



WATER NEWS update

NCWSC MARKS LABOUR DAY

The Company participated in marking this year's Labour Day celebrations by showcasing its fleet of vehicle and motor bikes at Uhuru Park, Nairobi,

Labour Cabinet Secretary Ukur Yattani called upon all Kenyans to appreciate the strides undertaken by the Government to improve the welfare of the workers.

"I appeal to the workers and employers to support government efforts in its noble pursuit of shaping the socio-economic landscape of our nation," he said.

The CS also lamented the wave of labour unrests that has affected service delivery by the government.



Kenya County Government Workers Union in procession to mark Labour Day at Uhuru Park, Nairobi

Kenya County Government Workers Union (NCWSC-branch Chairman) Fred Buluku said the the planned 1.5 % housing levy by the government should be put on hold for negotiations before implementation.

"The deductions should be debated and agreed upon by all the stakeholders. Workers have already committed their pay and any deductions without their involvement means we are burdening them." He said.

He also added that both the Senate and Parliament have given indications of fast-tracking enabling legislations to empower workers and create good working conditions.

"There is light at the end of the tunnel. We now have the goodwill from the political class who by their address today have shown commitment to legislate and come up with policies for the good of the worker." He noted.

The one-day event was attended by unions, diplomats, civil society groups and general public. International Labour Day is celebrated the achievements of worker. It is being celebrated all across the world every year on 1st of May every year.

The theme of International Labour Day of 2019 is "Sustainable Pension for all: The Role of Social Partners".

PARTNERSHIP MILESTONE BETWEEN MAJI NA UFANISI AND NCWSC



Ag. NCWSC MD Eng. Nahason Muguna (left), Ag. Donor Projects Manager, Philip Oruoch (center) and Maji na Ufanisi CEO, Steve Kariuki during the signing of the MOU.

With an aim of providing innovative solutions that address the Water, Hygiene and Sanitation challenges in the Informal Settlements (ISR) in Nairobi, NCWSC and Maji na Ufanisi (MnU) recently signed a Memorandum of Understanding (MOU) at the Company's HQ, Kampala Road.

Maji na Ufanisi is a Non-Governmental Organization that has immensely transformed the lives of the local communities in Kenya through development of highly successful policies, programming and implementation of its portfolio of projects in Water, Sanitation and Hygiene (WASH).

The objective of the partnership is to engage in technical support in the areas of capacity building and financial support towards strengthening ISR's strategic direction, supporting adaptation of new and efficient technologies/innovations towards delivery of water and sewerage/sanitation services and consumer behavioral change and support in providing a robust enabling legal/business environment in NCWSCs jurisdiction.

The successful function that culminated in the desired outcome was attended by management from both institutions including NCWSC Commercial Director, Eng. Stephen Mbugua.

PLANS IN TOP GEAR FOR ROLL OUT OF NEW BILLING SYSTEM

The Company expects to roll out Basis2, the new billing system, in the second quarter of FY 2019/20. Basis2 is the latest web-based customer management and billing system currently in use by many water utilities the world over.

With the new system, operations such as exhauster services and industrial effluent discharge will be brought onto the same platform as water and sewer billing items.

The new software also offers better management of a customer with multiple accounts in various regions of the city allowing for; one customer to be mapped to various installations and locations making tracking easier among other advantages.

For the past year the company through its Project Implementation Committee (PIC) has been working with M/s Giza Systems, the system implementers, on customization, documentation and mapping of all the customer oriented operations into Basis2.

Prior to going live, the PIC will conduct Training of Trainers, who will be critical in empowering all staff on the use of the system. The PIC has identified all staff as key stakeholders who will learn new ways of doing business and ultimately delight our customers through efficient service delivery.

NCWSC has been steadfastly accelerating technology uptake in areas of meter reading, billing, revenue collection, disconnection and customer complaints management for sustainable service delivery.

The Company procured a Customer Management and Billing System that goes by the brand name Basis2 in October 2017. The cutting edge system will encompass the various commercial, financial and technical customer related processes and allow for integration with Oracle eBusiness Suite to facilitate seamless accounting and reporting in pursuit of our clarion call dubbed "Optimal Resource Management for Sustainable Service Delivery"



A section of Project Implementation Committee in session.

FROM ICT DESK

ATM JACKPOTTING

An infographic titled "7 mobile banking security tips" presented in a dark blue, shield-like layout. The tips are: Tip #1: Always install banking apps (any app, for that matter) only from official stores such as Google Play/App Store. Tip #2: Avoid using banking apps on free, unsecured Wi-Fi networks available in cafés, airports, hotels, etc. Tip #3: Avoid clicking on links or downloading attachments that come with unexpected/unknown emails or SMSs. Tip #4: Once done, always Log Out. Avoid clicking on options like 'Remember Me' or 'Keep me logged in'. Tip #5: Never store banking information like login ID/Passwords, credit/debit card number, its CVV number, etc., on your phone. Tip #6: Secure your phone with a Password or PIN. Tip #7: Use a reliable mobile security app.

Mobile banking security tips

The recent Barclays Bank attacks where the bank lost millions through a process known in cybercrime lingo as ATM jackpotting where thieves gain physical access to the ATM machine and, with the help of malware or specialized electronics, force ATMs to spit out huge volumes of cash was a surprise to many of us. This is because such high-tech crimes are known to happen in the Western countries and not locally.

This raises the issue of our own security when performing banking transactions whether online, within the banking halls or at the ATMs, since if the ATMS could be physically hacked, then the same methods can be used to gain access into our accounts.

It is significant, when using mobile banking to ensure that you always install banking apps only from official stores such as Google Play, avoid using banking apps on free, unsecured Wi-Fi networks and clicking on links or downloading attachments that come with unknown emails or SMS. Furthermore, once done, always log out, secure your phone with a password or PIN and use a reliable security app.

When using walk up ATM's it is important to make certain that you select a well light ATM in a crowded area and try to use ATM's that have security guards, avoid going to the ATM alone especially at night and early morning, observe your surroundings before conducting a transaction and minimize time spent and steer clear from strangers who may pretend to help while noting your PIN and transaction.

When you find something unusual about an ATM, refrain from carrying out transactions, sometimes there are instruments attached to the machine which fetch your account details.

Finally, don't forget to press the cancel button before you exit, never count cash at the ATM or in public and take your ATM receipt with you to check against your monthly statement to guard against ATM fraud.