

TANA NEWS

A bi-annual publication of Tana Water Works Development Agency
July-December, 2021

Issue No. 002



ISO 9001:2015 RE-CERTIFIED

SPOTLIGHT: THE MATHIRA STORY

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EDITOR'S NOTE



**Beato Migwi, Manager
Corporate Communications
& Public Relations**

Hello and welcome to another issue of Tana News.

Over the past few months, the Agency has continually strived to maintain the existing customer service delivery standards. In this issue, the Agency celebrates its ISO 9001:2015 Recertification by Kenya Bureau of Standards (KEBs). We take a look at the journey that led to the achievement of this great milestone as well as the manner in which it was celebrated.

The Mathira Community Water Project is highlighted in this issue. This is a one of a its kind project which showcases how coming together of a community in troubled times, led to the implementation of a project so powerful it not only addressed their need for access to water but also improved their livelihoods. Tana Water Works Development Agency staff work

diligently on a day to day basis which has led to an improvement of its Performance Contracting score in the Financial Year 2020/2021 to very good. Through the implementation, inspection and commissioning of projects, implementation of Presidential directives and activities geared towards addressing cross cutting issues, TWWDA improved its performance.

Provision of quality services cannot be achieved without total comprehension of roles and procedures. The Agency has ensured its staff and stakeholders are trained and sensitized on various issues and processes. These trainings have led to an increase in service delivery across all areas within the Agency area of geographical jurisdiction.

Get a front row seat to the experiences of two TWWDA staff (interns) as they share their experience in the Agency as well as corporate social responsibility projects implemented by the Agency in three schools of Embu County.

This issue details the Agency's achievements and efforts made towards providing services which exceed customer expectations.

The Corporate Communications and Public Relations Division wish you all good health and a prosperous 2022.

Beato Migwi

Manager, Corporate Communications and Public Relations

THE CEO'S MESSAGE



Eng. Phillip Gichuki
CEO, TWWDA

I'd like to express my gratitude to our Board Members and my team players for their unwavering support during my first year as CEO of Tana Water Works Development Agency. This tremendous support has enabled the Agency to achieve several milestones, including the opening of our new offices, Maji House Annex, and passing the ISO 9001:2015 recertification audit. The Agency also underwent the annual Performance Contracting evaluation, and we saw an improvement of performance from 'poor' in the financial year 2019/2020 to 'very good' in financial year 2020/2021.

TWWDA is truly grateful to have the Ministry of Water, Sanitation and Irrigation's support for the development agenda. This financial year, the Agency received exchequer funding totaling more than Kshs900 million. With this assistance, a more than 60 projects in the five counties under

our area of geographical jurisdiction were launched and 28 projects completed, resulting in over 72,000 people having access to water services.

Over half of the staff have participated in trainings organized by professional bodies such as the Institute of Certified Public Accountants of Kenya, Public Relations Society of Kenya, Kenya Institute of Highways and Building Technology and The Institute of Human Resource Management. Employees' skills, capabilities, and knowledge has improved as a result. This has also increased productivity and efficiency, resulting in better and quality performance in their overall progress.

Let's aim to be better every day. Wishing everyone a prosperous 2022 full of God's blessings.

Eng. Phillip G. Gichuki
CHIEF EXECUTIVE OFFICER

ISO 9001:2015 RE-CERTIFIED



Dr. Andrew Tuimur CBS, Chief Administrative Secretary (CAS) of the Ministry of Water, Sanitation and Irrigation handing over the ISO 9001:2015 certificate to Mr. David Njagi Ngong'e Board member TWWDA

Tana Water Works Development Agency has received its second ISO 9001:2015 re-certification after passing rigorous audits conducted by the Kenya Bureau of Standards to determine the company's compliance with international standards.

TWWDA's Quality Management System (QMS) was audited in June 2021 and found to be in compliance with ISO 9001:2015 standards, resulting in re-certification. A certificate was formally presented to the Agency on 9th December, 2021 in a function attended by Dr Andrew Tuimur, CBS, Chief Administrative Secretary, Ministry of Water, Sanitation and Irrigation.

Speaking at the event after receiving the certificate from the certifying body, Kenya Bureau of Standards, the Agency's CEO, Eng Phillip Gichuki, expressed delight at the re-certification and reiterated the Agency's commitment to maintaining the standards through continual improvement.

Eng. Gichuki attributed TWWDA's growth to good policies, strategies, and procedures, noting that the Agency had completed 28 projects, resulting in over 72,000 people within our jurisdiction having access to water services. Eng. Gichuki said TWWDA will continue to implement the ISO 9001:2015 standards across all business processes. He said the implementation of ISO had helped improve the agency's efficiency and overall performance.

"This re-certification is a testament of our resilience and commitment to continually improve our processes and enhance better performance towards realization of quality water works for improved livelihoods," said Eng. Gichuki.

Speaking during the same event, KEBS representative on behalf of the CEO, KEBS, Mr. Samson Ombok, said the audit process for recertification of TWWDA QMS was conducted smoothly and commended the team for their dedication and cooperation all through the process of audits and implementation of the procedures.



KEBS representative, Mr. Samson Ombok

"I congratulate Tana Water Works Development Agency's Board, management, and staff on receiving ISO 9001:2015 QMS recertification," said Mr. Samson Ombok. He went on to say that this will assist the Agency in fulfilling its vision of being an innovative and resourceful institution in the development of national public water and sanitation works.

Mr. Ombok also urged the Agency to consider ISO 22301 Business Continuity Management System certification (BCMS). This is in response to the Covid -19 pandemic. The most important lesson which has been to build and strengthen our resilience to the risks associated with extreme events of this type.

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RESILIENCE AND COMMITMENT

"This re-certification demonstrates our resilience and commitment to continually improve our processes in order to achieve better performance towards the realization of quality water works and improved livelihoods"
Eng. Phillip Gichuki.

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"The ISO 22301 BCMS will provide and improve controls and capabilities for managing an organization's ability to continue operating in the face of disruptions." Mr. Ombok stated.

