

POST CONGRESS REPORT

FOR THE 18TH AfWA INTERNATIONAL
CONGRESS AND EXBITION

March 2016

TABLE OF CONTENTS

Contents

EXECUTIVE SUMMARY	4
CHAPTER 1: INTRODUCTION	8
1.1 Congress organizational structures	8
1.2 Congress Bidding	9
1.3 Congress Theme	9
1.4 Congress Logo Competition	9
1.5 Congress Launch	10
1.6 Scientific Technical Council Meeting (STC) in Nairobi	10
CHAPTER 2: HOSTING THE CONGRESS	12
2.1 Registration and Accreditation of Delegates and Participants.....	12
2.2 Pre-Congress Events.....	12
2.2.1 Young Water Professions Forum.....	12
2.2.2 Women Network Forum.....	13
2.2.3 Donors Roundtable NRW Reduction.....	13
2.3. Opening Ceremony.....	15
2.4 Symposium.....	16
2.5 Plenaries and Parallel Technical Sessions	16
2.5.1 Plenary Sessions	16
2.5.2 Parallel Technical Sessions	17
2.6Exhibitions	21
2.7 Closing Ceremony	21
2.8 Technical Tours.....	22
2.9 Challenges and Recommendations	23
2.9.1 Key challenges	23
2.9.2 Recommendations	23
CHAPTER 3: FINACIAL PERFORMANCE OF THE CONGRESS.....	25
3.1 Financial Performance Overview.....	25
3.2 Indirect Costs	25
3.3 Direct costs	25

3.3.1 Sponsorship	25
3.3.2 Registration.....	26
3.3.3 Exhibitors (Local)	28
3.3 Expenditure Vs Revenue	28
3.4 Revenue Allocation.....	28
3.4.1 Direct Congress Expenditure As per AfWA Regulations	29
3.4.2 Cash generated from Registration, Sponsors and Sessional Conveners;.....	29
3.4.3 Expenditure Allocation.....	29
3.4.5 Revenue Allocation	30
3.5 Summary of successes and challenges	30
Successes.....	30
Challenges	30
3.6 Recommendations and way forward	30
CHAPTER 4: SUMMARY OF LESSONS LEARNT AND KEY CHALLENGES	31
4.1 Successes	31
4.2 Challenges.....	31
CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS.....	33
Annexes.....	34
Annex 1: ESTIMATED BUDGET, REVENUE AND EXPENDITURE	34

EXECUTIVE SUMMARY

In February 21st -25th 2016, the African Water sector had its attention focused at Kenyatta International Conference Centre (KICC) Nairobi, Kenya. The Nairobi City Water and Sewerage Company (NCWSC), the Government of Kenya through Ministry of Water and Irrigation (MOWI), City County of Nairobi (CCN) and Africa Water Association (AFWA), were hosting the 18th African Water Association International Congress and Exhibition with its theme being **"Sustainable Access to Water and Sanitation in Africa."**

This came on the heels of the United Nation General Assembly deliberations and adoption of its Sustainable Development Goals proposed for achievement by the year 2030. Among these SDG's is goal number 6, which is **"Secure water and sanitation for all in a sustainable world"**. This was upon the expiry of the Millennium Development Goals (MDGs) that saw the attainment of the set targets on water sector by the year 2010, but African continent only achieved 40% of the target. It's therefore paramount that the African Continent gets its act together if it has to achieve the SDG's target by the year 2030.

The water professionals gathered in Nairobi were aware that the sustainability of access to water and sanitation in African remain the greatest independent to unlocking the African human economic potential.

