



**GUIDELINES FOR OPERATION AND MANAGEMENT OF WATER KIOSKS
BY REGULATED WATER UTILITIES**

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Foreword

The Energy and Water Utilities Regulatory Authority (EWURA) is mandated by its legislation (EWURA Act, Cap 414) and the water sector legislation to regulate water and sanitation services provided by Water Supply and Sanitation Authorities (WSSAs) in Tanzania. In this regard the regulation of water kiosks is of paramount importance to the Regulator as it touch the low-income groups and the underserved areas in urban centres.

Not all households in our towns and cities can afford a house connection. In such situations, Regulated Water Utilities (RWUs) have an obligation to provide water to these households at lower cost than a house connection hence a need for guidance on institutional, technical and managerial aspects of kiosk operations and management. EWURA being the regulator has decided to initiate preparations of these Kiosks Operations and Management Guidelines to ensure the services are affordable and sustainable. Every Regulated Water Utility is required comply with these guidelines and may suggest any improvements based on the experience gained while in use.

I sincerely thank GIZ for their support in studying and drafting the Guidelines. I also thank all other stakeholders for their valuable inputs in preparing these Guidelines. I am looking forward for your continued cooperation in improving provision of water and sanitation service



Nzinyangwa E. Mchany
Acting Director General

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Acronyms/Abbreviations

DP	Distribution Point
EWURA	Energy & Water Utilities Regulatory Authority
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
LGA	Local Government Authority
LIA	Low Income Area
MEO	Mtaa Executive Officer
MoWI	Ministry of Water and Irrigation
NWSDS	National Water Sector Development Strategy
OE	Operator Emolument
PPP	Public Private Partnership
RWU	Regulated Water Utility
WSSA	Water Supply and Sanitation Authority

Measurement and Symbols

l/c/d	litres per capita per day
m	metres
min	minute

1. Introduction

Arrangements for management of water services provided by water utilities through water kiosks have generally been unsustainable. This has resulted into, among other things, unsatisfactory quality and availability of services to water kiosk customers.

Regulated Water Utilities (RWUs), which own the kiosks, have the obligation to ensure proper operation and management of the kiosks in accordance with existing policies and laws, in particular Water Supply and Sanitation Act of 2009, EWURA Act of 2006 and their Regulations. These kiosks guidelines have been prepared for the purpose of streamlining the procedures, taking into account and referring to present acts, policies, rules and regulations. The guidelines shall be followed when operating and managing kiosks and are applicable to all RWUs in mainland Tanzania.

2. Water Kiosks

2.1 Definition of Water Kiosk

For the definition of a “Water Kiosk”, existing official definitions must be adhered to.

- The Water Supply and Sanitation Act defines a Water Point as “a single source of water, which may be a well, a borehole, a tap or a public tap”.
- The National Water Sector Development Strategy 2006 (NWSDS) defines a Public Tap as “a Tap or water distribution point which is used by a number of different consumers who pay for water drawn, and which is commonly found in peri-urban areas, informal settlements, and rural water supplies”¹.

Following these definitions, in these guidelines a water kiosk is therefore understood as “any fountain, stand pipe, tap, water point, domestic point, public tap, trough, valve or other appliance or structure erected, provided or maintained by or on behalf of a water supply and sanitation authority for the purpose of supplying water to its consumers”.

¹ National Water Sector Development Strategy 2006 (NWSDS), Section 1, p. 11.

2.2 Use of water kiosks

“Water Kiosks” (in the following text: kiosk) or “water distribution points”, are means to extend water supply services to areas which are underserved or unserved, whereby these areas in many cases are populated by low income groups. A kiosk thereby is to be understood as a cost effective interim intervention, to bridge the gap until network-based services are available.

3. Low Income Areas

Water kiosks in many cases are constructed in underserved Low Income Areas (LIAs) with the purpose to provide affordable services to poorer segments of the population.

