Organising the Private Sector in FSM
Experiences from Kampala, Uganda

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Kampala Capital City Authority
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Role of City Authority (KCCA) in Sanitation

- Committed leadership
- FSM/Sanitation Program
- Inter-Institutional Coordination

1. Capture & storage
   - Enforcement
   - Standards
   - Adequate Access

2. Transport
   - Regulation
   - Enforcement
   - Health and safety
   - Operational Permits

3. Treatment
   - Plan Approval
   - Construction Permits
   - Pollution Control

4. Reuse
   - Health and safety
   - Pollution Control
Why Private Sector Participation

1) Over 90% of the city’s population relies on OSS
2) Municipal emptying trucks unable to cover the whole city
3) Low FS collection efficiency (44%)
4) Unregulated FS C&T services
5) High FS C&T charges
6) low Awareness of emptying services
7) Over 60% of latrines are not emptiable
8) Lack of space / land for new facilities

( attendant cost & Public health concerns)

Potential FSM market - Private Sector participation

1. Improvement in access to sustainable sanitation services in the city!
2. Reduction of env Pollution to Lake Victoria

1) Abandonment of filled latrines
2) Manual emptying
Organizing the Private Sector - Approach

1) CREATING AN ENABLING ENVIRONMENT
   - Public / private sector capacity
   - Regulation
   - Strengthening legal & Institutional Framework

2) PRIVATE SECTOR ENGAGEMENT
   - Business Development
   - Environmental and personal safety

3) DEMAND CREATION
   - Marketing
   - Incentives

4) INCREASE IN FS TREATMENT CAPACITY
   - NWSC
   - Reducing haulage distances

- Since 2014
- Partnerships
- Focus on FS C&T
Organizing the Private Sector - Experiences

1) Citywide Sanitation Mapping

- Potential Citywide FSM Demand
  - Infrastructure
  - Services
- To inform zoning of the city for effective service delivery
- To be linked to Call centre services
- Awareness creation opportunity
Organizing the Private Sector - Experiences

2) Toll free Sanitation Call Centre

- Provide information to the public
- **Link** clients to the available pit emptying service providers
- Support registered private operators partnering with KCCA with **marketing opportunities**
- Obtain **feedback** from communities and general public
- Enhance research and learning through real time information capture
- Facilitate public/community engagement
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3) Tracking of FS Operators

- Determine the current demand patterns for pit emptying services
- Identify areas which are frequently served and those which are not
- Ensure that the pit waste (faecal sludge) is dumped at designated Treatment Plants
- Link the pit emptying private operators to clients through the call center
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4) Demand Creation

- Citywide and focused BCC campaign
- Consistent messages
- Decentralized BCC structures
- Participation of private operators in Community Sensitizations
What services are we promoting?

Cesspool Emptying Services

Gulping Services - For inaccessible areas and low cost emptying
What has worked

1) Inter-institutional coordination
2) Regular private sector engagement
3) Call centre link
4) Consistent communication messages
5) Decentralization of service provision
6) Partnerships
7) Development partner support
8) Political Engagement
Challenges / Opportunities

- Strengthening sanitation laws
- Capital / Financing (Vacuum trucks, latrines)
- Emptying charges are still unaffordable to some – solid waste, long haul distances
- Communities unaware of gulpers/semi-mechanized emptying
- Promotion of illegal entities
- Increase FS treatment capacity
- Innovation particularly for inaccessible areas

Conclusion

- Market for emptying services has increased
- Sanitation as a Business is Viable
- To continue to build a citywide sustainable sanitation sector