ya Ongezeko la Watu (%) kwa mujibu wa sensa)	Matarajio ya Ongezeko ya Watu kwa Miaka Mitatu		
				M+1	M+2	M+3
1.						
2.						
3.						
4.						
5.						

5.3 Uchambuzi wa Matarajio ya Watu Watakaohudumiwa

Uchambuzi wa watu watakaohudumiwa katika kila mtaa/kijiji (watu wa kila mtaa na kijiji wamekokotolewa kwenye kifungu 5.2) utainishwa kwenye jedwali Na. 5. Wastani wa asilimia ya watu watakaohudumiwa katika kipindi cha miaka mitatu ioane na kiwango kilicho kwenye malengo ya kuboresha huduma (kifungu 4.1)

Jedwali Na. 5: Uchambuzi wa Matarajio ya Watu Watakaohudumiwa

Na	Kijiji/ Mtaa	Idadi ya Watu (Na) kwa Sasa	Kwa Sasa (M)			Matarajio ya Watu Watakaohudumiwa (Na) na Asilimia (%)		
			Idadi ya Watu Wana ohudu miwa (Na)	Idadi ya Watu Wasio na Hudu ma (No)	Asilimi a ya Watu Wanao pata Maji (%)	M+1	M+2	M+3
Jumla								



5.4 Uchambuzi wa Matarajio ya Mahitaji ya Maji

Mahitaji ya maji kwa mujibu wa matarajio ya watu watakaohudumiwa (5.3) yanatoa mwanga kuhusu upungufu/ziada ya maji yatakayokuwepo katika kipindi cha mpango wa kibiashara. Uchambuzi wa mahitaji ya maji kwa wateja mbali mbali utafanyika kwa kuzingatia “Maji Design Manual 2020” na utawasilishwa kama inavyoonyeshwa kwenye jedwali Na: 6



Jedwali Na. 6: Uchambuzi wa Matarajio ya Mahitaji ya Maji

Mwaka	Majumbani	Taasisi	Biashara	Viwanda	Vyaklula	Matumizi Mengine (Eleza)	Jumla ya Mahitaji (1+2+3+4+5+6)	Maji Yanayozalishwa 2020/21	Upungufu/Ziada ya Maji Yanayozalishwa (7-8)
	1	2	3	4	5	6	7	8	9
M									
M+1									
M+2									
M+3									

5.5 Mahusiano na Wateja

Chombo kinapashwa kuwa na mahusiano mazuri na wateja wake kwa kuhakikisha mkataba wa huduma kwa wataje unazingatiwa ikiwa ni pamoja na kutoa huduma kulingana na viwango vya ubora. Ni vema kuwa na mawasiliano mazuri na wateja ili kuepusha migogoro na kuweka vipaumbele vya kupeleka maji kwa maeneo ambayo yenye upungufu na yale yasiyo na huduma kabisa. Elezea mbinu zitakazotumika kuboresha mahusiano na wateja. (Pangewekwa mfano wa mbinu za kuboresha mahusiano badala ya kuwataka waeleze)

5.6 Mahusiano na Jamii

Chombo kinapashwa kuwa na mahusiano mazuri na jumuiia katika eneo lake la utoaji huduma. Kwa mfano watu binafsi, wawekezaji, taasisi za dini, taasisi za elimu, kambi za jeshi na

magereza. Kushindwa kukidhi matarajio ya wateja yaweza kuwa chanzo mahusiano mabaya baina ya chombo na jamii. Mawasiliano ya mara kwa mara na wadau husaidia kufahamika kwa sera, mipango na huduma za chombo kwa ujumla wake hivyo kupunguza uwezekano wa kuvunjika kwa mahusiano. Taarifa za kusambazwa mara kwa mara kwa umma ni pamoja na wajibu wa Chombo kwa wateja, bei, utaratibu wa utoaji huduma na vema Chombo kikawa na miongozo inayo ratibu upashaji habari ili kuhahakisha kuwa hapapatikani fursa ya kuhujumu juhudi za chombo. Mbinu mbali mbali zinazoweza kutumika kimarisha mahusiano ni pamoja na hizi zifuatazo:

Mikutano na vikundi mbalimbali (madiwani na wabunge, walimu wa shule, viongozi wa dini, viongozi wa mitaa nk).