This was well captured by the opening ceremony remarks by **His Excellency .Hon. Uhuru Kenyatta, C.G.H, President and Commander in Chief of the Defense Forces of the republic of Kenya** who said *"there is a great need, we must work even harder if we have to achieve sustainable access to water that our people rightly deserve. In fact we shall need the highest level of commitment to push a head a continental and eventually a global agenda for change in management of our water resources. The alternative is not one we can contemplate for as the population rises and livelihoods are threatened by unsustainable consumption of water resources, productivity decreases and the potential for conflict over the scarce resources increases. This may be particularly important in the horn of Africa, where water security has real economic, social, ecological and political value"*

The impact of AfWA continues to grow as evidenced by the fact that the 18th congress registered at least 1500 participants from 81 countries representing people working in water utilities, Research and academic world, policy makers from Governments and other related industries. The congress had a total of 56 sessions with technical papers exceeding one hundred. The congress was particularly well attended by the young water professionals who also played many key roles including presenting papers as well as assisting with rapporteuring. The congress had a rich discussion and the following represent only some of the key areas that highlights and important outcomes of these discussions.

Firstly, water remains a major challenge in a number of ways including the following:

- a. There is increased demand and competition for the water resources from various water uses including agriculture, electricity and domestic use. As Africa's population continues to grow, this competition can only be expected to grow. The sad reality is that whilst the water crisis is a global one, Africa is the worst hit. Africa also suffers from unequal distribution of the water resources. Some Countries are endowed with huge water resources while others are water stress Countries, Kenya being one of them. Given that the continent has massive water resources, this is unacceptable and needs to be redressed.
- b. Agencies tasked with both water resources management and water services provision remain constrained in their operations and ability to expand services. Firstly Governments have continued not

to provide the right policy and legislative framework granting autonomy and accountability of the service providers. On the other hand some service providers lack good leadership that has a vision and passion for the sector.

- c. Water and Sanitation services continue to be underpriced with suppressed tariffs making most utilities non-viable with low performance efficiency. Operations and maintenance costs are not met by some of the utilities. With regards to investment, the African water sector has received a lot of funding for investment mainly from development partners but it is not clear what the impact has been. The continent's continues to be reliant on donors with little government spending and very limited development and interest in domestic and other financing avenues.
- d. There is poor sector monitoring resulting in poor planning due to limited understanding of the scale of the problem. Data availability is also very weak.
- e. Access to both water and adequate sanitation services remains a major challenge with related impacts on health, especially amongst under-fives as well as impacts on economic development. For water supply, there are still technical and institutional challenges around water safety including lack of clarity as to which level of government should be responsible and what technologies should be applied for best water treatment.
- f. Sanitation remains particularly problematic with very limited access, environmental pollution from faecal waste; lack of a financial model that can be replicated for scaling up sanitation services delivery; there is a real challenge of balancing aspirations for sewerage with the realities of onsite sanitation; and there is limited experience for onsite sanitation and faecal sludge management especially by the water utilities.

Indeed as the delegates and exhibitors argued and discussed over the finite, yet renewable and reusable nature of water resources they were all in agreement including His Excellency the President Honorable Uhuru Kenyatta who requested that the *congress would only be useful if participants ensured that they did not end only on talking but rather propose implementable and doable actions*. Some of the key resolutions adopted included the following:

1. **Appropriate policy on Good governance and leadership-** The starting point for any improvement in the sector has to be leadership which can define the vision and set the pace for change. Governments must develop appropriate sector policies that promote autonomy of the service providers, clear definition and separation of institutional roles, clear funding mechanisms for the sector and how the low income communities would be able to access water and sanitation services on a sustainable basis. The sector has to continue improving corporate governance and accountability as well as defining a clear direction on the relationships that must exist between formal and informal sector service providers. Government should develop clear incentives and processes for partnering with the private sector in the provision of water and sanitation.
2. **There is need to tap into the abundant human resource which is the driver of change:** AfWA and its member organizations have a wealth of young people. It is crucial to tap into this resource by investing in development of capacity of the young professionals. Training and provision of continuous professional development must also be applied to the sector more broadly. Programs to mentor staff within the sector will be crucial to strengthening the sector. The Water Operators Partnership (WOPs) which has been running for almost a decade now has potential to contribute to

this as well as to institutional strengthening. However, the sector needs to figure out a way in which to make WOP a more home grown and sustainable arrangement.

