

April - June 2023 Issue

VALLEY H₂O

CENTRAL RIFT VALLEY WATER WORKS DEVELOPMENT AGENCY
E-NEWSLETTER

Issue 007



CONTENTS

It's All Systems Go For the 1st KTSWSSP Project.....4

AfDB Team Gives a Nod to CRVWWDA Projects..... 5

AfDB Team Gives a Nod to CRVWWDA Projects.....6

CRV- Water Showcase Projects at an Int'l. Fete..... 7

CRV- Water Participates in 1st kenya Urban Forum..... 8

CRV-Water Plants Ten Thousand Trees 9

It's All Systems Go For the 1st KTSWSSP Project.....10

Road safety awareness..... 10

Pictorial..... 11

Our Complaints Handling procedure..... 12

Cover Photo: Narok Town Sewerage Project

EDITORIAL TEAM

EXECUTIVE EDITOR :

Eng. Samuel Oruma

EDITORIAL COMMITTEE

1. CPA Douglas Murei, Editorial Chair
2. Carlos Cheluget MPRSK, Chief Editor
3. Philip Kimeli, Member
4. Lilian Chepchumba, Member
5. Caren Lagat, Member

WRITERS

1. Sally Ogeya
2. Pauline Moraa
3. Rachael Njambi

TECHNICAL RESEACHERS

1. Sally Ogeya
2. Kennedy Kurgat

GRAPHIC DESIGNER

Pauline Moraa

Editor's Note



Carlos Cheluget

Welcome to Valley H₂O Newsletter.

We are awake to another opportunity to tell our story this quarter on Issue 007.

This being the last issue this financial year, the Agency was a beehive of activities starting from a presidential commissioning to participation in water forums , exhibitions of uor projects and tree planting exercises across counties in our jurisdiction.

I am hopeful that our esteemed readers will find this issue insightful. kindly feel free to interact with us through our feedback mechanism.

Karibuni sana.

Chairman's Statement



Amb. Boniface Muhia.
Chairman.

The last issue in this Financial Year is packed with activities.

We acknowledge H.E. The President Dr. William Ruto's visit to our area in the commissioning of one of our success projects, "The Narok Town Sewerage Project".

I am indebted to the Board, Management and Staff for their commitment towards the realization of the Agency's Mission.

This quarter, we were fortunate to have engaged in water forums that expanded our knowledge on water issues through insightful dialogues with our stakeholders.

I am pleased to state that we are open for partnerships and engagements that will enhance productivity in our service delivery to mwananchi in our region.

May this issue enlighten all our readers.

Chief Executive Officer's Statement



Eng. Samuel Oruma.
Chief Executive Officer.

The Agency's undertakings in this particular issue depicts success in our mission.

Our focal point in this issue being the highlight of the progress of AfDB projects under the Rift Valley Cluster, I'm pleased to state that several of them are near completion while some are complete.

I'd like to thank H.E. the President, Dr. William Ruto for visiting our region and commissioning the Narok Town Sewerage. I am delighted to point out that this project will shift the paradigm of sanitation in the tourism County.

Our focus remains steady on fast tracking the completion of our on-going water projects.

The Agency also commits to collaborate with the Ministry to push to realization the Presidential Directive on tree planting. So far, we have planted more than ten thousand trees in this quarter with the aim of restoring our water towers.

I welcome you to the 7th Issue of Valley H₂O.

It's All Systems Go For the 1st KTSWSSP Project



The Agency's CEO Eng. Oruma Does a presentation on Narok Town Sewerage Project to the President

The President of the Republic of Kenya, H.E Dr. William Ruto commissioned the anticipated Narok Town Sewerage project in Narok County.

This much-awaited commissioning of the 1.7 Billion sewerage project was celebration filled as the locals appreciated the efforts of the Government of Kenya, and the Agency for fast implementation and completion of the project.

Narok Town Sewerage project is a game changer to the residents of Narok Municipality, coming at a time when Narok town was facing sanitation challenges leading to spread of water borne diseases.

The Government of Kenya received financing from the African Development Bank in form of a credit towards the "Kenya Towns Sustainable Water Supply and Sanitation Program (KTSWSSP).

The aim of the program is to improve the quality of life and reduce poverty levels of the population of Kenya through provision of water and sanitation services on a sustainable basis.

Addressing the residents of Narok, The President applauded the Agency under the Ministry of Water Sanitation

and Irrigation, for the seamless implementation and completion of the project, being the first project to be completed under the Kenya Towns Sustainable Water Supply and Sanitation programme (KTSWSSP) countrywide and within its stipulated timeline. He took the platform to assure the residents that the Last Mile Connectivity will be up and running as soon as possible.

He also urged the local leaders and the residents to safeguard the project that aims to improve their living standard by keeping proper sanitation status of the town.