Dr. Andrew Tuimur CBS, Chief Administrative Secretary (CAS) of the Ministry of Water, Sanitation and Irrigation, stated that the TWWDA's mission of developing sustainable national public water and sanitation works that improve socio-economic growth for stakeholders is critical in driving Kenya's Agenda 2030 and the Sustainable Development Goal (SDG) no. 6 of clean water and sanitation for all. He was pleased to note that the Agency has experienced great growth over the years, which he attributes to the systems in place. He urged the Board members, management, and staff to work together to realize TWWDA's vision and mission.



TWWDA staff during the ISO 9001:2015 re- certification celebrations

Dr. Tuimur delivered the Cabinet Secretary (CS) Ministry of Water, Sanitation, and Irrigation Sicily Kariuki (Mrs) EGH message to the Agency in a speech in which he began by congratulating the Agency on this outstanding achievement on behalf of the CS. "I'd like to state unequivocally that the ministry is proud to be associated with this accomplishment, which will ensure that the organization's management and systems are fully utilized for quality service provision and internationally accepted standards," read the Cabinet Secretary's speech.



Dr. Andrew Tuimur CBS, Chief Administrative Secretary (CAS) of the Ministry of Water, Sanitation and Irrigation

It is commendable that the Agency's operational performance has improved from 'poor' in 2019/2020 to 'very good' in 2020/2021, which has a direct relationship with the ISO 9001:2015 QMS certification, according to her speech. She was pleased to see that the standardization considered leadership, customer satisfaction, and people's involvement in decision making, all of which are critical to successful project implementation to ensure acceptability, value for money, and timely completion.

The re-certification is expected to last three years and is the third since the company was first ISO certified in 2012.

TWWDA TRANSFORMATION JOURNEY

Tana Water Works Development Agency (TWWDA) is a State Corporation established under the Water Act, 2016 as part of the reforms in the water sector. It is one of the nine (9) Water Works Development Agencies established under the Ministry of Water, Sanitation and Irrigation. The Agency is mandated to undertake the development, maintenance and management of the national public water works within its area of geographical jurisdiction namely Embu, Kirinyaga, Meru, Nyeri, and Tharaka-Nithi counties.

Since 2012, when it received its first accreditation, the Agency has been applying ISO 9001 quality management system (QMS) in its operations and strategies. The defined procedures are aimed at ensuring that all Kenyans have access to reasonable sanitation and clean, safe water in adequate quantities. TWWDA is currently working on a number of water and sanitation infrastructure development projects with the goal of increasing access to safe water and improving sanitation throughout its area of jurisdiction

The Agency is implementing five (5) new water supply and six (6) new sewerage projects under the Kenya Towns Sustainable Water Supply and Sanitation Program, which is supported by the African Development Bank (AfDB) and the Government of Kenya at a cost of Ksh 8,711,737,971. In addition, four (4) projects worth Ksh 407,375,439 are being implemented under the Last Mile Connectivity Projects.



Ongoing construction works of Kerugoya Kutus water supply project

The AfDB-funded water and sanitation projects in Kerugoya/Kutus, Chuka, Chogoria, Meru, Murang'a, Othaya, Garissa, Isiolo, Marsabit, and Mandera will provide safe and clean water to 1,074,518 people, while 299,172 people will have access to sewerage services when they are finished.

TWWDA also implements National Government projects through the following programs: Cross County Projects, National Water Harvesting and Ground Water Exploration Program, Small Dams, Pans, and Boreholes Project, Water for Schools Program, and Universal Health Coverage Program. There are five (5) dam projects in various stages of completion, as well as seventeen (17) water supply improvement projects. Furthermore, sixteen (16) boreholes have been drilled and pump tested, and are awaiting equipment, while fifteen (15) projects are being implemented in hospitals, health centers, and dispensaries as part of the Universal Health Care Coverage program.

The drilling and equipping of boreholes is part of the Water for Schools program. The Agency has drilled and equipped twenty (20) boreholes, with another twelve (12) in the process of being equipped. Customer satisfaction is the hallmark of implementing ISO 9001:2015 QMS. TWWDA's efforts to develop water and sanitation infrastructure have directly impacted people's satisfaction. For example, the Agency touched the heart of a young girl in Kieranthi village, Tharaka Nithi County, about 26 kilometers from Marimanti Town, where a rock catchment rain water harvesting project was undertaken. Prior to this development, she was unable to attend school on most days because she was left at home to care for her siblings while their mother went in search of water for domestic use.



Kieranthi Rock Catchment in Tharaka Nithi County

In another instance, children in three schools in Embu County were more than delighted when TWWDA completed their rain water harvesting projects. They had enough water stored on 10,000litres tanks to wash their hands, wash classrooms and water their flowers. These projects under the Agency's corporate social responsibility program are also part of our strategies for mitigation measures against climate change. A community in Kinyaiti, Kieni Sub-county, Nyeri County, could not hide their joy and happiness when the Agency drilled a water borehole to provide adequate water for a community that claimed to have been without water since 1984! The borehole will provide 600 litres of water per minute to Kinyaiti residents. Some elderly men knelt and raised their hands in thanksgiving to the Almighty for providing them with water.



Elderly men kneeling in front of Kinyaiti borehole in praise and thanksgiving for the borehole water

The people were overjoyed that the government had finally provided them with a water project that would quench their thirst for water. After a borehole was sunk at the neighboring Kagio Police Station, a group of women at Kagio Market in Kirinyaga County were all praise for the Agency. After coming from the shambas to sell their horticultural produce, they can now wash and clean their ware. The borehole, which is outfitted with a solar panel and a 10,000-liter elevated water tank, supplies water to an ablution block in the market that has a shower, which is used by people who bring their horticultural produce from a long distance.

The residents of Kianjai in Meru County were overjoyed to receive water from a borehole drilled and fully equipped by the Agency. A retired civil servant was overjoyed and mentioned that they would trek about ten kilometers to get water before drilling the borehole.

Small dams have also been built by the Agency in Kirinyaga, Meru, Nyeri, and Tharaka Nithi counties. The dams provide water to the residents of those counties for domestic and livestock use. These dams have enabled local farmers to engage in small-scale farming activities, such as growing tomatoes, cabbages, and kale, among other crops, thereby improving their socioeconomic status.