3.1 Affordable services

The construction of Water Kiosks is a fast and cost efficient way to cover LIAs with water supply services. Moreover, kiosks offer affordable service to poorer segments of the population. In this regard, every RWU shall define LIA in its area of jurisdiction, and consider them in planning of investments (business planning)².

3.2 Characteristics of LIA

Main characteristics of Low Income Areas ³:

At settlement level:

- (i) high housing and population densities
- (ii) limited living space and privacy
- (iii) lack of city-wide water supply and sanitation infrastructure and services
- (iv) not respecting administrative boundaries

² Refer to EWURA Guidelines for preparing a Business Plan for Regulated Water Utilities (RWUs), 2016.

³ As defined by water sector stakeholders during Workshops in 2017, and referring to the result of a low-income-area baseline study carried out in 2012: “Baseline Study of Low-Income Underserved Urban Areas in Tanzania. Study of Water Kiosks in Urban Settlements. 2012”

At plot level:

- (i) poor housing quality
- (ii) lack of access to reliable water supply and sanitation facilities and services
- (iii) lack of solid-waste services and storm-drainage
- (iv) poor access to other basic services (hospitals, schools, electricity etc.)

At household level:

- (i) low, unreliable incomes, daily earned wages
- (ii) low ability to finance better access to services

4. Kiosk Characteristics

4.1 Types of Water Kiosks

For Tanzania, the most commonly used kiosks types are:

- (i) Water tap
- (ii) Public stand pipe with super structure (building type)
- (iii) Public stand pipe without super structure (but can have a simple shade structure)

A RWU may construct a kiosk of any type it deems fit. Certain parameters guide the decision, as shown in paragraph 4.3 below. The use of prefabricated materials for the superstructure of the building type kiosk may reduce its cost substantially. Available options shall be observed.

Generally, a utility shall investigate and consider the most cost efficient option.

4.2 Ownership

In the area of jurisdiction of a RWU, a water kiosk is the property of and managed by the RWU⁴. In some situations a water kiosk may be constructed and owned privately. In such a situation it must be regulated by the RWU.

⁴National Water Sector Development Strategy 2006 (NWSDS), Section 4 (4.2.3), p. 44: "Water Supply and Sewerage Authorities "Own, manage and develop water supply and sewerage assets"".

4.3 Minimum Technical Standards

According to the Ministry of Water and Irrigation (MoWI) *Design Manual* (2009), for urban areas, the following Minimum Technical Standards are to be considered⁵ for the design of water kiosks:

- (i) Provision should be made for at least a supply of 25 l/c/d. Higher provision rates can be considered if deemed economically justifiable.
- (ii) The minimum static head should be not less than 5m and the maximum about 25m. The flow from each tap at a kiosk should not be less than 10 l/min, and where appropriate, a constant flow valve should be installed.
- (iii) Where water is available intermittently or supply pressures are low provision of storage should be considered.
- (iv) The kiosk shall be located at a maximum walking distance of 250m.
- (v) The time spent on collecting water shall not exceed 30 minutes.
- (vi) The kiosk floor slab should be so that the area can be kept clean with minimum effort and there must be sufficient slope for natural drainage of wastewater.

Additionally, these kiosk guidelines specify that:

- (i) An isolating valve should be provided at each standpipe.
- (ii) The tap should preferably be a pushbutton or self-closing valve.
- (iii) The tap should be high enough for a container to fit underneath, and deep enough to avoid spilling of water.
- (iv) A stand should preferably be provided for the container, with the tap higher up.
- (v) A concrete plinth should be provided to drain the water into a soak away sump with crushed stone.
- (vi) Users must be able to fill their containers, load them onto their heads and move safely away from the standpipe. It must therefore be possible to place the container being filled at a conveniently high

⁵ MoWI Design Manual (2009), Chapter Four, Section 4: 11.9.1.

level, from where it can be easily elevated onto the head. Possibly, an intermediate platform could be incorporated for lifting and positioning the filled container in two steps.