Consequently, the residents pledged their full commitment to ensure the security of the project premises which was handed over to Narok Water and Sanitation Company (NARWASCO) and ready for operation.



The Agency's CEO Eng. Oruma welcomes the President

AfDB Team Gives a Nod to CRVWWDA Projects



The Task Manager KTSWSSP Eng. Emily Kilongi, engages the Agencies during the mission.

A delegation from the African Development Bank Group (AfDB) led by Emily Kilongi arrived in Bungoma County to supervise the inclusive Water and Sanitation Projects in the Rift Valley Cluster that comprises of the CRVWWDA, LVSWWDA, LVNWWDA and NRVWWDA from 28th – 29th April 2023.

The supervision mission started with a meeting comprising of the Ministry of Water, Sanitation and Irrigation, water project beneficiaries and their stakeholders. The event started with project implementation overview and later proceeded to a Q&A session.

There were also round table discussions with the County Government officials, beneficiaries and other stakeholders on the concerns they raised during the Q&A session.

As per the itinerary, the delegation picked a few of the project's sites and assessed projects physical implementation progress.

Projects inspected included: -

- **Ugunja-Sega-Ukwala Water Supply Project**

which is the Ksh1.2b Water and Sanitation Project in Siaya County that consists of a water intake at Nzoia River, water treatment works and water tanks is expected to benefit more than 100, 000 residents from Ugenya and Ugunja Constituencies.

The flagship project that is nearly complete is expected to solve the current water and sanitation challenges experienced in the county.

For the longest time Ugunja, Segal and Ukwala received water from an intermittent supply of boreholes that breakdown frequently.

Cont. in Pg. 6



On-going laying of pipes in Kakamega Town.

Continued from page 5.

• Malaba Water Supply Project

Malaba town popularly referred to as a vision 2030 flagship town continues to grow at a fast rate in population and infrastructural development.

To sustain the increased demands in the town, the Agency launched the water supply project whose target is to solve the water challenges in the town.

For the longest time water demand for Malaba town was projected to be 5,000,000 liters per day but once the project is complete the town water supply is projected to increase to 8,150,000 liters a day.

• Kakamega Last Mile Connectivity

The delegation lastly inspected the ongoing construction works of the Last Mile Connectivity for Kakamega Town Lot 1. Construction of Last Mile Connectivity for Kakamega Town Lot1- entails laying of sewer pipeline, rehab of Quarry Waste Water Treatment Plant and of Boundary Waste Water Treatment Plant.

Accompanied by the stakeholders and the Agencies, the mission team appreciated the rate of implementation of these projects under Rift Valley Cluster despite several challenges experienced during the tenure.

The purpose of the mission was to evaluate the conformity of projects implementation with project objectives and description at appraisal, identify major constraints impeding project implementation, and formulate recommendations for the alleviation of identified constraints.

The Multi-billion program financed by the African Development Bank (AfDB) seeks to increase access to basic water and sanitation services in the country, that was launched in 2015, aims to resuscitate and rehabilitate Water supply infrastructure in 19 towns in the country, construct sanitation infrastructure in 17 towns, Provide more than 2.1 million people with reliable and sustainable water supply services, Provide more than 1.3 million people with water-borne sewerage systems and creation of more than 15,000 new jobs during and after construction.

Benefits of the Programme:

Two-thirds of Kenyans live in poverty, making less than ksh.100 a day. As a result, the majority of Kenyans, particularly women and girls, can be considered chronically vulnerable. With a large gap between the rich and poor, many Kenyan

families suffer poor nutrition, food insecurity, and preventable diseases.

1. Agriculture

The KTSWSSP has improved water access in the country. Since independence, its existence has enhanced food security and increase incomes through improving the access to water which is an enabler in the agricultural sector that includes dairy, livestock, horticulture, and staple foods.

2. Residents

The program has made clean water accessible to the residents in our area of jurisdiction and across the country. Diarrheal diseases are the third leading cause of death in children under age five according to WHO. Access to household water, sanitation, and hygiene services reduces diarrheal and other infectious diseases.

3. Environmental Conservation

As quoted in the Agency's Strategic Plan 2021-2026, only 62% of Kenyans have access to improved drinking water and even fewer (26%) have access to improved sanitation. The program focuses to increase access to water and sanitation services. The Program at the same time hopes to protect water catchment areas through the intensive drive for tree planting campaign.

4. Trade

The need for reliable access to water and pollution limitations is well recognized among Businesses. In Kenya, both the public and private investments are aware that improved water management and reliable access to water is good for local and national business and consequently international trade. KTSWSSP aims to create an enabling business environment at all stages through enabling access to water and sanitation.