Climate change has increased the frequency and severity of extreme weather events such as drought in some areas under the Agency's jurisdiction. This includes parts of Nyeri County's Kieni East and Kieni West, as well as lower parts of Embu, Tharaka Nithi, and Meru. As a result, the Agency has been drilling boreholes and trucking water to schools, dispensaries, and shopping centers through the National Drought Intervention Program.

THE MATHIRA STORY

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"With the availability of water, the community has taken up farming. Now it seems hunger will be a thing of the past"

Mr. Githinji
Kairia Rural Chairman

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Mathira Community Water Project is a one of a kind Water Supply Project in the heart of Nyeri County. It has transformed the lives of children, families, institutions and religious groups by implementing a model that has increased their access to clean, safe water all year round.

According to UNICEF, more children are killed from unsafe water than from bullets.

Walking for long distances to collect surface water, fetching water from unprotected and possibly contaminated water points and purchasing water from independent, unverified vendors are situations many families find themselves in. Water is essential for our existence and there can be no life on earth without it.

KENYA

58%

Number of people who have access to basic drinking water

30%

Number of people who have access to basic sanitation

The United Nations currently indicates that 2.2 billion people lack access to safely managed drinking water services and 4.2 billion people lack safely managed sanitation services globally.

Africa is the second driest continent in the world, after Australia, and millions of Africans still suffer from water shortages throughout the year. Eastern Africa is home to some of the greatest water sources in the world as well as four major aridity zones. As populations increase, the need for water also increases. Access to water and sanitation in Kenya has not been keeping pace with the population growth, as only 58 percent of Kenyans have access to basic drinking water and 30 percent have access to basic sanitation at the moment.

The Government of Kenya (GoK), through nine Water Works Development Agencies under the Ministry of Water, Sanitation and Irrigation, aims to increase access of water and sanitation to all individuals in the nation. Tana Water Works Development Agency (TWWDA), one of the nine Agencies, is currently implementing over 100 projects funded by GoK and other development partners.

Mathira Community Water Project, which is made up of Kairia Rural, Kairia 5, Iriaini and Chehe projects, came into existence as a result of the initiative put forth by residents in the 1970's. Being in close proximity to a coffee factory located in Kiamwangi, residents began farming using the water and soon realized that with certain efforts put in place, the limited resource could be available all year long. With community members experiencing water shortages, the initial Kairia Rural committee was formed with less than 200 members.



Madam Sicilly Kariuki (Mrs), CBS Cabinet Secretary, Ministry of Water, Sanitation and Irrigation laying down a pipe along Mathira Water Supply Project during a project inspection tour

“Today, you cannot find people idling in the streets. Many people have become self-employed because of the availability of water”- Mr. Githinji, Kairia Rural Chairman. Over the years and through the leadership of the management in the committee, members constructed 5Km of the water supply system from the intake. After deliberations among the management committees of the four projects, a proposal was presented to TWWDA for expansion.

More members joined the committees after GoK intervened through the Agency in 2018. Kairia Rural has now expanded across Kiamwangi and parts of Ihwagi location to 19.7Km.

“With the availability of water, the community has taken up farming. Now it seems hunger will be a thing of the past” - Mr. Githinji, Kairia Rural Chairman.



Mathira farmer in his farm

Mathira community members are very pleased with the opportunities that the water supply project has presented. Throughout the construction of the project, a great proportion of the labor was locally sourced. A total of 2,723 men, 4,084 women and 6,807 youth members were hired from Mathira community for the construction of Kairia 5, Kairia Rural, Iriaini and Chehe projects.

On completion of the project, TWWDA shall carry out a capacity building exercise, of the community members who will be managing the

The number of people hired from the community 2,723 men, 4,084 women and 6,807 youth were hired

scheme thereafter. Members have also taken up horticultural farming. With a current total of 2,850 households connected to the Mathira Community Water Project, cultivation of various vegetables, and fruits has risen in the area and thus increased the livelihood of many community members.

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Direct access to water has really added value to the lives of our learners.

Eddah Mwangi, Headteacher
Ihwagi Primary School.

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The Ihwagi Primary School fraternity share the sentiments of the Mathira community members. In the past, learners were forced to fetch water

used to clean the classrooms and operate the kitchen from the river. They had to cross the main road while monitored by the teachers, to get to the river, which interfered with their learning timetable and posed a threat to the children.



Students fetching water to wash classrooms from a water trough

“Direct access to water has really added value to the lives of our learner.”- Eddah Mwangi, Headteacher Ihwagi Primary School.



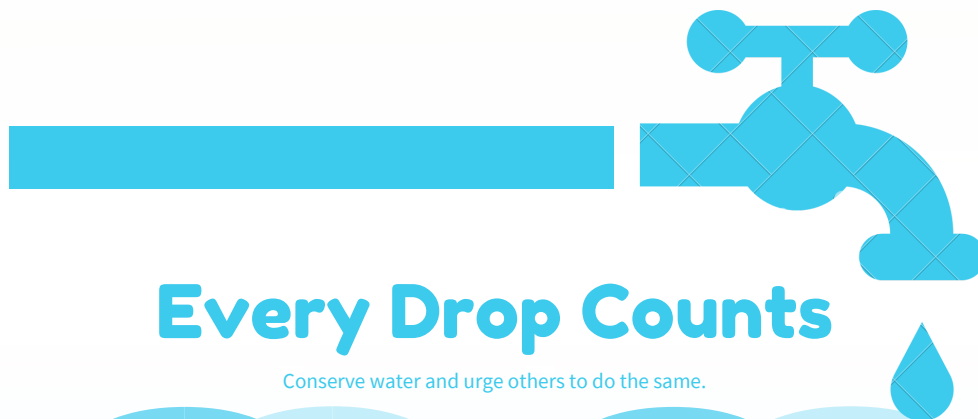
Water storage tank for Karia Rural water project

Water storage tanks of 225m³ (80% complete) and 150m³ (complete), which are part of Kairia 5 project, are located in the school compound. Learners now have enough time to study and play as there is direct access to water throughout the school. In line with the Ministry of Health COVID 19 guidelines, TWWDA constructed 10 hand washing points around Ihwagi Primary School as a CSR component of the project.