- (vii) Users must be able to fill their containers and load them onto a wheelbarrow/cart, which is then pushed to their homes. The container being filled must therefore be at a level that is about the same as the lip of the wheelbarrow /cart, to allow easy transfer. Another option is to allow containers to be filled without having to remove them from the wheelbarrow/cart by giving an option of connecting a flexible pipe.
- (viii) A shade (simple superstructure) shall be built if deemed necessary. This is especially for kiosk with long operating hours, in order to provide the operator with a good working condition. Such a super structure shall be very simple in order to be cost efficient, simple building materials can be used. Examples of such simple super structures (shade structures) are given in Appendix 1. A good area for such structure is 1.6x1.5m.

5. Participation of stakeholders

RWU shall involve different stakeholders in decisions regarding locating, operating and managing a water kiosk. A typical involvement of stakeholders in the different project phases is as follows:

- (i) Planning for construction of a water kiosk – RWU and LGA
- (ii) Site selection for Kiosks – LGA (preferably at MEO level), RWU and customers representatives
- (iii) Wayleave – Land owner (for private land), RWU, LGA(preferably MEO level)
- (iv) Design of water kiosk – RWU
- (v) Construction of water kiosk – RWU, LGA (MEO),
- (vi) Operation of water kiosk – RWU, Operator/No operator, LGA
- (vii) Monitoring of water kiosk – EWURA, LGA (MEO), RWU and the customers representatives

6. Planning and design of water kiosk project – RWU business planning

Planning parameters

6.1 Decision on where to Construct a Kiosk

Generally, the resources of any RWU are limited. Hence, a RWU has to make a proper decision on priority areas for constructing water kiosks. The following parameters are limiting factors that must be considered in order to decide on a project intervention:

(i) Available funds

The available financial resources must be known. The RWU may also consider resources that are external and can be mobilized for the kiosk construction. These may include resources from organized groups and private individuals. In case the resources for construction of kiosks are from external sources, proper arrangement shall be made to ensure the kiosk is legally owned by RWU.

(ii) Population density

The RWU must know the number of people that are already living in a potential project area. It shall also consider the expected future population in the same area (taking the design period as end line) and the population expected to get house connections. Priority shall be given to highly populated areas.

(iii) Availability and sufficiency of water source

For water supply projects a limiting factor is the availability of water resources. For any project, the RWU must check if there are water sources available, and if those are sufficient to reach the targeted kiosk location at the required pressure.

- (iv) **Willingness** of the community to provide wayleave from private land at no or reduced cost. Wayleave can implicate cost, especially when crossing of private land.
- (v) **Special cases** (e.g. prone to cholera outbreaks or existence of highly motivated group of potential kiosk customers). For example, an area that is prone to cholera outbreaks shall be preferred for a project intervention.

6.2 Number of Kiosks

The number of water kiosks to be constructed shall be determined by considering the current population (calculating with 250 people per tap, see paragraph 4.3.) and the maximum distance from the tap to a distant home of 250 meters⁶. Future water kiosks shall be determined annually as the area develops.

6.3 Design period

The MoWI Design Manual (2009) stipulates design periods as *short-term*: 5 years, *medium-term*: 10 years, and *long-term*: 20 years. In urban settings, provision of water services through kiosks is considered as an intermediate stage towards provision of services through house connections, therefore the recommended design period for provision of water services through kiosks is five years.

6.4 Available water resources

If the available water sources for the area which is considered for a water supply project is limiting, consideration should first be for provision of the area with water supply from kiosks.

6.5 Upgrade possibilities: Provisions for house connections

A design for a system of provision of basic water supply services through water kiosks should consider upgrade possibilities in the future to allow provision of

⁶ MoWI Design Manual (2009), Chapter Four, Section 4: 11.9.1

additional water services through house connections by doing pipe upgrading/strengthening.

