

WSS Regulatory Regime and GTZ Services

U G A N D A

Regulated Providers	
Public Providers	<ul style="list-style-type: none"> ▪ National Water and Sewerage Corporation (NWSC) ▪ Municipal/ Town Councils/Town Boards gazetted as Water Authorities providing Services Directly
Private Sector Participation	<ul style="list-style-type: none"> ▪ Private Water Operators(APWO-Association of Private Water Operators of Uganda) ▪ Water Equipment Suppliers(pipes, fittings, tanks, consumables, etc) ▪ Construction Contractors ▪ Consultants
Institutional Framework	
Responsibility for Policymaking	<ul style="list-style-type: none"> ▪ Water Supply and Sewerage: Ministry of Water, and Environment (MoWE) ▪ Sanitation and Public Health: Ministry of Health (MoH), Ministry of Education and Sports (MoES) and MoWE under a Memorandum of Understanding between 3 ministries- when revised, possibly Ministry of Local Government will join ▪ Environment: Ministry of Water, and Environment (MoWE) ▪ Finance, for instance PPP for infrastructural investments, Ministry of Finance ,Planning and Economic Development(MoFPED)
Responsibility for Regulation	<ul style="list-style-type: none"> ▪ Large Towns: Operated by National Water and Sewerage Corporation(NWSC): Regulated by MoWE and Ministry of Utility Unit of the Finance and Economic Planning(MoFPED) through a 3- year Performance Contract ▪ Small Towns: Operated by local private and public operators: Regulated by MoWE/Directorate of Water Development(DWD) and Local Governments through Performance and Management Contracts ▪ Rural Systems: Operated by User Associations/ Groups : Regulated by the MoWE through the Technical Support Units(TSUs) and District Water Offices of different areas ▪ Environmental issues: Regulated under National Environment Management Authority(NEMA)
NO AUTONOMOUS REGULATORY AUTHORITY	
Structure	There is no independent Regulator yet. Part of the ongoing reform process is work towards an independent regulator. The WSS sector is in the process of strengthening the regulatory framework. Regulatory regime described in the row above

Leadership	Leadership in the field of regulation is still weak because of limited capacity at the MoWE which is currently charged with the overarching role of Regulation. There is a general preparedness, but lack of clear objectives and strategies.		
Resources	No earmarked budget for regulation, clear budget lines need to be identified. Regulation is now fragmented and resources are provided ad hoc. GTZ supports outsourcing of annual management audits for small towns WA.		
Appeals Process	Not yet defined		
Regulation and Supervision of WSS			
Economic Regulation	<ul style="list-style-type: none"> ▪ Performance Contracts between the MoWE/Ministry of Planning and NWSC ▪ Performance Contracts between MoWE and Municipal Town Council/Water Authorities and Management Contracts with Operators ▪ Tariff indexing in the case of NWSC large towns, small towns setting their own area specific tariffs using business planning tool. All tariffs approved by the MoWE 		
Technical Regulation	<ul style="list-style-type: none"> ▪ Performance Contracts between the MoWE/Ministry of Planning and NWSC ▪ Performance Contracts between MoWE and Municipal Town Councils/Water Authorities ▪ Standards, set by the MoWE 		
Pro-poor Provisions	There is a pro poor strategy; it is Uganda's ambition to implement it. The 2008 sector review resolved to analyse the current status and recommend a way ahead.		
Monitoring of Providers	<ul style="list-style-type: none"> ▪ Contract Monitoring between NWSC and MoWE /Ministry of Planning is done by the Performance Contract Review Committee ▪ Contract Monitoring between MoWE and Municipal Town Councils/Water Authorities is done by the Directorate of Water Development (DWD) 		
Improvement of Provider Performance	<p>Promoting Competition:</p> <ul style="list-style-type: none"> ▪ Within the NWSC the Internally Delegated Management Contract stimulates competition ▪ Increased PSP is discussed ▪ PSP in small Towns; number of private water operators has increased from initial 8 to 17 	<p>Economic Incentives:</p> <ul style="list-style-type: none"> ▪ Within the NWSC an a well defined incentive scheme exists (Minimum Performance Standards and Performance Targets) 	<p>Other:</p> <p>Performance monitoring through performance indicators based on the IWA guidelines has been customised for the Ugandan small and large towns, full implementation will be soon</p>
Consumer Involvement	Representation on the management board is on the basis of consumer categories and key stakeholders. Customer perception survey and customer care services are the major ways in which consumer views are captured. NWSC undertakes annual customer satisfaction surveys (supported by GTZ).		

Transparency	Transparency in the water sector is a concern. Effective follow-up on value for money and other audits to ensure transparency and fully accountability still needs more effort.
Environmental Regulation	
Activities & instruments	
GTZ Services supporting regulation	
Advisory services	Through the Reform of the Urban Water Sector (RUWASS) programme GTZ advises on legal, institutional and regulatory aspects, necessary to implement the agreed sector reforms. GTZ's advice will also focus on a process leading to an independent regulator;
Financing and procurement	Sector-Investment Planning; planned capacity building on contracting and improvements in performance and management contract provisions
Planned GTZ Services/Other	Making sure that responsibilities for harmonised and operational regulation of the urban WSS services in large- and small towns are agreed upon by stakeholders MWE, NWSC, APWO; regional study tours and experience exchanges with MWE, NWSC, APWO, GTZ on independent regulation. Increased participation in GTZ EA regulation team.
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