- Kuwasilisha mada kwenye vyombo vya habari kamaradio, television
- Kutoa machapisho kwenye magazeti,
- kutumia mitandao ya kijamii kama vile Facebook, whatsapp, twitter na histogram
- Kutengeneza vipeperushi nk.

6.0 Uchambuzi wa Hali ya Miundombinu

Ili kuweza kutoa huduma endelevu kunategemea hali na uwezo wa rasilimali na miundo mbinu inayotumiwa. Lipo jedwali katika mada hii lenye kufafanua njia ya kuitambua na kuchambua hali ya miundo mbinu. Miundo mbinu ya kutolea huduma inatazamwa katika maeneo tofauti tofauti kama vile matengenezo, ukarabati na ununuzi wa miundo mbinu mipya. Baada ya kubaini hali halisi ya miundo mbinu na kujua mahitaji yafuatayo yanaweza kufanyika:

(a) Kufanya matengenezo ya kawaida

Iwapo miundo mbinu iko katika hali nzuri itahitaji matengezo ya kawaida ya mara kwa mara ili iendelee



kutoa huduma ipasavyo. Kwa miundo mbinu ya aina hii gharama zinazotakiwa ni matengenezo ya kawaida na makisio yatafanyika kwa kila kipindi cha miaka mitatu.

(b) **Kukarabati au kubadilisha vipuri vya miundo mbinu (replacement)**

Ziko sababu mbali mbali ambazo zinaweza kupelekea kufanyika kwa ubadilishaji wa miundo mbinu. Kwa mfano, hali isiyoridhisha ya miundo mbinu. Mara nyingi hali hii husababishwa w na miundo mbinu iliyodumu kwa muda mrefu, teknolojia iliyopitwa na wakati, matumizi mabaya yasiyozingatia kanuni au kutokufanyia ukaguzi na matengenezo ya mara kwa mara miundo mbinu ya Chombo husika. Miundo mbinu isiyotimamu katika utendaji kazi wake yaweza kuwa na madhara makubwa ikiwa ni pamoja na kukisababishia Chombo hasara. Mathalani, upotevu wa maji pale bomba kubwa litokalo kwenye chanzo linapopasuka.

Hasara nyingine ni pamoja na upotevu wa vipuri, hujuma, kukosekana kwa utunzaji.

Uchambuzi wa miundombinu utafanyika kwa mujibu wa Kiambatisho 1 ambapo gharama ya matengezo na kukarabati kwa kila mwaka itaainishwa.

7.0 Uchambuzi wa Uwezo wa Chombo Kutoa Huduma

Uchambuzi wa uwezo wa Chombo kutoa huduma utafanyika kwa kupitia mpangilio wa kufanya kazi (Organisational Structure), idadi ya wafanyakazi na utaalamu unaohitajika.

7.3 Mpangilio wa Kufanya Kazi

Ni muhimu kupitia mpangilio wa kufanya kazi wa Chombo ili kubaini marekebisho ambayo yanapashwa kufanyika kwenye muundo. Maboresho yatapelekea kuwepo kwa ufanisi katika

kutekeleza malengo yaliyomo kwenye mpango wa kibiashara. Sehemu hii pia hubeba matokeo ya kupimia muundo wa Chombo.

7.4 Idadi ya Wafanyakazi

Chombo kitathmini idadi ya wafanyakazi wanaohitajika ili kutekeleza majukumu yake yaliyo kwenye Mpango. Marekebisho yoyote yatakayofanyika yatolewe sababu. Mapendekezo ya wafanyakazi yatafanyika kwa mujibu wa jedwali Na: 7 Nyongeza yoyote ya wafanyakazi ioane na nyongeza ya wateja waliounga maji ili kuhakikisha uwepo wa uwiano wa wafanyakazi na wateja. Izingatiwe kwamba uwiano utakuwa ni wanafanyakazi XXX kwa kila wateja XXX.