Guests washing their hands at a handwashing point in Ihwagi Primary School

The Mathira Community Water project is not an entirely new project. Through the determination of the residents in Mathira over the years, the project has blossomed into an intervention that has changed their lives completely. Community ownership models such as this allow actors, including households, individuals and businesses, to unite in investing in, developing and operating various interventions. Coming together is a beginning, keeping together is progress but working together is success.



SPREAD THE WORD ON SIMPLE WAYS TO SAVE WATER.

WATER TRUCKING

Following the long rains in April – July season 2021 H.E. the President declared drought a national disaster on 8th September, 2021. This, therefore, requires urgent intervention in the provision of water to the affected population and livestock. Assessment by National Drought Management Authority in September 2021 identified several counties to have been greatly affected. They included Nyeri (Kieni), Embu (Mbeere), Tharaka Nithi, and Meru counties which are in our area of geographical jurisdiction.



Water trucking in Jambo Rescue Home at Baraka Estate Kieni East

Some of the areas and institutions supplied with water are Endarasha Health Centre and the staff quarters supplied with 10,000Ltrs, Kinyaiti dispensary-5,000ltrs, Kinyaiti Nursery School-1,000ltrs, Kinyaiti Primary School-5,000ltrs, Kinyaiti Secondary School-7,000ltrs, Kamatongu Primary School-34,000ltrs, Jambo rescue centre-10,000ltrs, Baraka Estate-8,000ltrs



Residents of Gacagi Village lining up to get water

and Burguret Primary School all of which are in Nyeri County. This water is set to benefit over 2350 residents in the county. The residents of Endarasha were particularly grateful since when visiting the dispensary, they had to carry their water.



Students and staff in a school in Tharaka Nithi County lining up to get water

In Tharaka Nithi county from 10/11/2021 - 14/12/2021 the areas supplied with water were Chuka-Igambang'ombe, Tharaka South and Tharaka North. A total of 75,000 liters were supplied in Chuka Igambang'ombe to benefit a total of 1,889 pupils and staff. In addition, in Tharaka South, the agency supplied 5,000 liters to benefit 200 people and 80,000 liters to schools to benefit 1242 pupils and staff. Tharaka North on the other hand received 95,000 liters which are set to benefit 2,035 students and staff.

The program is expected to spread to all peripheral water scarcity areas across the Agency's area of jurisdiction and our main focus is schools noting that many of them are at risk of closure for lack of water.



Pupils in a school in Tharaka Nithi excited on receiving water during the water trucking exercise

TIMELY SERVICE DELIVERY

Tana Water Works Development Agency is mandated to develop National Public Water and Sanitation Works in its area of geographical jurisdiction. Project development involves the co-ordination of a great number of people, materials and components. Regular inspection is a crucial part of ensuring that the works progress as intended, both in terms of quality and compliance.

The Ministry of Water, Sanitation and Irrigation Cabinet Secretary Sicily K. Kariuki (Mrs.) E.G.H carried out an inspection tour of Othaya Sewerage Project- Last Mile Connectivity located in Othaya Town, Nyeri County accompanied by Nyeri County Commissioner Lyford Kibaara, Irrigation Secretary Mr. Aboud Moeva, CEO Tana Water Works



Ministry of Water, Sanitation and Irrigation Cabinet Secretary Sicily K. Kariuki (Mrs.) inspecting the ongoing works for Othaya Sewerage Last Mile Connectivity Project

The progress of works was at 91% with the project set to be completed in October 2021. On completion, the project will benefit 15,000 people.

Cabinet Secretary Sicily K. Kariuki (Mrs.) E.G.H kicked off the inspection by visiting one of the major beneficiaries of the project, Othaya Girls Secondary School, who were already connected to the sewer line and accessing waste water treatment services. While speaking to the students present she emphasized on the importance of having a vision and encouraged the girls to work hard. She also donated 100 boxes of sanitary towels to the students.



Othaya Sewerage Treatment Works

Development Agency, Eng. Phillip Gichuki, CEO National Irrigation Authority Gitonga Mugambi, and other senior Government officials. The project scope of works included laying of 9Km sewer lines, construction of Gakindu Ablution block and a sludge drying bed.



Madam Sicily Kariuki at Othaya Girls High School

Through the Big 4 Agenda Vision of the Government, schools, hospitals and community members within Othaya Constituency will access waste water management services.

15,000

Beneficiaries of Othaya Sewerage Project Last Mile connectivity

Mureru Dispensary Water Supply Project in Kieni, Nyeri County Commissioned

Once a project is complete, it is important to inform the target population that the project is operational and safe to use. Project commissioning is the process of assuring that all systems and components of a project are designed, installed, tested, operated, and maintained according to the existing operational requirements. In the past six months, three TWWDA projects have been commissioned.

Ministry of Water, Sanitation and Irrigation Cabinet Secretary Sicily K. Kariuki (Mrs), E.G.H accompanied by Irrigation Secretary, Aboud Moeva, Tana Water Works Development Agency CEO Eng. Phillip Gichuki, Kieni MP Kanini Kega and other Senior Government Officials commissioned



Madam Sicily Kariuki drinking water from Mureru Water Supply project in Naromoru

Mureru Water Supply Improvement Project. Improvement of Water Supply for Mureru Dispensary was implemented under the Universal Health Care Programme. The water, sourced from Naromoru water and Sanitation Company is connected to the dispensary which serves an average of 2000 patients per month. Operationalizing this Project is a step towards realizing the Governments Big 4 Agenda. Through the implementation of strategic water infrastructure Mureru residents can access the essential health services they require.



Mureru Water Supply project steel elevated tank

Additionally, Ministry of Water, Sanitation and Irrigation, Principal Secretary (PS) Mr. Joseph Wairagu Irungu accompanied by area MP Mary Waithera Wamaua, Tana Water Works Development Agency, CEO Eng. Phillip Gichuki, Ms. Mary Nyaga from Murang'a Water & Sanitation Company Ltd (MUWASCO) Athi Water Works Development Agency and other senior officers commissioned Matanya Primary School Borehole in Murang'a County.