3. **Evidence Based Planning is Key:** The sector needs to move to evidence based decision making across the sector for both policy issues as well as technical matters. For instance, remote sensing can be better applied to understand availability of the water resource whilst appropriate monitoring and evaluation systems are crucial for planning purposes.
4. **Increased use of ICT:** The sector needs to pay more and specific attention to the increased use of ICT and technology more broadly. Applicable areas include remote sensing for water resources management; mobile services for customer management; GIS, SCADA and telemetry for network monitoring and maintenance; waste water recycling for energy and manure production.
5. **Treat water users as customers:** It is important to look at users of water as customers with focus on understanding their needs and developing relevant service delivery supply chains. For sanitation for instance this means dealing with all elements from containment to treatment and disposal. It would also mean a focus on related services such as drainage and solid waste as well as facilitating engagement of other players including the private sector participation. This should also involve focusing on deliberate policies and approaches for different customer groups including those in low income and informal areas. There is need to develop strategies on the involvement of the water service providers in on-site sanitation as well as fecal sludge management.
6. **Recognize and respect the true value of water:** The sector needs to better value water resources both from a tariff perspective as well as from a water reuse and recycling perspective. Appropriate pricing mechanisms for water need to be developed and implemented as this will promote sustainability of services. This is good for both the efficiency of the sector and for protection of the environment. Related to this is the need to improve energy efficiency through use of waste water for renewable energy as well as innovation in hydropower generation. It also entails paying more attention to water resources management including catchment areas protection.
7. **Focus on Gender:** the sector needs to define mechanisms to deal with issues to do with increased participation of women in the management of the sector. Africa is not short of qualified and experienced women that can take up leadership positions in the water sector. In many instances the local policies tend to disadvantage women to aspire into leadership positions. It is therefore important that Governments take deliberate efforts to ensure that women take leadership positions in these technical fields especially the utilities.
8. **Expand Financing Sources:** The sector needs to develop new and innovative financing sources moving away from the traditional resources. Investments for the water sector should be increasingly coming from non-traditional sources including local commercial banks. This should include domestic finance, blended finance involving the public and private sector as well special financing vehicles for low income/ informal and settlements.
9. **Invest in Research and development:** There has to be better and greater focus and financing for research and development in the sector including particular attention on the continued

development and institutionalization of technologies that meet the aspirations of the population including for sanitation services. A strong partnership should be built with the academic and research institutions on the water sector.

10. **Consider Water with other related sectors:** In order to adequately deal with the water crisis, it is necessary to look at water in a holistic manner and through different lenses. Integrated water resources management should be promoted. There is a need to focus on issues of climate change and natural disasters both of which make the water problem even more complex. The nexus between water, energy and food has to be well understood and planned for. Similarly, the Impact of globalization and the ability to compete or respond effectively must also be addressed.
11. **Partnerships promoted:** AfWA should develop strong partnerships with other network organizations such as the International Water Association, the municipalities that play a key role in sanitation service delivery. Mechanisms should therefore be developed on how municipalities can get involved in the network of AfWA.

Indeed **Sustainable Access to Water and Sanitation in Africa** remain an integral ingredient in African economic renaissance.

CHAPTER 1: INTRODUCTION

Nairobi City Water & Sewerage Company Ltd (NCWSC) became a member of the African Water Association (AfWA) in early 2009. The company has been an active participant in the activities of the association as an affiliate member. NCWSC successfully bid to host the 18th AfWA Congress in November 2013 during the Executive Board meeting in Abidjan. The 18th AfWA International Congress & Exhibition was consequently held in Nairobi on 22nd – 25th February, 2016. In addition to the Executive Board meeting, the congress had three Pre Congress technical activities (Young Water Professionals, 1st AfWA Women Forum and Donor Round table) on Sunday 21st February, 2016. The Congress brought together 1,791 participants from 81 countries. This report summarizes the pre congress planning and Execution of the congress, the challenges and lessons learnt and recommendations.