Jedwali Na. 7: Uchambuzi wa Wafanyakazi

Aina ya Watumishi	Wafanyakazi waliopo (Idadi)	Wafanyakazi Wanaohitajika (Idadi)			Maelezo ya Mabadili ko ya Idadi ya Wafanyakazi
		2021/22	2022/23	2023/24	
Uongozi (Management)					
Wasimamizi (Supervisors)					
Wafanyakazi wengine (Support staff)					
Kundi jingine la wafanyakazi (Kama wapo)					
Jumla ya Wafanyakazi					
Jumla ya Maungio ya Maji					
Wafanyakazi kwa kila maungio 1000 ya Maji Connections					

7.5 Mahitaji ya Mafunzo

Chombo kinapashwa kuchambua na kuanisha mafunzo yanayohitajika kwa kamati. atumishi watapata fursa ya kujengewa uwezo ili waweze kutekeleza mpango wa

kibiashara. Uchambuzi huo utafanyika kwa mujibu wa **Jedwali Na: 8**

Jedwali Na. 8: Uchambuzi wa Mahitaji ya Mafunzo

	Maelezo ya Aina ya Mafunzo	Gharama (TZS-Milioni)		
		2021/22	2022/23	2023/24
Kamati ya Maji				
Uongozi (Management)				
Wasimamizi (Supervisors)				
Wafanyakazi Wengine (Support staff)				
Jumla ya Gharama				



8.0 Mambo ya Kimkakati Yatakayozingatiwa Katika Mpango wa Biashara

Mambo ya msingi yatakayozingatiwa katika Mpango wa Biashara wa miaka mitatu yatawekwa bayana ili ya fahamike kwa lengo la kusaidia kuweka mipango na kufanya maamuzi. Mambo ya kuzingatiwa yataainishwa kutokana na uchambuzi uliofanyika katika vifungu Na. 4, 5, 6 na 7. Inapendekezwa, mambo ya kimkakati yawe kati ya matano na nane. Pia, kila jambo litolewe sababu kwa nini limechaguliwa kuwemo kwenye masuala ya vipaumbele. Mambo ya kimkakati yatawasilishwa kama inavyoonyeshwa kwenye Jedwali Na: 9



Jedwali Na. 9: Mambo ya Kimkakati

Na	Suala la Kimkakati	Sababu ya kuwa suala la kimkakati (rejea vifungu 4 hadi 7)
1	Upotevu mkubwa wa Maji	
2	Maji yanayozalishwa kutokutosheleza	
3	Uwezo mdogo wa kitaasisi (inadequate institutional capacity) hususani katika maeneo ya kamati, wafanyakazi, vifaa vya kufanyia kazi, usafiri, kompyuta n.k	
4	Kiwango kidogo cha utoaji wa huduma ya maji (Low water service coverage)	
5	Kiwango kidogo cha ukusanyaji wa mapato/ukusanyaji wa mapato usioridhisha.	
6	Ubora wa maji usioridhisha	



9.0 Malengo na Hatua za Kutatua Masuala ya Msingi ya Kimkakati

Chombo kianishe malengo yatakayofikiwa katika kutatua kila suala la kimkakati. Hatua mbali mbali zitachukuliwa kama zinavyofafanuliwa kwenye jedwali namba 10