A beneficiary fetching water from a water point right outside her house watched by PS Joseph Irungu during the commissioning of Matanya Borehole

The borehole is equipped with a 10m elevated plastic water tank and one Kilometer pipelines laid to supply water to Matanya Primary school, Matanya Secondary School and the neighboring community with a target population of 2,000 people within the schools and 100 households. The National Development Implementation Technical Committee chaired by PS Ministry of Interior and Coordination of National Government, Dr. (Eng.) Karanja Kibicho accompanied by PS Ministry of Water, Sanitation and Irrigation Joseph Wairagu Irungu, CBS and PS Ministry of Infrastructure, Prof. Paul Mwangi Maringa inspected Water, Irrigation and education projects and programs in Kirinyaga County



PS Wairagu having a glass of water from St. Peter's Gathithiini Borehole

The PS Ministry of Water, Sanitation and Irrigation, Joseph Wairagu Irungu, CBS, accompanied by PS Ministry of Interior and Coordination of National Government,

Dr. (Eng.) Karanja Kibicho, PS Ministry of Infrastructure, Prof. Paul Mwangi Maringa and team from Tana Water Works Development Agency led by our Board Member John Mwangi Ndambiri from Kirinyaga County, Chief Manager, Finance & Resource Mobilization CPA, Nicholas Kanyeke, also inspected the ongoing construction of Kiamwenja Modern Market Borehole and commissioned St. Peters' Gathuthi-ini Secondary School Borehole which will serve both Gathuthiini Primary and Gathuthiini Secondary with a total population of 676 students, teaching and non-teaching staff.

UN SUSTAINABLE DEVELOPMENT GOAL 6 (SDG 6)



CLEAN WATER AND
SANITATION

Kenya
VISION 2030

THE BIG
EMPOWERING THE NATION



RAINWATER HARVESTING IN EMBU COUNTY



10,000 Litres tank used for water storage

Water scarcity is a critical constraint to Kenya's socio-economic development and its achievement of the Big 4 Agenda, Vision 2030 as well as the global development agenda detailed in the Sustainable Development Goals. Corporate Social Responsibility (CSR) initiatives by organizations strive to positively contribute to the environment, the public or the economy. One primary focus of CSR is the environment. Institutions, regardless of size, have large carbon footprints. Any steps taken to address climate change are considered good for both the organization and society.

Tana Water Works Development Agency (TWWDA) has implemented rainwater harvesting projects in three schools in Embu County as part of CSR. D.E.B Kangaru Primary School, A.C.K St. Paul Gakinduriri Primary School and A.C.K St. Barnabas Secondary School Kavengero all benefitted through roof and fascia board painting, supply and installation of roof gutters, downpipes and associated accessories, installation of 2-10,000L plastic tanks and construction of a handwashing point in each school. A total of 60,000 liters additional water storage capacity was been availed to 1,050 students and 37 staff members.

Embu Senator Hon. Peter Njeru Ndwiga, accompanied by Tana Water Works Development Agency CEO Eng. Phillip Gichuki carried out an inspection of the Agency's rainwater harvesting projects for

schools in Embu County. Hon. Peter Njeru Ndwiga commended the Agency for the good work and encouraged the school community to sensitize their neighbors about rainwater harvesting.



Rain Water Harvesting in A.C.K St. Paul Gakinduriri Primary School

Mrs. Anne Mwenda, Headteacher D.E.B Kangaru Primary School, Lucy Manasseh, Headteacher A.C.K St. Paul Gakinduriri Primary School and Mr. Charles Mbuko, Headteacher A.C.K St. Barnabas Secondary School Kavengero, expressed their gratitude to TWWDA, the Ministry of Water, Sanitation and Irrigation led by the Cabinet Secretary and the Government of Kenya for the projects.



Pupils washing their hands at a water point at DEB Kangaru Primary School

Rainwater harvesting is a viable water conservation alternative. It is the technology used to conserve rainwater by collecting, storing, channeling and purifying rainwater that runs off, for later use



Rain Water Harvesting from A.C.K St. Barnabas Secondary School Kavengero Dining Hall



ENG. PHILLIP GICHUKI, CEO TANAWATER WORKS DEVELOPMENT AGENCY SIGNING THE EVALUATION REPORT

PERFORMANCE CONTRACTING: ENHANCED SERVICE DELIVERY

Tana Water Works Development Agency (TWWDA) gained a composite score of 2.9426 (Very Good) as the Agency's annual Performance Contracting evaluation score which is an improvement compared to the previous year's score of 4.07 (Poor).

Performance Management in the Public Sector continues being one of the Government's strategy of enhancing efficiency and effectiveness in service delivery. Its implementation is expected to improve the quality of services rendered by the Sector.

Performance Contracting, is a medium for driving implementation of public policies, projects and programs with the aim of sustaining improvement in the performance of Ministries, Departments and Agencies. The results of the annual performance evaluation have demonstrated the need to embrace and sustain best practices that lead to achievement of targeted results with a clear focus of the beneficiaries- Kenyans.

Tana Water Works Development Agency (TWWDA) received the 17th Cycle Performance Contracting (PC) guidelines from the Public Service in June 2020. The guidelines required the Agency to identify the targets for 2020/2021 and prepare a Performance Contract for implementation.

Very Good

As a result, the management prepared the draft PC FY 2020/21 which was approved by the Board and later negotiated and vetted with the Ministry of Water, Sanitation and Irrigation. The final copy of PC FY 2020/2021 was signed by Cabinet Secretary, Ministry of Water, Sanitation and Irrigation on 30th October, 2020. The counter signing by the Cabinet Secretary National Treasury was done on 8th March, 2021.

The Agency implemented the 17th Cycle Performance Contracting (PC) between June 2020 and July 2021 as per the issued PC guidelines for FY 2020/21. The Management submitted the four progress quarterly reports as well as the annual performance report to the Ministry of Water Sanitation and Irrigation. The reports were also submitted to the Public Service Performance Management and Monitoring Unit (PSP&MMU) through the Automated Performance Evaluation Platform.