1.1 Congress organizational structures

The successful planning for and hosting of the congress were anchored on institutional structures at AfWA level, host country and county levels and the host utility, NCWSC. Key of these included: -

At AfWA level

AfWA executive board gave overall policy guidance in the whole process from bidding to the congress execution. Technical matters of the congress were led by the Scientific and Technical Council while the Programme Committee spearheaded issues of congress sessions and speakers. AfWA secretariat in Abidjan headed by Executive Director worked with the host utility's Local Organizing Committee (LOC) on the day-to-day preparation and hosting of the congress.

At the host Country and County level

Kenyan Ministry of Water & Irrigation spearheaded the preparation and hosting of the congress at the national level. The National Organizing Committee (NOC) coordinated the planning of the congress at the national level reaching out to all government agencies and ministries. The NOC was chaired by Principal Secretary- State Department of Water and its membership comprised of the Ministry of Water & Irrigation, the Office of the President, Ministry of Foreign Affairs, Ministry of Transport, Department of Immigration, Inspector General's Office and Nairobi City County. Also the Kenya Private Sector Alliance and World Bank had representatives in the meetings.

At the Host Utility (NCWSC) Level

After NCWSC competitively won the bid to host the congress, the Managing Director, Eng. Philip Gichuki, appointed the Local Organizing Committee (LOC) under the chairmanship of the Commercial Director, Eng. Stephen Mbugua. LOC was mandated with planning and execution of all activities related to the congress.

There was also a LOC Secretariat, also appointed by the Managing Director, whose work was to execute tasks assigned by the LOC.

LOC worked hand-in-hand with the Congress Event Manager (IMG) in coordinating the various aspects of the congress planning and execution. Specific aspects of the work of LOC and event manager includes but not limited to: -

- Ensuring strategic marketing and publicity of the 18th AfWA congress to ensure awareness and maximum participation
- Planning, coordination and implementation of all fundraising activities towards hosting the congress.
- Coordinating online registration through the congress website
- Maintaining a database of registered and paid delegates and compile confirmed registration list of delegates, speakers, support staff, event management team, ushers, etc.
- Arranging and ensure all Meeting rooms (Main room and Break away rooms) are arranged according to specifications and ready for the meetings as required (as per specified meetings' schedule).
- Arranging simultaneous interpretation for all sessions as required (English-French)

1.2 Congress Bidding

In November, 2013, NCWSC bid for the hosting of the 18th AfWA Congress & Exhibition during the Executive Board Meeting in Abidjan. Other bidders included South Africa Association of Water Utilities (SAAWU) and SONAGEP of Mali. NCWSC competitively won and was confirmed as the host of the congress in February, 2014. The congress tentative dates 22nd – 25th February, 2016 were set and confirmed during the Scientific & Technical Council meeting held at Kampala in 2014.

1.3 Congress Theme

In May 2014, NCWSC invited water and sanitation policy makers, practitioners, academicians and consumers to brainstorm on a theme that would captivate the congress. In total this inclusive process attracted over 50 experts. The theme was deliberated between LOC & AfWA Secretariat and was agreed on as “***Sustainable access to water and sanitation in Africa***”. In July 2014, the theme was presented to and approved by AfWA Executive Board.

1.4 Congress Logo Competition

The LOC had a desire to give opportunity to young up-coming designers to interpret the congress theme into a logo that would be used as the official congress logo. In January 2015, media campaigns for a national logo competition commenced across all media in Kenya particularly. The competition attracted 480 submissions. The LOC shortlisted 20 submissions which were later reduced to six then the final three. The overall winning submission was from a student from Jomo Kenyatta University Agriculture & Technology who received an appreciation of KShs. 100,000.



Martin Achar, Winner of the AfWA Congress Logo Competition, receiving his prize from NCWSC Managing Director, Eng. Philip Gichuki.

