



Organising the Private Sector in FSM

Experiences from Kampala, Uganda

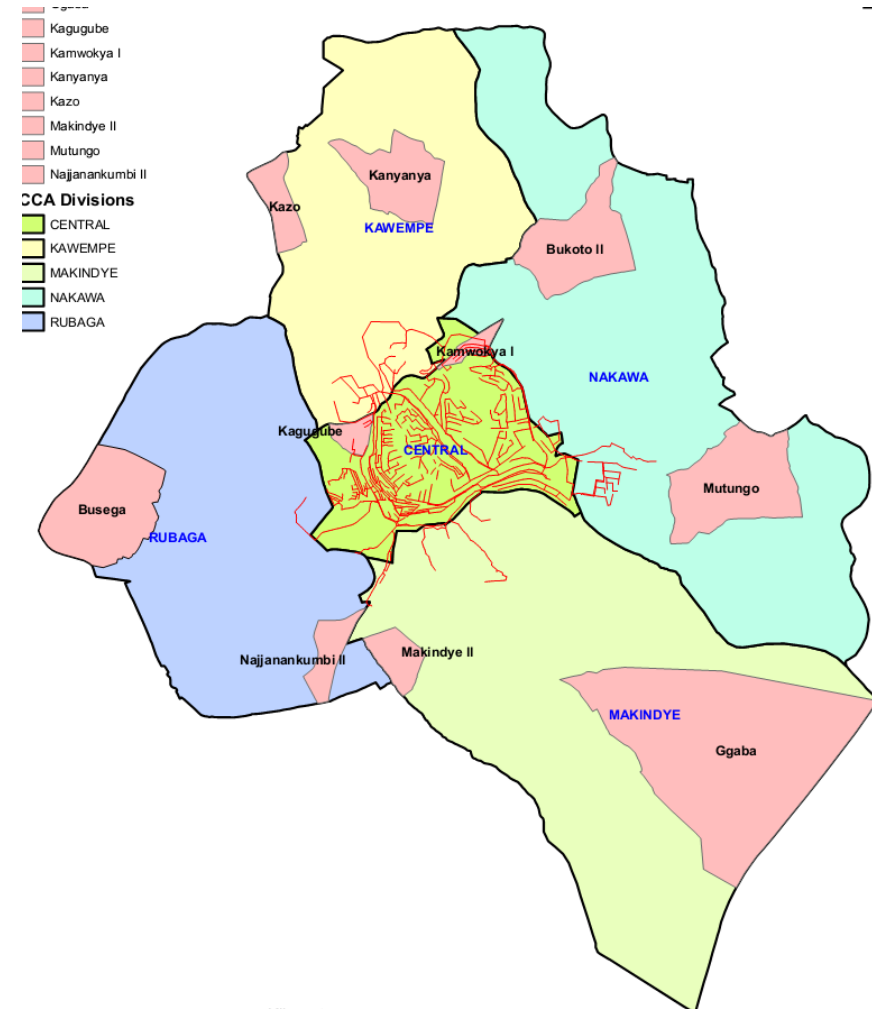
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Kampala Capital City Authority



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Role of City Authority (KCCA) in Sanitation

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



- Enforcement
- Standards
- Adequate Access

- Regulation
- Enforcement
- Health and safety
- Operational Permits

- Plan Approval
- Construction Permits
- Pollution Control

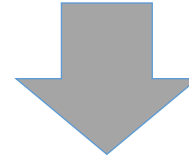
- Health and safety
- Pollution Control

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



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



(attendant cost & Public health concerns)

- 1) Abandonment of filled latrines
- 2) Manual emptying

Organizing the Private Sector - Approach

- Since 2014
- Partnerships
- Focus on FS C&T



1) CREATING AN ENABLING ENVIRONMENT

Strategy

- Public / private sector capacity
- Regulation
- Strengthening legal & Institutional Framework