Jedwali Na. 10: Malengo na Hatua za Kutatua Masuala ya Msingi ya Kimkakati

Na	Jambo la Msingi la Kimkakati	Lengo Mahususi	Hatua itakayofuata ili kufikia lengo	Hatua za utekelezaji zitakazochukuliwa
1	Upotevu mkubwa wa Maji	Kupunguza upotevu wa maji kutoka wastani wa asilimia 45 hadi asilimia 30 kufikia Juni 2024	Kuligawa eneo la huduma katika sehemu (Zones) mbili	Ununuzi na ufungaji wa valvu mbili zenye kipenyo cha mm 110 na uwezo wa PN 10. Ununuzi na ufungaji wa mita kubwa za maji mbili zenye kipenyo cha mm 110 na uwezo wa PN 10
			Kubadilisha mita chakavu 30 kufikia Juni 2023	Kununua na kubadilisha mita chakavu 30 zenye kipenyo cha mm 15
			Ukarabati wa mtandao wa mabomba umbali wa km 10 kufikia Juni 2023	Ununuzi wa mabomba na ulazaji wa mabomba km yenye kipenyo cha mm umbali wa km, mm.... km na mmumbali wa km
2			Kuajiri watumishi watatu kufikia June 2023	Kuajili fundi bomba wawili na Afisa ugavi mmoja.

	Uwezo mdogo wa Kitaasisi	Kuwezesha Chombo kuwa na ofisi, mitambo, usafiri na wafanyakazi wanaotoshele za kutoa huduma endelevu ifikapo 2024	Ununuzi wa pikipiki mbili kufikia Juni 2024	Ununuzi wa pikipiki mbili zenye uwezo wa 125cc
			Ujenzi wa ofisi ya CBWSO	Ununuzi wa kiwanja cha kujenga ofisi ya CBWSO huidhinishaji wa ramani na kupata vibali vya ujenzi ujenzi wa ofisi
			Ununuzi wa vitendea kazi	Ununuzi wa spanner seti moja ya Pipe Wrench.
				Ununuzi wa stock na die seti moja inayochonga bomba kuanzia mm 15 hadi 63mm
				Ununuzi wa vice ya bomba yenye uwezo wa kubana bomba kuanzia kipenyo cha mm15 hadi mm 75
3	Kiwango kidogo cha utoaji wa huduma (Low water Service Coverage)	Kuongeza upatikanaji wa maji kutoka asilimia hadi - 2024	Kuchimba visima vyenye uwezo wa kuzalisha jumla ya meta za ujazo 100 kwa saa	Kufanya utafiti wa kupata maeneo ya kuchimba visima Kuchimba visima, kununua pampu na kuzifunga
			Kuongeza mtandao wa bomba umbali wa km..... kufikia juni 2024	Ununuzi na ulazaji wa mabomba yenye kipenyo cha mm umbali wa kmkipenyo chamm kmmm km.....,mm kmmm km,mm -.....km

4	Kiwango kisichoridhis ha cha ukusanyaji wa mapato	Kuongeza ufanisi katika makusanyo kutoka% hadi% Juni 2024	Kununua mita za lipa kabla	Kununua na kufunga mita za lipa kabla (Hili ni jina halisi la pre pay meters?)
			Kununua mfumo wa billing wa.... na kuunganisha na GePG	Kununua mfumo wa billing na kuunganisha na GePG

10.0 Mpango Kazi (Action Plan)

Mpango kazi unatayarishwa ili kubainisha kazi zitakazofanyika ili kufikia malengo kama yalivyoainishwa katika jedwali Na: 11. Mambo yafuatayo yamefafanuliwa kwa ajili ya utekelezaji wa kila lengo:

- (a) Kazi zitakazofanyika kama zilivyoainishwa kwenye jedwali
- (b) Muhusika wa utekelezaji
- (c) Ratiba ya utekelezaji
- (d) Gharama husika
- (e) Maelezo ya ziada



Jedwali Na. 11: Mpango Kazi

Lengo	Hatua zitakazofuata (Target)	Hatua za utekelezaji zitakazochukuliwa (Activity)	Mhusika	Kipindi cha kuanza kazi (Mwezi/Mwaka)	Kumaliza kazi (mwezi na mwaka)	Gharama (Million(TZS))			Aina ya Gharama (uendeshaji, matengenezo, ukarabati na uwekezaji mpya)	Chanzo cha Fedha	Maoni
						Mwaka 1	Mwaka 2	Mwaka 3			
Jumla ya Gharama											

11.0 Mpango wa Uwekezaji (Investment Plan)

Mpango wa uwekezaji unatokana na Mpango Kazi na unahusu uwekezaji katika kukarabati/ kubadilisha miundombinu na uwekezaji mpya. Taarifa za ziada za kukarabati/ kubadilisha miundombinu zinapatikana ndani ya Kiambatisho Na: 1.