1.5 Congress Launch

The logo was unveiled at the Launch of the logo and announcement of the congress took place on 17th March, 2015 at the Villa Rosa Kempinski hotel in Nairobi, Kenya. The launch was presided over by the Nairobi City Governor, Hon. Dr. Evans Kidero, as the Chief Guest. AfWA Executive Board was represented during the launch by AfWA Ag. President, STC President, Executive Director – Sylvain Usher. Other stakeholders represented included members of the diplomatic corps and members of the private sector.



From left; H.E. Tatsushi Terada, Japanese Ambassador to Kenya, Eng. P. Gichuki, NCWSC MD, Dr. Evans Kidero, Governor of Nairobi City County, Mr. Sylvain Usher, AfWA Executive Director and Hon. Evans Ondieki, then C.E.C. in charge of Energy, Water, Environment and Natural Resources, Nairobi City, pose after unveiling of Congress logo at the Vila Rosa Kempinski on 17 March 2015.

1.6 Scientific Technical Council Meeting (STC) in Nairobi

The LOC mandated the NCWSC Secretariat Team to plan and execute the AfWA Scientific & Technical Meeting from the 23rd – 27 November, 2015 and held at the BOMA Hotel, Nairobi. A total of 146 delegates were registered on the opening day of the meeting -Monday, 23rd November, 2015.

The eighteen countries which were represented at the STC were Benin, Burkina Faso, Cameroon, Cote de Voire, Congo, France, Germany, Ghana, Guinea, Mali, Morocco, Niger, Nigeria, Senegal, Togo, Uganda, Swaziland and Kenya. There was a welcome cocktail for delegates on Monday 23rd November 2015 at 6pm sponsored Grundfos LLC and a Gala Dinner.



Delegates of the STC in Nairobi pose for a group photo.

CHAPTER 2: HOSTING THE CONGRESS

2.1 Registration and Accreditation of Delegates and Participants

On-line registration of the congress started in October 2015 while on-site registration of congress started three days prior to the official opening of the congress. In total, 1,503 participants were registered.

All accreditation was printed and issued on ground. Accreditation was printed and collected at charter Hall from the 20 - 22th of February 2016. This took place in two venues namely Charter Hall from 20th–22ndFebruary 2016 and at .KICC –Marketing boardroom –23rd–24thFebruary 2016. The various category of accreditation was as follows: Delegate (International and Local), Protocol, Media, Speaker (VIP), Service Provider (Got Wrist Bands), .Exhibitor, Security (Protocol) and VIP. In total 1,377 accreditations were processed, printed and issued on ground

2.2 Pre-Congress Events

The pre-congress events took place on Sunday, 21st February 2016. The purpose of the pre-congress activities was to create and establish a network among the different players in the water sector.

2.2.1 Young Water Professions Forum

The YWP forum is held every two years on the side lines of AfWA congress. The main objective of the forum is to include the youth in decision making chain. The 2016 forum theme was **“YWP our space to network and innovate”** and was organized by NCWSC.

The forum was opened by Eng. Gichuki , the MD NCWSC and Sylvain Usher, the AfWA executive director with Mr. Joash, the Merchants Manager from Cellulant Kenya, as the motivational speaker. A total of 170 stakeholders participated in the forum against a target of 260. Out of this number, a total of 22 Young Water Professionals staff were sponsored by NCWSC. The forum drew delegates from the eight countries; Kenya, Uganda, Senegal, Ivory Coast, Mali, South Africa, Benin and Switzerland.

The forum was structured around three main activities; speeches, case study presentations and plenary sessions and all the sessions were aligned to the program. The key messages that came out of the YWP forum include: -

- There is need for the youth to take more pro-active role in water and sanitation sector and indeed in all development matters;
- Need to enhance coordination between AfWA secretariat and the various YWP forum chapters in various sub-regions/countries

2.2.2 Women Network Forum

The overall objective of the forum is centered on the contribution of women to the water sector]. The forum's theme was ***Strengthening women's role in water and sanitation utilities in Africa***. The welcome speech was done by Eng. Philip Gichuki who emphasized on the role of women in management of water and sanitation.