Inspection of Ugunja Water Supply Project, Treatment Works

CRV- Water Showcase Projects at an Int'l. Fete



Agency's CEO Eng. Samuel Oruma presents exhibited projects to Cabinet Secretaries during the Sanitation Int'l conference.

CRV- Water participated in the Kenya Water and Sanitation International Conference and Exhibition 2023, which took place in Mombasa.

The conference that ran from 19th -23rd June under the theme: "Harnessing Technology and Innovation to Accelerate Access to Safely Managed Water and Sanitation for all", sought to explore technology in accelerating water and sanitation access.

Further, the five day conference was expected to bring together Water and Sanitation stakeholders to discuss means to leverage innovative financing and technologies to accelerate access to portable water and safe Sanitation for all.

The Agency's Chief Executive Officer Eng. Samuel Oruma had the privilege to host the Minister for Water, Sanitation and Irrigation Hon. Alice Wahome, Minister for Cooperatives and SMEs -Simon Chelugui among other dignitaries in the Agency's exhibition booth on the 3rd day of the Kenya Water and Sanitation International forum.

Eng. Oruma presented the displayed success projects among which; the complete Narok Town Sewerage

Project, Naivasha Industrial Park Water Supply Project and Ol-Kalou Town Sewerage were featured. He also showcased upcoming projects that included; Itare Dam, and the anticipated Nakuru Bio-diversity Project that is meant to spin Nakuru County's Sanitation to the best when complete. Together with that, major planned Water Supply projects that await funding were highlighted.

During the conference, the Minister for Water Sanitation and Irrigation, Hon. Alice Wahome stated that effective water management is and will continue to be a priority in the Governments' Agenda. Hon. Alice urged Water Works Development Agencies and Counties to work together to ensure faster implementation of water projects.

The conference that came at a time when the country is experiencing major challenges as a precipitate of climate change saw the Co-operative and SMEs' Minister, Simon Chelugui vouching for harmony between the two institutions. He emphasized that the collaboration between the two would go a long way in accelerating the actualization of the Government's Agenda on ensuring Kenyans have access to safely managed water, sanitation and infrastructure.



CRVWDA's Eng. Alice Nyawira attends to visitors at the Agency's exhibition booth

CRV- Water Participates in The 1st EDITION OF KENYA URBAN FORUM

“Dependable water and sanitation infrastructure is key in the realization of the Government’s Agenda on urbanization and planning.” These were words from Eng. Alice Nyawira who represented the Agency’s chief Executive Officer during the 1st ever Kenya Urban Forum.

The forum officiated by H.E The President of Kenya Dr. William Ruto on 14th June, 2023, saw a significant number of both Local and foreign investors discuss strategic pathways to inclusive and sustainable urbanization in the country and its environs.

The President emphasized that Urbanization is a defining trend of the next phase of social economic development

and is a matter that should occupy us immensely because sustainable solutions are urgently needed to enable our country govern effectively and serve efficiently.

The forum provided a high level platform for raising awareness on sustainable urbanization among stakeholders and constituencies which include the general public.

The fora enabled inclusive open debates, sharing lessons learnt, an exchange of the best practices and policies that were meant to enhance a focus on collective knowledge of sustainable urban development.

Urban resilience, climate change and environment topics were also discussed during the forum with the Governor of Vihiga County, Dr. Wilber Ottichilo vehemently addressing the need for waste water management and reduction if not elimination of air pollution in urban setup.

“The first step in urbanization should be to create policies that will eradicate the threat of urbanization to our environment”, he Said.

The three day forum delved deeply on offering solutions to the matters affecting urbanization in the country.



CRVWDA's officer Kennedy Kurgat attends to guests during the exhibition.

CRV-Water Plants Ten Thousand Trees



The Ministry of Water in conjunction with the Agency during the ministerial tree planting exercise at Kuresoi Itare Dam site.

Central Rift Valley Water Works Development Agency in conjunction with the Ministry of Water and other partners managed to mobilize and plant more than 10,000 indigenous tree seedlings in Itare Dam site in Kuresoi, Nakuru County on 15th June, 2023.

The Ministry spearheaded the campaign as part of the continuous ministerial tree planting and rearing exercise targeting more than 10 million trees in more than 10 national water installations with the latest exercise being the Kwale and Lamu Tree planting.

Speaking during the ceremony attended by stakeholders and communities living around the dam, the desk officer in charge of tree planting at the Ministry Kennedy Ondieki congratulated the community for the support towards the exercise and further appealed

to the members of the public to own the program.

Ondieki emphasized that the benefits of the thick forest they are rearing will be of great impact to the water catchment and the environment in the near future.

He appreciated the students in the exercise terming them Young Environment Ambassadors.



Residents of Kuresoi plant trees at Itare Dam Site

Also present during the event was the County Executive Committee member for water Dr. Nelson Maara, Deputy County Commissioner Kuresoi South, Albanus Ndosu among other leaders.

