

WATER NEWS UPDATE



NCWSC REVIEWS COMMERCIAL AND FINANCE POLICIES



NCWSC MD Eng. Nahason Muguna responds to a query during board retreat on Finance and Commercial policy review.

The Company recently held a retreat with the aim of reviewing Commercial Services and Finance Policies. Board Chairperson Beryl Okumu, said water and sanitation provision is a devolved function as provided for in the 2010 Constitution of Kenya.

She further added that provision of water and sanitation services were among the four functions that were mutually agreed to be transferred from Nairobi City County to Nairobi Metropolitan Services (NMS) in February 2020.

The Chairperson noted that the Board has been developing and reviewing various policies to strengthen provision of services in a sustainable manner key among them being fifth strategic plan for the period 2019/2020 to 2023/2024.

"It is in the spirit of continuous enhancement that we are gathered here to review the commercial services and financial policies to be in line with international and sector developments so as to eventually improve customers' satisfaction." She reiterated.

She added that NCWSC is a key player for Kenya to realize Sustainable Development Goal No. 6 and Vision 2030's target of universal water and sanitation coverage by the year 2030 besides Big 4 agenda of the Government.

The Board, she noted, will endeavour to take NCWSC to greater heights by providing an enabling environment to empower management deliver on their mandate including providing the necessary policy direction.

"The Commercial operations and Finance policies that we shall review during this retreat have an impact on our efforts to reduce non-revenue water and improve financial sustainability of the Company." She said.

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CORPORATE AFFAIRS MANAGER APPOINTED AS SPECIAL ENVOY



Mbaruku Vyakweli ,Corporate Affairs Manager

The World Water Council has appointed the Company's Head of Corporate Affairs as its Special Envoy for the 9th World Water Forum to be held in Dakar, Senegal in March 2022.

Mr. Vyakweli is the WWC alternate Governor is expected to coordinate the preparation and execution of the water forum involving key sector players within Eastern, Great Lakes, the Horn of Africa and Southern Africa.

"The assignment is intended to reach out to all key players in the sector from the Austral regions to mobilise and enlist their support, cooperation and participation," said Marseille-based WWC President Loic Fauchon. He added that Vyakweli's expertise in the global water network and previous assignments suits him for the role.

NCWSC TO DEVELOP TRANSPORT MANAGEMENT POLICY



Transport Policy Committee members during the transport policy workshop, the team was led by Eng. Kagiri (front row, right)

The Company has constituted a committee to develop a draft Transport Management Policy in a bid to enhance transport management and controls.

The document once developed and approved will guide the Transport Department in decision making with the aim of achieving Company's mission and vision.

The Department is also currently involved in a number of new initiatives like digital fueling system, soon to be rolled out fleet management system and internally developed transport operation software all in an effort to embracing the principle of working smart.

The membership to the Committee are: Eng. Kagiri Gicheha (Chairperson), Benedict Kiema and Duncan Genga. Others team members include Titus Nganga, Stanley Karani, Johnstone Mikwa, George Masila, Lennox Ong'wena, Julius Kiptoo, Jeremiah Orioki, Juma Njoroge and Risper Moruri.

SECURITY DEPARTMENT TRAINED ON BASIS 2

The Company's Security Department recently got trained on the new Customer Management and Billing System, otherwise called Basis2.

The aim of the five-day training aimed at empowering the staff carry out comprehensive investigations in relations to system malpractice.

The Oracle based comprehensive, flexible, state -of -the-art integrated system went live from 1st August 2020 replacing the Customer Management System (CMS) which has been in use since the year 2006.

Basis2 is designed to serve the ever-changing business needs of NCWSC. It adopts and adapts with the changing business environment, meets regulatory and stakeholder requirements and supports expansion into new services.

The key unique feature of Basis2 is its flexible design, its value driven approach to the Customer Information System, its accessibility by customers and ease of use.



Security Department staff led by Security Manager James Butuk (3rd Left, front row seated) pose for a photo after end of five-day training on Basis 2 at Morendat, Naivasha.