The Agency scored excellently in the categories of Pending bills, Access to Government Procurement opportunities (AGPO), Promotion to Local Content in procurement, Youth Internships/attachments and the Mandera Water Supply project.

Composite Score

2.94

TEAM SPIRIT



By Irene Wambui Mutahi

There are many theoretical possibilities one expects to encounter in the workplace while in school. TWWDA, for me, has proved to be the best organization with numerous opportunities where one can gain practical industry experience in various professions.

I joined TWWDA as an intern in July 2021, and was received warmly everyday by my colleagues as I carry out my day to day activities. My first week at work was full of anxiety since I never knew what lay ahead, but as the days went by, all the negative emotions disappeared.

The various field activities and assignments I have undertaken, together with my colleagues, have taught me the importance of working as a team, how to build self-confidence especially while handling assignments at work and how to handle difficult situations in life. Additionally, I have been able to contribute towards the Agency's implementation of the Quality Management System by keeping detailed records with great support

from the Registry office. One cannot talk about TWWDA without mentioning the various opportunities that the organization offers to its staff. During my time here I have been assigned various field assignments, with the guidance of my immediate supervisor and other colleagues, mainly Environmental site inspections. This has enabled me to identify the gaps that are there especially in environmental conservation and safety compliance amongst contractors and the general public.

I have also gained a wealth of knowledge through sensitization workshops focusing on Drugs and Drug Abuse, Road Safety Awareness, Citizens' Service Delivery Charter, Access to Information, Complaints Handling, Business Process Reengineering, Mental Health and wellness and HIV/AIDS.

As is the nature of things, challenges do emerge time and again in the workplace. TWWDA has a complaints framework in place which it addresses both internal and external issues that arise. This coupled with the staffs' positive attitude ensure all challenges are addressed accordingly.

Working at TWWDA is the best thing one can experience as one is able to gain current, insightful industry experience. The existing team spirit at TWWDA should be emulated by other institutions. Not only does it create a positive organizational culture, it also increases productivity and as such ensures the Agency achieves its set objectives.

I am grateful to be part of the TWWDA family and look forward to contributing towards ensuring there is Quality Water Works for Improved Livelihoods.

TREMENDOUS GROWTH



By Johnson Mwari

I joined Tana Water Works Development Agency on 9th August 2021 as a Planning/Economist Intern. As an Economics graduate, my goal was to find a working environment where I can showcase my academic competence and acquire work-related skills in my field of study. I have always wanted to work in an environment that can enhance my career growth while providing me with an opportunity to leave a positive impact in society. After familiarizing myself with the Agency's background information, mission, vision, and core values, undoubtedly, TWWDA was the place to be.

Being one of the nine (9) Water Works Development Agencies in Kenya, TWWDA has been at the forefront in ensuring that Kenyans within its area of jurisdiction have access to safe drinking water and enhanced sanitation. I am honored to be a part of the team that works tirelessly in ensuring that the Agency's objectives are met. Under the Research, Strategy, and Planning Division,

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I have experienced tremendous growth as a professional. TWWDA has allowed me to work with great minds and as such I have experienced unmatched academic achievements and work experiences.

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through the guidance of my supervisor and the collaboration of my colleagues, I have been able to work with various functional areas that ensures the smooth running of the Agency's operations. Through interaction with people from the various departments, I have come to understand that Quality Water Works for Improved Livelihoods is not just an ideology but what drives them and has become a part of their system.

In the four months that I have worked in the organization, I have experienced tremendous growth as a professional. TWWDA has allowed me to work with great minds and as such I have experienced unmatched academic achievements and work experiences. The team at TWWDA has given me the best learning environment by being informative with a ready-to-guide attitude. The guidance provides room for growth and makes one feel that they belong. The harmony, diligence, and precision shown by TWWDA staff prove why people refer to them as the winning team. While many people dream of winning, the TWWDA fraternity works hard to achieve success, and thus I am glad to be a part of that community.

PART OF THE WINNING TEAM



By Anonymous

**What we are doing
should impact
'Wanjiku'
Eng. Philip Gichuki**

Every first Monday of the month we hold a prayer breakfast and staff meeting, a new culture introduced by our CEO Eng. Philip Gichuki. We usually begin with Prayers and thereafter the staff meeting where every department/division head presents an account of activities they have carried out in the previous month and their plans for the coming month which are geared towards achieving the Agency's overall objectives. As I sit through these meetings, I get to hear about projects that are impacting thousands of people in places I never knew existed.

How can that be, yet I work in Tana Water Works Development Agency? See, I am part of the "office support". It may sound dull but it is a very important function; have you ever heard of a table without legs? or a building without a

foundation? On this particular Sunday, at about 12 pm, I called my taxi Guy as I was about to leave a

joint I frequent for home. Mr.k arrived and I stepped out and dash into his vehicle. We exchanged pleasantries and he went right into small talk. Exhausted from all the "sherehe", I just want to get home so I pretended to listen, giving him the nod here and there feigning interest.

As he spoke about the recent political atmosphere in the country, I uttered my usual 'a change is coming' phrase, for I have no interest in politics.

**We are the
Winning
Team!**

After a long pause, he smiled, "just like my home area." he said. I had already drifted off into my own thoughts; trying to remember if I had ironed my corporate shirt for Monday's prayers and staff meeting. But then again, I could do that in the morning. I wondered what time it was and quickly glanced at my phone only to realize it was almost 3pm. "I am from Kieni," Mr. K said. I gave the usual oh. "Ever heard of Kinyaiti?" he asked. I was sure I had heard of Kinyaiti but I couldn't place my finger on where from exactly. Now I was interested; my eyes opened wide and I sat up.

I vaguely remembered TWWDA being involved somehow in that Kinyaiti business; I

tried to recall the Technical Departments presentations during the Monday meetings.