Mpango wa uwekezaji utawasilishwa kama ilivyoonyeshwa kwenye Jedwali Na: 12 na utakuwa na vifungu vifuatavyo:

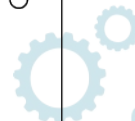
- Lengo la uwekezaji
- Muhtasari wa uwekezaji unaolengwa
- Kipindi cha usanifu na ujenzi

(d) Gharama ya kila mwaka

(e) Chanzo cha fedha.

Jedwali Na. 12: Mpango wa Uwekezaji

Lengo la uwekezaji	Muhtasari wa Kazi Zitakazofanyika	Kipindi cha usanifu	Kipindi cha ujenzi	Mwaka-1 (Millioni TZS)		Mwaka-2 (Millioni TZS)		Mwaka-3 (Millioni TZS)		Chanzo cha Fedha
				Uwekezaji Mpya	Kubadilisha Ukarabati n	Uwekezaji Mpya	Kubadilisha Ukarabati na	Mpya Uwekezaji	Kubadilisha Ukarabati na	
Mfano: Kuongeza kiasi cha maji yanayozalishwa kutoka meta za ujazo hadi meta za ujazo.....	Kubadilisha pampu	2	3		10					Chombo



	kisima kipya	Kuchimba	3	4	20							RUWASA
			2	3			30					
	kisima Na. 3	Kufunga pampu kwenye										Chombo
SUB-TOTAL					20	10	30	15	-	-		
GRAND TOTAL					30		45		-			

12.0 Makisio ya Mahitaji ya Fedha (Mapato na Matumizi)

Makisio ya mahitaji ya fedha ya Chombo yanahusisha gharama zifuatazo:

- (O) - Gharama ya Uendeshaji (Operational Costs);
- (M) - Matengenezo (repair and maintenance cost); na
- (I) - Gharama ya Uwekezaji (rehabilitation, replacement and new investment)

$$\text{Mahitaji ya Fedha} = \text{O\&M} + \text{I}$$

12.1 Makisio ya Gharama za Uendeshaji na Matengenezo (O&M Costs)

Makisio ya gharama ya uendeshaji na matengenezo kwa miaka mitatu yatatokana na uchambuzi na kwa kulinganisha na gharama zilizotumika katika kipindi cha miaka mitatu iliyopita. Makisio ya Gharama za Uendeshaji na Matengenezo yatawasilishwa kama ilivyoonyeshwa kwenye **Jedwali Na: 13**. Aidha, Chombo kinaweza kuongeza makundi au aina ya matumizi kwa jinsi kinavyoendesha shughuli zake.

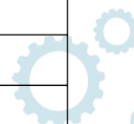
Jedwali Na. 13: Makisio ya Gharama za Uendeshaji na Matengenezo



Aina ya Matumizi	Gharama (TZS)						
	M-3	M-2	M-1	Mwaka wa sasa (M)	M+1	M+2	M+3
Uzalishaji Maji							
Umeme							
Madawa							
Mafuta na ilainisho							
Kutumia Maji							
Maabara							
Utunzaji wa Chanzo/vyanzo vya maji							
Kununua maji kwa ujumla							
Jumla ya Gharama za Uzalishaji							
Gharama za Usambazaji							
Umeme wa pampu (Booster Pumps)							
Mafuta na vilainisho vya generator							



Mafuta na vilainisho vya generator							
Ku test mita za wateja							
Jumla ya gharama za usambazaji							
Gharama za Matengenezo (Kutoka kwenye Jedwali...)							
Gharama za watumishi							
Mshahara							
Malipo ya vibarua							
Mcango wa mifuo ya pensheni							
Posho za kujikimu							
Jumla ya gharama za wafanyakazi							
Gharama za Utawala							
Insurance							
Umeme wa Ofisi							
Posho ya Bodi							
Gharama ya Kukagua Hesabu							
Mafunzo ya Watumishi							
Jumla ya Gharama za Utawala							