6.6 Kiosk location

A kiosk may be located on public land; private land, road reserve or RWU owned land. RWU owned land and public held land shall be most preferred. If kiosks are going to be constructed on private land or road reserve, the RWU shall have a written contract entered into by the landowner, witnessed by LGA (Mtaa Leadership). Likewise, a *privately* owned kiosk erected on a privately owned land must have a written contract with the RWU and witnessed by the LGA (Mtaa Leadership).

Furthermore, to decide on the location of the water kiosk following criteria are to be taken into consideration:

- (i) The water kiosk shall be accessible to all users.
- (ii) The maximum walking distance shall be 250m radius from the water kiosk.
- (iii) The water kiosk should be located strategically starting with densely populated areas to less populated areas.
- (iv) Location of water kiosks in relation to one another should ensure adequate coverage.
- (v) Water kiosk shall be constructed on public places or private owned land with written permission from the land owner, witnessed by the LGA (mtaa Leadership).
- (vi) Notwithstanding criteria (i) to (v), the location of the water kiosk should be confirmed by the communities to be served through their Mtaa government.

6.7 Wayleave for pipe laying

- (i) Wayleave for laying the pipe should preferably be through the road reserve, public land or land owned by the RWU.

- (ii) In case (i) is not possible, and this is mostly in unplanned areas, a wayleave may be considered to pass through private land (with (written) permission of land owners) with a minimum width of 1.0 meter preferably passing alongside the existing path or close to the property boundary without interfering natural environments, cemeteries, or demolishing of houses to avoid increasing the cost of the water project through compensation.

7. Financing of water supply system for kiosk and kiosk construction

Kiosks shall be financed by the RWU. The EWURA Tariff Setting Guidelines For Regulated Water and Sanitation Utilities (2017) and its revised versions shall be observed. Another source of financing for the kiosks could be government, development partners, basket funding community based organizations and private individuals.

The RWU may consider involving Public Private Partnership (PPP) in the financing of kiosks construction in accordance with business planning guidelines issued by EWURA.

8. Tendering and construction of kiosk

The tendering process will be done according to the Procurement Act 2011 and its Regulations of 2016; and its amendments.

9. Operation of Kiosks

9.1 Kiosk Customers

A “customer” of a water kiosk is the person who purchases water at the kiosk .

The tariff as approved by EWURA must be adhered to, and applies to the customer⁷.

⁷ See also EWURA Tariff Setting Guidelines For Regulated Water and Sanitation Utilities 2017, Chapter 4: 4.1 Customer Categories: (e) Kiosk/Standpipe Customers are customers receiving water from the Water Supply and Sanitation Authorities at facilities that are authorized to sell water to any person willing to pay the approved tariff.

9.2 Operators

There are four modes of operations of a kiosk:

- (i) **Operation by the RWU** – In this case the RWU appoints some of their staff to operate the kiosks.
- (ii) **Operation by a community** – in this case operation of the kiosk is left to the community to decide on how they will operate their kiosk(s). The RWU will still be responsible for the management of the kiosks and will not allow the community to sell water to customers at a price higher than that approved by EWURA.
- (iii) **Operation via an automated (electronic) system**

The electronic pre-paid meter is a technological solution for advanced water kiosk management. The main principles can be summarized as followed:

- a. Every customer needs an electronic token to use the pre-paid meter.
- b. The customer can buy virtual water units at a vending station in the community or directly from the RWU using mobile money (if a system for mobile payment is installed).
- c. The information of bought water units are recorded on the electronic token.
- d. The pre-paid meter at the water kiosk reads the information on the token about water credits.
- e. The customer fills up a certain amount into a container at the water kiosk and the consumed water is metered exactly.
- f. The credit on the token is reduced according to the consumed amount of water at the kiosk.
- g. The use of pre-paid meters allow for collecting of information on total consumption and consumption per customer.
- h. The pre-paid meter runs with battery with or without solar panel.