Now very invested in the conversation, I scrolled through the TWWDA Staff WhatsApp group looking for any information about it. I landed on Mr. Kanyugo's video which was captioned Kinyaiti @ 51m3/hr. I wasn't sure what that meant but the conversation following the video confirmed that it was a borehole under construction. "You know we are doing great things in Kinyaiti, we just drilled a borehole," I told the cab driver. He looked at me in shock. "I work in Tana Water works Development Agency," I went on "You have picked me up there severally,"

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Children are now able to go to school; our wives do not have to walk over long distances to fetch water
Mr. K

-----”--

His face beamed with excitement as he told me about the impact the borehole has had in his home village and how excited the community is to have water; something that's not been there since 1984. "Children are now able to go to school; our wives do not have to walk over long distances to fetch water" he continued throughout the trip. At the end of the trip, he sent his thanks and regards to the CEO and all my colleagues. As I went to sleep that day, I started anticipating the monthly prayer and staff meeting which were a few hours away. "We are the winning team," said Eng. Ngugi, Chief Manager Technical Services, during one of the meetings. These words rang through my mind as I dozed off.

I finally understood what our CEO says, when he emphasizes that what we are doing should impact 'Wanjiku'. I felt very fulfilled that even as the "office support", I have now directly impacted someone's life. My cab driver didn't even want to know what I do in the Agency, all that mattered to him was that I am part of the team that brought water to his village.



Kinyaiti Residents lining up to fetch water from the freshly drilled Kinyaiti Borehole

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It takes a lot of people to make a winning team. Everybody's contribution is important
Gary David Goldberg, Writer,
television producer
film producer

-----”--

KNOWLEDGE IS POWER

Training and development is an essential function in today's ever-changing and fast-paced corporate world. There is enormous value in organizing proper employee training and development sessions. Employees can benefit from training in order to learn new skills, improve existing ones, perform better, increase productivity, and become better leaders. Because an organization is the sum of its employees' individual accomplishments, organizations should do everything in their power to ensure that their employees perform at their best.

Over the last 6 months Tana Water Works Development Agency has organized six sensitization workshops for Staff and our stakeholders. The workshops held were Gender Mainstreaming, HIV/AIDS and wellness, Citizens' Service Delivery Charter, Complaints Handling and Business Process Re-engineering, Information System Management Security (ISMS) training, and ISO 9001:2015 QMS in preparation for recertification this year.

HIV/AIDS and Wellness Training

HIV and AIDS have posed a significant challenge around the world, affecting the Human Resource that nations rely on for long-term development. It primarily affects people between the ages of 15 and 49, who make up the most productive workforce. The loss of skilled labor, squandered man hours, and declining individual wellness, among other socioeconomic issues, have a significant impact on national and organizational productivity. The Agency is dedicated to ensuring that the staff, family, and stakeholders are physically and mentally healthy as they carry out their daily duties. The HIV/AIDS and wellness training for staff and water service providers is designed to raise awareness about the prevention of HIV/AIDS infections while also promoting Universal Health Care (UHC) through disease prevention and wellness of



TWWDA staff during the HIV/AIDS and wellness training facilitated by the National Nurses Association Of Kenya (NNAK) Ngeri Branch and Outspan Hospital

staff and family members through HIV counselling and testing, cancer screening, blood pressure, blood sugar, and BMI screening, and mental health promotion. This will ensure that the workforce is in good health.

Gender Mainstreaming

Gender mainstreaming is a global strategy for achieving gender equality, which is a critical driver of long-term economic development. It is critical that a gender perspective be incorporated and institutionalized in Kenyan institution operations. Gender mainstreaming is also critical for ensuring men's and women's human rights and social justice. The Agency has recognized that gender mainstreaming must be supplemented with inputs aimed at bridging specific gaps in the promotion of gender



TWWDA staff and stakeholders undergoing gender mainstreaming training held at Bantu Africa Resort

equality. To that end, TWWDA held a one-day gender mainstreaming workshop aimed at providing participants with information on how socially constructed gender norms affect the daily lives of men and women, providing a space for participants to identify and address



Gender Mainstreaming facilitator from the Ministry of Public Service, Youth and Gender Affairs

the harmful impact of gender norms, and providing participants with the knowledge and skills needed to mainstream gender into their respective workplaces. The government is seeking to ensure that all members of the public are included, including those with special needs. The main goal of the gender mainstreaming workshop attended by staff and TWWDA stakeholders is to promote equality and anti-discrimination.

Citizens' Service Delivery Charter, Complaint Handling, and Business Process Re-engineering Training



Mr. Beato Migwi, Manager Corporate Communications and Public Relations giving his presentation at the Citizens' Service Delivery Charter, Complaint Handling, and Business Process Re-engineering Training.

In an effort to improve service delivery through the use of enhanced customer-focused processes. Through a workshop, TWWDA educated staff and stakeholders on the Citizens' Service Delivery Charter, Complaint Handling, and Business Process Re-engineering. Business process re-engineering (BPR) is the process of changing an organization's major functions in order to increase efficiency,

improve product quality, and/or reduce costs. It begins with a thorough examination of the company's workflows and the identification of key areas for improvement.



TWWDA staff and WSP's representatives at the Citizens' Service Delivery Charter, Complaint Handling, and Business Process Re-engineering Training.

Business Process Re-engineering (BPR) allows organizations to examine, question, and redesign their service delivery processes in order to better serve their customers. As a result, BPR is a key driver of service improvement and innovation.

Furthermore, a well-formulated Service Charter is a bedrock of every organization in achieving citizen-focused service delivery; an implementable Service Charter guides management in achieving the institution's mandate, vision, and mission. To create and fully implement a Service Delivery Charter, their leadership must have complete buy-in and commitment.

A complaint is a form of expression of dissatisfaction. Humans have always expressed discontent, displeasure, or disapproval about various issues since the beginning of time. Over time, businesses, organizations, and even governments have accepted this unavoidable phenomenon and attempted to find solutions to complaints. As fate would have it, while the ideal scenario would be a complete absence of complaints, the concept may appear too implausible and impossible to achieve. The training focused on critical complaints management principles, root-cause analysis,

and the value of complaints in shaping an organization's policies and procedures highlighting threats, and opportunities for improvement.

