

**WATER AND SANITATION SERVICE DELIVERY IN THE
HIGH DENSITY AREAS OF KITWE**

BY

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**A Dissertation submitted to the University of Zambia in Partial Fulfillment of
the Requirements of the Degree of Masters of Public Administration (MPA)**

THE UNIVERSITY OF ZAMBIA

LUSAKA

2013

I, Samuel Nkowani, declare that this dissertation:

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APPROVAL

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ABSTRACT

This dissertation investigated the nature and extent of the inadequacy of water and sanitation service delivery and access in the high density areas of Kitwe, in particular Wusakile, Buchi, Chimwemwe, Kapoto, Mulenga and Chipata.

The nature of water supply and access examined service coverage and the type of water services (in-house water connections, water kiosks, yard and communal taps). Other services related to the provision of piped water supply were also examined and followed by an assessment on the levels of customer satisfaction with availability, affordability, quality and quantity. The capacity of the Nkana Water and Sewerage Company, the service provider was also investigated.

The study revealed that piped water supply was accessed by 180 (60%) households through in-house water connections, water kiosks, yard and communal taps. Satisfaction revealed that in terms of availability, quality and quantity, the services were far from satisfactory and various reasons were provided. A total of 120 (40%) households, all coming from informal settlements were found using unsafe sources and, therefore, portable water had not reached them. The use of hand dug wells was discovered to be prominent.

The nature and extent of the inadequacy in solid waste removal were investigated together with the capacity of the Kitwe City Council and the Private Waste Collectors. The extent of satisfaction with door-to-door waste collection, collection of waste on communal waste points and market dumpsites were examined. Similarly, the nature of and access to sewerage services and the capacity of the Nkana Water and Sewerage Company was also investigated.

It was found that only 103 (34%) households access sewerage services (flash in, flash out and communal toilets). The majority 197 (66%) households were discovered to be using unsanitary pit latrines as the alternative methods of human waste disposal. Access to solid waste removal services was found equally low with only 90 (30%) households accessing the services. The inadequacy in solid waste removal was further evidenced by the use of open spaces, streets/road alleys and hand dug pits as alternative methods of solid waste disposal.

Keywords: Kitwe, Water Supply, Sewerage Services and Solid Waste Disposal, Nkana Water and Sewerage Company, Kitwe City Council

DEDICATION

This dissertation is dedicated to my wife, Mrs. Gwen Malama Nkowani and my daughter, Kanekwa Nkowani.

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ACRONYMS AND ABBREVIATIONS

MSWM - Municipal Solid Waste Management
ECZ - Environmental Council of Zambia
NGOs - Non - Governmental Organizations
UN - United Nations
UNDP - United Nations Development Programme
USAID - United States Agency for International Development
DTF - Devolution Trust Fund
ADB - Africa Development Bank
AHC - MMS - Asset Holdings Company - Mining Municipal Services
ZCCM - Zambia Consolidated Copper Mines
NWASCO - National Water Supply and Sanitation Council
KCC - Kitwe City Council
NWSC - Nkana Water and Sewerage Company
CBOs - Community Based Organizations
RDCs - Resident Development Committees
MDGs - Millennium Development Goals
GTZ - Germany Technical Cooperation
UNZA - University of Zambia
MLGH - Ministry of Local Government and Housing
JICA- Japanese International Cooperation Agency
ICTs - Information Communication Technologies
CSO - Central Statistical Office
KCM - Konkola Copper Mine
MCM - Mopani Copper Mine
UNICEF - United Nations Children's Emergency Fund
GRZ - Government of the Republic of Zambia