2) PRIVATE SECTOR ENGAGEMENT

- Business Development
- Environmental and personal safety

3) DEMAND CREATION

- Marketing
- Incentives

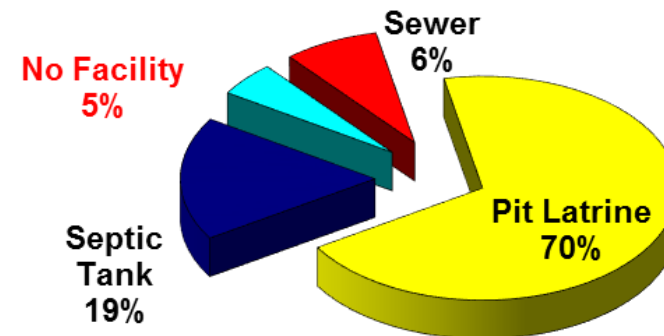
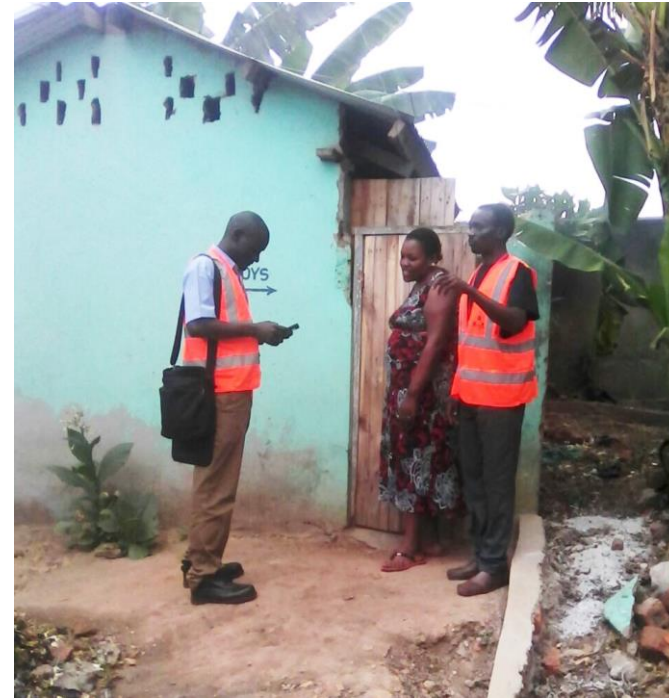
4) INCREASE IN FS TREATMENT CAPACITY

- NWSC
- Reducing haulage distances

Organizing the Private Sector - Experiences

1) Citywide Sanitation Mapping

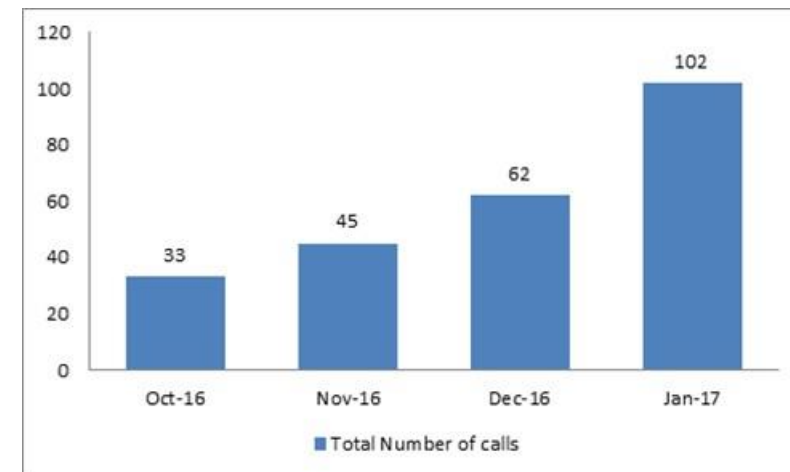
- Potential Citywide FSM Demand
 - Infrastructure
 - Services
- To inform zoning of the city for effective service delivery
- To be linked to Call centre services
- Awareness creation opportunity



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



Organizing the Private Sector - Experiences

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



Organizing the Private Sector - Experiences

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