

# KAMPALA WATER AND SANITATION PROJECT (KAWATSAN)

## OPERATION AND MAINTENANCE (O&M)



### KEY DUTIES, ROLES AND RESPONSIBILITIES OF PROJECT STAKEHOLDERS

#### Caretakers

- Ensure and keep the facility clean at all times.
- Do repairs and maintenance of the facility and put additions for improvement of the facility.
- Provide all required utensils and toiletries e.g. buckets, jerrycans, gloves, gumboots, brushes, toilet paper, hand wash, disinfectants for cleanliness of the facility.
- Keep proper records and information in books and files i.e. Bills and receipts of payment, Income and expenditure, Number of people served/customers/household beneficiaries, Repairs and maintenance records and metre readings.
- Collect and keep in safe custody all user fees, finances and resources collected daily from the facility (bank it).
- Ensure proper allocation of user fees resources collected at facility level as agreed with the user committee and local leaders.
- Ensure proper keeping and separation of finances i.e. open bank accounts.
- Pay for all bills and expenses costs e.g. electricity, water, emptying services, repairs due from the facility regularly and on time.
- To open and close at stipulated time (6:00AM to 10:00PM).
- To ensure and have mechanisms that will ensure that facility is accessible by the users/public at all times.
- To keep, provide and do all that is required to ensure security of the facility e.g. padlocks, electricity, gates, fences.
- To plant grass and put or initiate any creative thing on the facility for improved customer care or attraction e.g. advertising facility.

#### User Committee members (per facility)

- Ensure that facility is put into proper use and is not mishandled by the users.
- Ensure that facility is kept clean and at all times and all required utensils and toiletries are provided for by caretaker.
- Make rules, guidelines and systems to be followed by users for proper usage of the facility.
- Follow up and supervise work of caretaker /landlord to avoid personalization and demolition of the facility.
- Check financial accountability and ensure proper service delivery from the facility i.e. functionality of the facility.
- Decide and set how user fees for O&M of the facility and their allocation and community contribution will be mobilized and seek approval from the local leaders (PDC, LC II, LCI).
- Conduct user committee meetings especially for solving problems arising at the facility.
- Ensure proper record keeping of all issues and information pertaining the facility in books and files i.e. meetings proceedings.
- Solve problems by providing solutions to issues emerging at facility level.

#### Local leaders (PDCs, LCs, Councillors, Division)

- Lobby, advocate and bring forward stakeholders to address needs and demands of their communities.
- Sensitize and mobilize the communities to participate and get involved in all NGO planned project activities.
- Mobilize required community contribution either in cash or in-kind (materials) from the communities.
- Discuss and disseminate all related project information to their communities, the division and other stakeholders at their different foras e.g. village meetings, parish/division council meetings.
- Facilitate selection of user committee members per facility, caretakers and setting up of user fee charges on facilities.
- Monitor, evaluate, supervise and follow up on all development projects in the parish and division.
- Identify and mobilize sites to locate and put project facilities equitably.
- Make reports to give to CIDI, parish and division about project progress in the parish.
- To enforce policies and mobilize communities to promote to have hygienic toilet standard facilities and adapt good hygiene practices.

#### Users of facilities/ Beneficiaries

- Pay for use of the facility.
- Use facility well and leave it clean.
- Participate in all project activities e.g. meetings, trainings.
- Give community contribution when called upon.
- Urge their landlords and leaders to provide proper water sanitation facilities

#### Contractors/Local Masons

- Provide maintenance and construction skills to communities.
- Help provide technical expertise to plumbing works.

#### Village health teams

- Train and sensitize communities about general water, hygiene, Sanitation and health related aspects in the communities.
- Conduct /Spearhead clean up exercises initiatives in their zones.
- Make regular reports to give to CIDI and to their parish leaders and division about general situation of communities in their zones.



Your Partner in Tackling Poverty

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