

International Department

Partnership for Capacity Development Water Utility Partnership for Sustainable Service Delivery in Dar es Salaam



This project aims to improve the capacities of “Dar es Salaam Water and Sewerage Authority” (DAWASA, owner) and the “Dar es Salaam Water and Sewerage Corporation” (DAWASCO, operator) to plan, to manage and to deliver sustainable and improved water and sanitation services to peri-urban and urban areas of Dar es Salaam.

The project contributes to DAWASA/DAWASCO’s financial sustainability. It strengthens planning and operational capacities by means of organisational development/change management, and technical training: Good practices at HAMBURG WASSER are adapted to the realities in Dar es Salaam. The action creates synergies with ongoing and planned infrastructure investment and capacity building projects, increasing their effectiveness and sustainability.

Core fields of the capacity development initiative are for example strategic and financial planning, general management and operator training, low-cost technology for decentralized sewage and sludge treatment and ground water exploration and extraction at greater depth aquifers.

The coaching and mentoring process facilitated by an international staff member present in Dar es Salaam is the main method of knowledge transfer. The intervention is implemented by a north-south partnership between Northern Germany’s largest public owned water supply and wastewater disposal company HAMBURG WASSER, its consulting unit CONSULAQUA Hamburg (CAH), the Bremen Overseas Research and Development Association (BORDA), the Tanzanian Ministry of Water (MoW), local capacity building organisations, and DAWASA and DAWASCO itself.

Client:

DAWASA/DAWASCO

Financed by:

Europe Aid

Information:

Project country:	Tanzania
Overall project value (EUR):	1,274,788.00
Provided staff:	4 Key Experts

Service provided:

Capacity development programme including technical, managerial and administrative issues as follows:

- Organisational assessments (including process analysis)
- Accompanying organisational development/change management processes (conduction of workshops and training measures)
- Development of manuals and standard procedures
- Accompanying technical implementation with on-site staff consultations, training & workshops, and review of studies (coaching and mentoring processes)
- Capacity development by facilitating the development of:
 - Business plans for water and sanitation in two pilot zones
 - Procurement of O&M equipment and accompanied operator training aiming at improving and successfully managing the revenue collection system
 - On-the-job-training on GIS and network operation as well as water meter management

Implementation:

2012 - 2016