Kuimarisha utoaji huduma (Business Promotion)							
Uhusiano na mawasiliano na wateja (simu, internet n.k)							
Utoaji elimu kwa wateja							
kuweka tarifa kwenye magazeti n.k							
Jumla ya gharama za kuimarisha utoaji huduma							
Gharama zakifedha							
Gharama za benki							
Riba za benki							
Jumla ya Gharama za Fedha							
Jumla ya Uendeshaji na Matengenezo (TZS)							

12.2 Makisio ya Gharama za Uwekezaji

Makisio ya gharama za uwekezaji ni kama yalivyowasilishwa katika **Jedwali Na. 12.**

13.0 Makisio ya Bei ya Maji

13.1 Gharama za Kukidhi Uendeshaji na Uendelezaji wa Huduma za Chombo (full cost recovery)

Ili Chombo kiweze kukidhi mahitaji yake yote ya kuendesha shughuli za maji uwiano wa mapato na matumizi unapashwa kuwa kama ifuatavyo:

Mapato yatokanayo na Bei ya maji (**J**) + Mapato Mengine (**X**) = Gharama za Uendeshaji na Matengenezo (Operation and Maintenance Cost) + Uchakavu wa Miundombinu (Depreciation) + Gharama za Mtaji (Return on Investment).

Mahitaji ya Fedha ($J + X$) = O&M + D + I

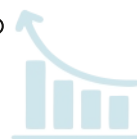
Mapato mengine yanaweza kutokana na:

- Kurudisha maji yaliyokatwa
- Kuunga maji
- Msaada kutoka serikalini/Ruzuku

Gharama ya uchakavu wa miundombinu ni kwa ajili ya kukarabati miundombinu na gharama ya mtaji ni kwa ajili ya uwekezaji mpya. Ili kuweza kukokotoa gharama ya uchakavu na mtaji inabidi thamani ya miundombinu (asset value) pamoja na utaratibu wa kuainisha uchakavu wa “Assets” (depreciation Schedule) ufahamike. Suala hili linasisitizwa kwa waratibu wa vyombo japo kwa hali ilivyo hivi sasa sio rahisi kwa vyombo kuainisha baadhi ya taarifa kwa usahihi.

Kanuni Mbadala ya Mahitaji ya Fedha

Kutokana na changamoto ya kupata taarifa sahihi na za



kuaminika za thamani ya mali (asset value) kwenye vyombo vya maji vya kijamii, Chombo kitakokotoa mahitaji ya fedha ya kukidhi gharama zote za uendeshaji na uendelezaji wa huduma za maji sawa na asilimia 150 (150%) ya gharama ya uendeshaji na matengenezo. Kanuni itasomeka kama ifuatavyo:

$$\text{Jumla ya Mahitaji ya Fedha} = 150\% \times \text{Matengenezo na Ukarabati (O\&M Costs)}$$

Kanuni hii ya ukokotoaji wa bei za maji inatumiwa na **Mamlaka ya Udhibiti wa Huduma za Maji ya Kenya (WASREB)** na **Mamlaka ya Udhibiti wa Huduma za Maji Zambia (NWASCO)**. Kanuni hii imefikwa baada ya utafiti wa muda mrefu walioufanya na ambao uliithibitisha kanuni hiyo. Kwa mantiki hiyo, Chombo kitakidhi 100% ya gharama za uendeshaji na matengenezo na 50% yake itakidhi gharama ya uchakavu (kwa ajili ya kukarabati miundombinu) na mtaji (kwa ajili ya uwekezaji).

Kwa kuzingatia matakwa ya kanuni hii, Chombo kitatengeneza ratiba (roadmap) ya kuhakikisha mapato yake yanakua kuelekea kukidhi asilimia 150 ya gharama ya uendeshaji na matengenezo.

Gharama ya uendeshaji na matengenezo inapatikana kwa mujibu wa **jedwali Na. 13**, na gharama ya ukarabati na uwekezaji itapatikana kwa mujibu wa **jedwali Na. 12**.