- (iv) **Operation by a private operator – post-paid or pre-paid**

Operation by a private operator can either be:

- a. Post-paid
- b. Pre-paid

For the pre-paid option, the RWU installs a prepaid meter at the kiosk. The operator buys water credits from the RWU in advance. The operator receives a token (code number), and enters it into the prepaid meter.

In any arrangement the RWU shall ensure customers buy water at a tariff approved by EWURA and they receive quality services at the kiosk.

9.3 Remuneration of operators

Since it is the duty of the RWU to provide water services to the customer, the operator of a water kiosk should therefore be understood as an agent of the RWU and should be remunerated by the same RWU⁸.

In case the RWU decides to operate the kiosk(s) using an operator, there are three possibilities of remunerating the operator:

- (i) Paying a fixed monthly remuneration to the operator.
- (ii) Paying commissions to operators as a percentage of sales. The percentage shall be determined by RWU. In determining the percentage, the RWU shall have due regard to a minimum and a maximum remuneration amount to be paid to the operators at least to cover their living costs.
- (iii) A combination of a fixed remuneration and a commission.

The RWU shall conduct a thorough analysis in determining the option for operator remuneration in order to ensure cost effectiveness and guarantee quality service at the kiosk. The kiosk operator shall be remunerated by the RWU without compromising a RWU's return of investment

The operation of a kiosk is a costing position. In this regard, when determining the **total amount of revenue** required by a RWU, the remuneration of an operator has to be booked as Operation and Maintenance cost⁹.

9.4 Procedures for Appointing the Operator

- (i) Anyone who is interested in operating a water kiosk shall make application at RWU's office.

⁸ See also National Water Sector Development Strategy 2006 (NWSDS), Section 4 (4.2.2.2): Service providers.

⁹ Refer to EWURA Tariff Setting Guidelines For Regulated Water and Sanitation Utilities , 2017, Chapter 3: Determination of Revenue Requirement.

- (ii) The application letter/ form shall be vetted by the LGA (MEO level) before submission to RWU.
- (iii) The RWU keeps the right to approve the application of the operator.
- (iv) After approval, the operator enters into a signed contract with RWU before assuming his/her role as kiosk operator.
- (v) The RWU shall notify the LGA on the approval of the operator.

The contract shall detail at least the following :

- (i) Personal details / Contact details of both parties
- (ii) Location of water kiosk
- (iii) Contract duration (limited/unlimited)
- (iv) Tariff for water from the RWU
- (v) Revenue collection by the RWU
- (vi) Responsibility for meter reading
- (vii) Selling price for water at the kiosk
- (viii) Payment of the operator (payment option, payment method)
- (ix) Responsibility for cleaning the kiosk
- (x) Business hours to open the kiosk
- (xi) Responsibility for maintenance

An example for a kiosk contract form in Kiswahili is given in **Appendix 2**.

9.5 Training of operator

The RWU is responsible to provide each new operator with a training on regular maintenance works which fall under his/ her responsibility and customer services, at the beginning of the assignment.

9.6 Maintenance

- (i) It shall be the responsibility of the RWU to repair and maintain the kiosk up to and including the meter.
- (ii) It shall be the responsibility of the kiosk operator to repair and maintain the kiosk after the meter including civil works that include the slab, drainage apron and the standpipe pedestal.

- (iii) Regarding the cleanliness of the kiosk and surrounding area, according to the MoWI Design Manual (2009), “The operator or attendant should be made responsible for keeping the area clean and drained without the formation of any stagnant water pools”¹⁰.

9.7 Opening hours

Standard hours of service shall be decided by the community that will be served by kiosks.

9.8 Meter reading, billing and revenue collection

Specifically, for kiosks, the following shall apply:

- (i) The RWU will be responsible for collecting and processing the information from all water meters and prepare the billing to the operators for payment.
- (ii) RWUs are encouraged to establish a system either through the bank or mobile money payments whereby operators bank their sales daily.
- (iii) The RWU should reconcile collections and billing on a weekly basis.
- (iv) The Kiosk operator shall pay the bill weekly without fail.