Information Security Management Systems (ISMS) Training

According to global reports, computer-related crime, also known as cybercrime or computer crime, is on the rise. As a result, organizations lose billions of dollars each year, including \$500 billion in 2013. In Kenya, the banking sector is estimated to have lost KES 1.5 billion during the same time period due to cybersecurity failures. Experience has shown



Mr. Joseph Githinji, ICT manager, TWWDA opening the ISMS training forum

that proactive information security approaches reduce the likelihood of loss due to cybercrime. Information security management provides a systematic approach to combating cybercrime. We must secure our systems, but we must also put the human factor to the test through training and capacity building. TWWDA held a 2-day training on information security management systems (ISMS) with staff and representatives from water service

providers (WSPs) in the agency's jurisdiction, facilitated by ICT Authority, to raise awareness about the importance of securing our information assets within our institutions. This will assist participants in understanding the "why, what, when, how, and who" of cybercrime and counterstrategies, appreciating the need for a systematic approach to information protection against cybercrime, understanding approaches and methodologies for effective information protection, comprehending the roles and responsibilities of key players in cybercrime prevention, and learning practical steps towards sound information security management and demonstrating how to plan, develop, and implement information security management. In the context of ISMS, the key issues relating to information are information Confidentiality, Integrity, and Availability. The information security awareness training will ensure that all key aspects of information access, retrieval, dissemination, and storage are reviewed to ensure the quality and security of information in our organizations.



TWWDA staff, staff from various Water Service providers and Facilitators from ICT Authority pose for a photo after the ISMS training



Facilitator from ICT Authority

Training is important because it allows employees to expand their knowledge base and improve their job skills, allowing them to be more effective in the workplace. This is why Tana Water Works Development Agency is committed to ensuring that their staff and stakeholders are constantly trained in order to improve their skill set and keep them informed.

MONTHLY PRAYER BREAKFAST MEETING

**For where two or
three gather in my
name, there am I
with them.**

**Matthew 18:20
NIV**

Our daily tasks can sometimes feel like wild animals trying to charge at us at full speed. We can halt the stampede by asking the Lord to reset our minds, calm our spirits, and tune our souls to Him and His will. We should encourage our teammates to do so as well. Matthew 18:20 God promises that He will be present when two or more gather in His name. We cannot separate our relationship with God from our relationship with His people. We miss out on leveraging the prayers of others if we limit our prayers for our organizations to private times of prayer.



TWWDA Staff during a prayer breakfast meeting

Tana Water Works Development Agency (TWWDA) has continued to hold monthly prayer breakfast meetings, and on August 2nd the Agency held its 4th prayer breakfast meeting, which was led by Apostle Jane Gathuma, Senior Pastor, Kingdom Family Church, Nyeri.



Apostle Jane Gathuma, Senior Pastor, Kingdom Family Church, Nyeri.

She spoke about fulfilling God's plan for our generation. Apostle Jane reminded us that we all have different abilities, and our abilities in the Agency are what we use to advance the course of TWWDA and fulfill its mandate to fulfill God's purpose. She concluded her teachings by reminding the TWWDA team that we were all created by God for a specific purpose and that we should each fulfill our individual God-given assignment by giving our all.



Pastor Grey Gitonga of the SDA Othaya and Tetu Districts

Pastor Grey Gitonga of the SDA Othaya and Tetu Districts led the 5th monthly prayer breakfast meeting. The day's word emphasized Christ as the source of wisdom. The TWWDA team was reminded that if we are rooted in Christ, the solid rock, we will be able to withstand any challenges that come our way, and if we dedicate the Agency to God, He will honor it.



Pastor Cyrus Kiambi of Living Faith Ministries Othaya

Stewardship was the theme of the 6th monthly prayer breakfast meeting, which was held on October 4th, 2021. Pastor Cyrus Kiambi of Living Faith Ministries Othaya led the event. He reminded us that we all have God-given gifts that we should use to ensure that the mandate is carried out and the Agency's vision and mission are realized. As stewards, we are all called to manage God-given abilities and have a responsibility to treat our jobs with dignity. We are responsible for the opportunities that have been provided to us in our various capacities within the Agency.



Pastor Cyrus Kiambi dedicating one of the offices in Maji House Annex

The Agency was pleased to open, launch, and dedicate Maji House Annex, our new offices in Kamakwa, in the same month.

In attendance were board members: Dr. Muthoni P. Nkoroi, Mr. David Njagi Ngonge and Ms. Winfred Mwai.

As the Agency welcomed the new month of November, Prophetess Winnie Andrew of Rhema Missionary Outreach International led the Agency in its 7th monthly prayer breakfast meeting, which was held on November 2nd,

2021. Staff was encouraged to align with God's word, and we would be purified. It is a new season, and God is giving us a chance to accomplish what we were unable to do in the previous month. The day's teaching, derived from Luke 4:1-30, encourages us that no matter what challenges we face, we have a limitless God who will prepare a way for us. As we go about our daily activities at work, we are reminded that whatever positions we hold, we are all equal before God.



Prophetess Winnie Andrew of Rhema Missionary Outreach International

December is a month when many people reflect a little more than usual. People are reminded of loved ones who have passed away and how important family is. They reflect on work highs and lows, as well as personal triumphs and failures. Reverend Father Anthony Macharia led the Agency's final breakfast prayer meeting of 2021 on December 7th. The word of the day reminded everyone that the stability gained from God's presence in our lives allows us to have a solid foundation in our personal and professional lives. He encouraged us to keep going with God as we enter the new year of 2022.



Reverend Father Anthony Macharia

WHO WE ARE



ABOUT US

Tana Water Works Development Agency (TWWDA) is one of the nine (9) Water Works Development Agencies established under the Ministry of Water, Sanitation and Irrigation. TWWDA's area of geographic jurisdiction is five (5) Counties namely; Nyeri, Kirinyaga, Embu, Tharaka-Nithi, and Meru. The total area of coverage is 17,193 Km square with a total population of 3,917,065 as per the 2019 Kenya Population and Housing Census.

The Agency focuses on the attainment of sustainable access to quality water and enhanced sewerage services for all residents within the area of its jurisdiction through development, maintenance and management of national public water works.



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