13.2 Makisio ya Mapato na Uchambuzi wa Bei ya Maji

Mapato yanayopashwa kutokana na bei (mauzo) ya maji (J): (Gharama zote za uendeshaji chombo (A)) – (Mapato mengine. (X)). Makisio ya mapato yatakatokana na bei (mauzo) ya maji na uchambuzi wa bei vimeonyeshwa kwenye jedwali Na: 14 hapa chini.

Jedwali Na. 14: Makisio ya Mapato na Uchambuzi wa Bei

Maelezo	Mwaka wa Sasa (M)	M+1	M+2	M+3
Gharama za kukidhi uendeshaji wa Chombo (A) TZS				
Mapato mengine (X) TZS				
Mapato yatakayotokana na bei ya maji (J)=(A-X) TZS				
Maji yanayotegemewa kuzalishwa/mwaka (P) m3 rejea Jedwali				
Maji yatakayopotea (N)%				
Maji yanayotegemewa kufikia wateja (L)=P-N m3				
Wastani wa Bei ya maji (Q) =J/L TZS /m3				



13.3 Bei kwa Makundi Mbalimbali ya Watumiaji wa Maji

Ili kuainisha bei tofauti kwa makundi mbali mbali (differential tarifa) ya watumiaji maji inabidi kutafuta uwiano wa matumizi ya maji kati ya makundi ili kuweza kutofautisha bei ya maji kati ya makundi hayo. **Jedwali Na: 15** inaonyesha mfano wa uwiano wa matumizi ya maji kwa makundi ya viosk, Nyumbani, Taasisi na Biashara.



Jedwali Na. 15: Uwiano wa Matumizi ya Maji kwa Makundi

Aina ya Matumizi	Uwiano wa Matumizi ya Maji kwa Makundi			
	Mwaka wa Sasa	Mwaka 1	Mwaka 2	Mwaka 3
Matumizi ya Vioski	10%	12%		
Matumizi ya Nyumbani	75%	73%		
Matumizi ya Taasisi	15%	13%		
Matumizi ya Biashara	5%	2%		
Jumla	100%	100%		

Kwa kutumia uwiano wa matumizi ya maji unaweza kuweka bei tofauti kwa makundi mbali mbali. Kwa mfano viosk na matumizi ya nyumbani wanaweza kulipa chini ya wastani ambapo watafidiwa na makundi mengine kama biashara, taasisi ambayo yatalipa zaidi ya wastani maadam mapato yatakayotokana na mauzo ya maji yabaki vile vile.

Kwa wateja wasio na dira ya maji watalipa kwa kulingana na makadirio ya matumizi yao ukizidisha na bei ya kundi lake.

13.4 Kuoanisha Bei ya Maji na Uwezo wa Kulipa

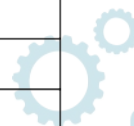
Ikionekana bei ni kubwa au ongezeko la bei ni kubwa ikilinganishwa na uwezo wa wateja kulipa, punguza mapato yanayotegemewa kutoka kwenye bei ya maji mpaka ufikie bei muafaka. Kiasi kitakachopunguzwa kiwe kwenye gharama ya uchakavu na ukarabati'. Vyombo vinapashwa vihakikishe kuwa bei itayopendekezwa inakidhi gharama ya uendeshaji na matengenezo kwa aslimia 100%.

13.5 Mapendekezo ya Bei ya Maji

Mapendekezo ya bei ya maji kwa ajili ya utekelezaji wa Mpango wa Biashara yataainishwa kwa mujibu wa jedwali Na: 16 Pia Jedwali hili linatoa fursa ya kulinganisha bei pendekezwa, bei iliyopo na zile za nyuma yake. Hii husaidia pia kutathmini kama bei pendekezwa imeongezeka sana (Rejea 13.4).