9.9 Water overflow at kiosks

The capacity of some plastic buckets (jerry cans) used at kiosks is more than 20 litres. RWU shall compensate the kiosk operator for a 10% loss for wastage and overflow of containers at the kiosks. This “compensation” must be considered in the cost calculations/tariff calculations of the RWU¹¹.

¹⁰ MoWI Design Manual (2009), Chapter Four, Section 4: 11.9.1

¹¹ See also paragraph 10 of this guideline.

9.10 Ceasing of a kiosk

- (i) A kiosk may cease to operate if it does not meet criteria on the minimum volume of water sold in a month, and number of households it serves.
- (ii) Failure of the operator to pay the weekly water bill for the kiosk is operating pending recovery of the bills to RWU .
- (iii) The contract between the owner of the land in which the kiosk is erected is terminated

10. Kiosk Tariff

As with regard to kiosk tariff, the following items need to be observed:

- (i) A proposal of the tariff of water kiosk must consider low-income earners.
- (ii) The tariff must be approved by EWURA¹².
- (iii) Customers should be charged a tariff that is approved by EWURA.
- (iv) No kiosk operator shall be allowed to sell water at the kiosk at a price different from that approved by EWURA.
- (v) For transparency reasons, the tariff should be displayed at each kiosk.
- (vi) Kiosks tariffs shall be requested for approval by EWURA together with other categories of consumption.
- (vii) The RWU shall be responsible to notify the operator on the change of tariff applicable at the kiosk.

The operation of a kiosk is to be understood as a costing position. In most cases, the tariff at a kiosk will not reflect the actual cost of production and operation, and as such will not contribute to a RWU's revenue. As such, costs must be reflected in the Operation and Management cost of the RWU¹³.

11. Management of Kiosks

The key players in management of the kiosks are the EWURA, RWU, kiosk operators (if operated via an operator) and the LGA at community level.

¹² Refer to "The Energy and Water Utilities Regulatory Authority Act", (2001).

¹³ See EWURA Tariff Setting Guidelines For Regulated Water and Sanitation Utilities 2017, Chapter 3: Determination of Revenue Requirement. See also paragraph 9.3 of this guideline.

- (i) RWU owns and manages the kiosks.
- (ii) RWU assigns and terminates the contract with the kiosk operator through the LGA (MEO level)
- (iii) The kiosks operators are answerable to the RWU on the day-to-day activities of the kiosk and shall receive training by the RWU, at the beginning of the assignment¹⁴.
- (iv) LGA is the guarantor of the kiosk operator.
- (v) RWU signs a contract with the kiosk operator, witnessed by the LGA¹⁵.
- (vi) EWURA oversees the overall operation and management of kiosk

12. Complaints

Any complaint with regard to the water supply by kiosks shall follow the procedures stipulated in Water Supply and Sanitation (Quality of Service) Rules, 2016 (and its amendments) .

¹⁴ See also 9.5 of this guideline.

¹⁵ See also paragraph 9.4 of this guideline.

13. Appendices:

Appendix 1: Examples for simple super structure (shade structure)



NEMBO**JINA LA MAMLAKA****ANUANI****MKATABA WA KUUZA MAJI KATIKA KIOSKI NA.....**

Mkataba huu unasainiwa leo hii tarehemwezi.....mwaka.....

KATI YA

Jina la Mmlaka....., anuani, ambapo katika mkataba huu atajulikana kama (Mmiliki wa Kioski) kwa pande mmoja

NA

Ndugu/Kikundi wa S.L.P, Mtaa waKata ya.....
Mwenye Akanti ya Maji Na.....Mita Naambapo katika mkataba huu atajulikana kama (Mwendesha Kioski) kwa upande wa pili.

