Sanitation Service Level Agreements in Blantyre City, Malawi

Presentation at BMGF – DFID City Partners Meeting and planning Workshop, Hanoi, 18th January 2015
Blantyre City - SSLA

How did we get there?

Stakeholders: Motivation and Capacity Assessments

• Blantyre City Assembly & City Councillors
• Population – esp market committees and users
• Private sector
• Banks / MFIs
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- FGD with citizens
- Anger at BCC but ......
- ........listening to suggestions
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Meetings between all stakeholders .....
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Priorities of people

1. Water
2. Solid waste management
3. Sanitation

Priorities of BCC

1. Delivering services at a standard
2. Reducing expenditure
3. Increasing revenue
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1 - Water – piped water – what piped water?

2 - Solid waste –

3 – Sanitation. But what do they mean?
What did people mean by sanitation?

• toilet services – ie emptying – but concerns about value for money and safety

and

• Lots of clean public toilets clean – willing to pay if clean
Blantyre City – SSLA – public toilets

Bangwe market toilet
BEFORE privatisation

Bangwe market toilet
AFTER privatisation
Blantyre City – SSLA – public toilets

Experiences with public toilet:
• Cheap to renovate - $2000 – 3000
• Users increased from 1 ppd to 200 ppd
• Regular strikes and threats
• BCC expenditure reduced from $200 / month to Zero
• BCC revenue from $400 to $1000 / month
Blantyre City – SSLA – pit emptying services
Blantyre City – SSLA – pit emptying services

Experiences with desludging

- Household clients – see as clean, value for money as little water used & billed for
- BCC – convenient and value for money for public toilets eg markets and schools.
  - Old system: mix of services; unclear service and billing
  - New system: 1 operator does everything; clear service and billing
  - Reduce expenditure and increased revenue and services
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To support both the public toilets (need emptying) and the emptying businesses need for decentralised treatment sites

• Reduce transport time and costs
• Reduce risk of spilling sludge
• Aesthetics – no sludge through CBD
• Treated sludge – valorised & reused
Blantyre City – SSLA – decentralised treatment sites
Blantyre City – SSLA – decentralised treatment sites