Jedwali Na. 16: Mapendekezo ya Bei ya Maji

Bei ya Maji	M-3	M-2	M-1	Mwaka wa sasa (M)	M+1	M+2	M+3
Viosk							
Majumbani							
Taasisi							
Biashara							
Viwanda							
Kurudisha maji							
Viosk							
Majumbani							
Taasisi							
Biashara							
Viwanda							
Kuunga Maji							
Jumala ya gharama za Usambazaji							
Bei Nyinginezo							



14.0 Kupitisha Mpango wa Biashara

Mpango wa Biashara wa Chombo ni lazima upitishwe na Kamati ya Maji katika kikao halali na usainiwe na Mwenyekiti na Katibu.

15.0 Utekelezaji wa Mpango wa Biashara

Ili kuhakikisha kuwa Mpango wa Biashara unatekelezwa ipasavyo, kila bajeti ya Chombo kwa miaka ambayo iko ndani ya mpango husika inapashwa kutokana na muongozo huo. Endapo kutakuwepo na mabadiliko makubwa itabidi kwanza kuupitia na kuurekebisha mpango kabla ka kutengeneza bajeti.

Pia, mpango huu ndio utakuwa msingi wa RUWASA kupitia na kupitisha bei za maji zitakazokuwa zinaombwa na Chombo.

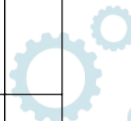
Mpango wa Biashara ni nyaraka muhimu, kwa hiyo Chombo kiweke utaratibu kutathmini utekelezaji wake kila baada ya robo mwaka. Utaratibu wa kutathmini utabainishwa kwenye Mpango.



16.0 Viambatisho

16.1 Kiambatisho Na 1: Tathmini ya Miundombinu na Gharama za Kurekebisha

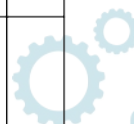
a N	Aina ya Miundombinu na Maelezo yake	Mahali Ilipo	Idadi	Hali ya Miundo mbinu kwa Sasa Inaridhi sha/ Hairidhi shi	Hali ya Miundombinu na Gharama za Kuirekebisha					
				Inaridhisha			Hairidhishi			
				Gharama za Matengenezo (TZS)			Gharama za Kukarabati/ Kubadilisha (TZS)			
				M	M+1	M+2	M+3	M+1	M+2	M+3
	1	2	3		4	6	7	9	10	11
1	Miundo Mbinu ya Uzalishaji Maji									
2	Miundo mbinu ya vyanzo									
3	Visima (Boreholes) . (Urefu na Kipenyo)									
4	Mabwawa (Ujazo)									
5	Mitambo ya kusafisha na kutibu maji(Aina na uwezo)									
6	Vifaa vya maabara									



7	Matanki ya maji (clear water tanks) . (Aina (ya zege/chuma) ,ujazo, na kama ni' Raiser' kwa mita ngapi au									
8	Bomba za Njia Kuu ya Maji (Transmission Mains) (Aina na Kipenyo)									
9	Pampu na Vifaa vyake(Aina na uwezo wake-elezea kama ni "sub-mersible au surfacepump ')									
10	Mita za kupima kiasi cha maji yanayozalishwa(Aina na Kipenyo)									
11	Miundo Mbinu ya Usambazaji Maji									
12	Bomba za kusambaza maji ('Distribution Mains') (Aina na Kipenyo)									



13	Matanki ya maji (Aina (la zege/chuma) , Ujazo, na kama ni' Raiser' kwa Surface Tank 'mita ngapi									
14	Pampu za kuongeza msukumo wa maji "Booster Pumps and other peripherals" (Aina na uwezo wake)									
15	Valvu(Kipeny o)									
16	Dira za maji za wateja (Customer Meters) (Kipenyo)									
17	Valvu za kutolea maji ya kuzima oto (Fire Hydrants)									
18	MISCELLANEOUS									
19	Ardhi ya Chombo (Maelezo ya ukubwa, Plot na block numbers kama imepimwa									



20	Majengo (maelezo ya jengo na ukubwa wake)									
21	Samani kama vile meza viti n.k									
22	Baisikeli									
23	Piki piki, aina na cc zake									
24	Magari, aina na cc zake									
25	Computers and accessories elezea kama ni "Laptops au Desktops"									
26	Vifaa vya ofisi air conditioners Refrigerators									





Guidelines on Regulation of Community Water Service Management



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