The Agency was represented by the Manager Human Resources Leah Tanui, on behalf of the General Manager - Corporate Services CPA Douglas Murei.

It's All Systems Go For the 1st KTSWSSP Project

Continued from page 4.

The program has been implemented in 28 towns and consists of large and small sub-projects throughout Kenya.

Consequently, it contributes to the development of water supply infrastructure in 19 towns, and sanitation infrastructure in 17 towns under the Rift Valley cluster.

Narok Town Sewerage project is a 1.4B sanitation project that is meant to serve residents of Narok Town Municipality with its scope including 28.7km secondary sewers, 14.2km trunk sewer, 10.8km main trunk sewer, 3,500m³/d sewage treatment works and also encompasses a Last Mile Water Connectivity component.



President Dr. Ruto plants a ceremonial tree during the commissioning

The Sewerage component will make sustainable sanitation accessible for 178,000 people by 2028, leading to preservation of environment and water resources.

In addition, the Last Mile Water Connectivity component is expected

to increase water supply coverage in the area, reduce Non-Revenue Water / water loss and increase access to clean water by residents.

The tourism hub anticipates an escalation in revenue as a result of the proper waste management system.

Road Safety Awareness

ABIRIA WANA HAKI
ya kusafiri salama
#Deresmart

USALAMA BARABARAN!

NTSA
ntsa_kenya

Pictorial - Mogotio Go Green



Pupils pick tree seedlings for planting.

CWVWDA partnered with the Women Enterprise Fund and other water stakeholders to launch the Kipsogon Tree Planting Initiative on 5th May, 2023 in Mogotio Constituency, Baringo County.

In a bid to reinforce the Government of Kenya tree planting campaign whose target is to grow 15 billion trees by 2032, 2000 seedlings were planted with the Agency donating 500 commercial seedlings in support of the course.

Speaking on behalf of the Agency's Chief Executive Officer Eng. Samuel Oruma, the Manager-Corporate Communications Carlos Cheluget stated the Agency is not only focused on delivering dependable water and sanitation services but also mitigating the effects of climate change in the country for future generations through its Social Corporate Responsibility Program.

In the same space, the Baringo County Executive Committee member for Water and Irrigation Hon. Richard Tamar urged the locals to seek funding to start seedling nurseries that will supply the demand for tree planting exercises in the country with the aim of restoring the forest cover.

"The County is committed to promoting environmental sustainability and proper management of the environment," he said.

The Agency implemented the Chemususu Water Supply Project which will serve the significant population of Mogotio and Eldama Ravine Counties.



Kipsogon Residents gather for a public sensitization on the benefits of trees.



The Agency's Manager, Corporate Communication Carlos Cheluget addresses the public during the event.



A pupil gets nurtured on how to plant a tree.



The Agency's Complaint Handling Procedure.

STEP 1: Any CRVWWDA officer receiving a complaint/compliment either oral or written shall record the details in the Agency's complaint register.

STEP 2: If the complaint is straight forward, the receiving officer shall resolve the complaint immediately and update the complaint register.

STEP 3: If the complaint is complex the receiving officer's mandate shall be forwarded to the immediate supervisor for further inquiries and resolution guided by the service charter. If the complaint is not resolved it shall be forwarded for additional action.

STEP 4: The Manager Corporate Communication will then communicate the action to the complainant and update records. If the complainant is not satisfied, the case shall be transferred to the General Manager for further action as necessary and records updated.

STEP 5: All Managers should forward any formal and informal complaints logged through their divisions to the Manager of Corporate Communications quarterly for analysis and CAJ quarterly report.

STEP 6: All the complaints and compliments will be forwarded to the Complaints.

STEP 7: The Complaints Handling Committee shall be expected to prepare a report including the following details as per the CAJ complaints handling reporting template:

- i. *Date the complaint was received.*
- ii. *Complaint channel*
- iii. *Name of the complainant*
- iv. *Complaint issue*
- v. *Action taken*
- vi. *Root cause*
- vii. *Corrective action taken to resolve the complaint*
- viii. *Status-This should state if the complaint is:*
 - *Resolved*
 - *On-going*
 - *New*

IX. Pending complaints from the previous quarter (resolved, ongoing).

FEEDBACK:

Please direct all enquiries, suggestions, concerns, complaints, or compliments to;

The Chief Executive Officer
Central Rift Valley Water Works Development Agency
Maji Plaza, Prison Road,
Off Nakuru -Eldama Ravine Highway
P.O. BOX 2451-20100,
Nakuru, Kenya.

Email: info@crvwwda.go.ke

[@crvwwda_](#)

[Central Rift Valley Water Works Development Agency.](#)

[@Central Rift Valley Water Works Development Agency](#)