Katika mkataba huu pande zote mbili zimekubaliana yafuatayo:

1. Mkataba huu unaanza leo tareheMwezi.....mwaka.....na utadumu kwa kipindi cha mwaka mmoja yaani utakoma ifikapo tarehe..... mwezi mwaka
2. Mwendesha kioski atatakiwa kuwa amekubaliwa na jamii inayoizunguka kioski na kupata kibali kutoka Serikali zya mtaa
3. Mmiliki wa Kioski atafunga mita ya maji kwenye kituo na atarekebisha endapo itaharibika. Mwendeshaji Kioski atauza maji kwa kiwango cha Shilingi.....kwa ndoo moja ya maji ya lita 20 (Ishirini) kama alivyoelekezwa na Mmiliki wa Kioski
4. Mmiliki atasoma mita ya maji kila wiki (.....siku) na kumpa Ankara Mwendesha Kioski ambaye amekubali kuwasilisha makusanyo kila baada ya mwisho wa wiki (.....siku) kulingana na Ankara yake ya maji.
5. Mmiliki anaruhusiwa kuingia na kukagua eneo la Kioski na kusoma mita iliyopo wakat wowote.
6. Mwendesha Kioski atatumia nyenzo zake kukusanya malipo ya maji, atafanya usafi wa eneo la kituo, atabadilisha tap na cork mara tu zinapoharibika na atahudumia wananchi wote bila kubagua
7. Mmiliki wa kioski atamlipa mwendesha kioski asilimia 10 tu ya mauzo yake ya maji, na yatalipwa kila wiki atakapowasilisha malipo ofisini au vinginevyo (.....eleza).
8. Mmiliki atachukua hatua za kisheria endapo mwendesha kioski atavunja sharia au atakiuka makubaliano yaliyopo kwenye mkataba
9. Mwendesha kioski atalazimika kuweka bango linaloonesha bei za maji muda wote katika eneo linaloonekana na watumia maji.
10. Mwendesha kioski atalazimika kuorodhesha idadi ya nyumba zinazotumia maji kutoka katika kioski yake.
11. Mwendesha kioski atatakiwa kuhakikisha kuwa mita inafanya kazi wakati wowote na kama ina matatizo atatakiwa kutoa taarifa kwa mmiliki mara moja
12. Mwendesha kioski atatakiwa kutoa taarifa kwa mmiliki endapo atashindwa kutoa hududma kwa sababu yeyote ile.
13. Mwendesha kioski atatakiwa kuongea lugha nzuri na wateja na kuwapa maelezo kuhusu huduma ya maji katika kioski kama atakavyoelekezwa na mmiliki

14. Iwapo mkataba huu utaisha katika muda wake , Mmiliki hatalazimika kuingia mkataba mwingine na mwendesha kioski wa mwanzo ila atafikiriwa kulingana na utendaji wake wa kipindi kilichopita

KUVUNJIKA KWA MKATABA

Mkataba utavunjika endapo:

- 1) Muda wa mkataba huu umekwisha
- 2) Moja au Zaidi ya masharti yaliyotajwa hapo juu yatakiukwa
- 3) Kioski itasimamishwa kuendelea kutoa huduma kama kioski
- 4) Endapo Mwendesha Kioski atajihusisha na vitendo vyenye athari dhidi ya mradi husika.

Pande zote mbili zimeshuhudia kwa kuweka sahihi zao kama inavyoonesha hapo chini:

UMESAINIWA NA KUWASILISHWA

Kwa niaba ya (jina la Mamlaka) na Ndugu

Wadhifa wake

tarehemwezi.....mwaka.....

SAHIHI

MBELE YA

Jina

Wadhifa wake

Tarehe.....

SAHIHI

UMESAINIWA NA KUWASILISHWA

Jina la Mwendesha Kioski Ndugu.....

Tarehemwezi.....mwaka.....

SAHIHI

Mita namba

Akaunti Namba