. There were three presentations and one panel discussion with three participants. Key messages from this forum include: -

- The network need to harness the professional women knowledge to improve water and sanitation service provision
- Provision of water and sanitation services should be sensitive to cultural differences and traditions and also be value adding to provision of services
- Water and sanitation sector interventions should be aligned to users and beneficiaries
- Approach to sustainable developments should be interregional, mutually dimensional, and long-term with sustainable and measurable results
- Water and women nexus should be ingrained in the sector processes and indicators
- There is need for empowering women for them to take more role in development and influence policy more
- The forum can adopt the strategies used by public health workers on door to door information dissemination
- For women, Water is a personal effort and therefore capacity building for women would improve service delivery
- There should be practical tools to gender achievements and access to information.
- The network should provide a platform for integrating gender perspective
- There is need to enhance mainstreaming of gender mainstreaming in water resource management.
- Need to strengthen mainstreaming of the women network to the sector and how to strengthen the position of women in water and sanitation

2.2.3 Donors Roundtable NRW Reduction

The Donor Roundtable meeting was the culmination of AfWA's four-year effort to assist water companies as they grapple with stubbornly high levels of Non-Revenue Water.

The African Development Bank (AfDB), in consort with the African Water Association (AfWA) and FABRI/USAID, convened a one-day Roundtable of international Financing Partners. The focus of the meeting was AfWA's continent-wide program to reduce Non-Revenue Water (NRW) levels. Eighteen water companies from 15 countries had prepared their proposed NRW reduction projects to Financing Partners for funding consideration.

Objectives of the Roundtable Meeting

The objectives of this round table meeting were: -

- Acquaint international donors with the achievements and vision of AfWA's Non-Revenue Water Initiative
- Continue and expand AfWA's Non-Revenue Water Initiative beyond the current program
- Identify attractive and innovative options to fund Non-Revenue Water reduction activities in African water companies
- Mobilize interest and funding for infrastructure investment to reduce Non-Revenue Water

During those years, AfWA, supported by the U.S. Agency for International Development (USAID):

- ✓ Closely partnered with more than 20 water companies,
- ✓ Supported the creation and strengthening of AfWA's Non-Revenue Water Task Force (NRW-TF) which was the start of the first African Network of Experts on NRW reduction,
- ✓ Conducted with the NRW-TF detailed water audits and water balances in each utility ,
- ✓ Supported the companies in their development of Performance Improvement Plans (PIPs),
- ✓ Prepared a synthesis report,
- ✓ Carried out a number of trainings in technical NRW-related areas for utility staff,
- ✓ And finally is currently completing the NRW Toolkit to be posted in full on its website.

In an overarching sense, the NRW Initiative's goal is to create sustainable, skilled, and motivated African expertise in non-revenue water under the auspices of the association. This program is a stepping stone to providing assistance to scores of more African water utilities in the future, beyond the life of the current initiative. It does this by strengthening the technical and management skills of AfWA and the companies to effectively address what is arguably their greatest challenge: commercial and technical water losses.

These water losses have historically undermined the financial viability of the companies, crippling their ability to provide and expand services without heavy government subsidies.

The Donor Roundtable was an opportunity for NRW Task Force members to present the achievements of the initiative and for the water companies to make their case for proposed projects directly to funding agencies. The companies have worked closely with AfWA to develop, refine, and finalize their proposals in anticipation of the Roundtable.

During the meeting a number of utilities presented their proposals in detail as examples of the larger number of projects. Financing Partners received briefing books and all utility proposals.

In one of the sessions, development of Diagnosis Techniques and Strategies to Reduce Non-revenue Water were discussed. This session received presentations from the AfWA FABRI NRW Taskforce for the Anglo and Francophone countries and the Arab Countries (ACWUA). The project addressed needed strategies (Tools) to be adopted by utilities to:

- a) Support reduction of NRW levels and ensure sustainably,
- b) Increase efficiency of networks,
- c) Provide a framework for continuous monitoring & evaluation.

Based on diagnostic assessment and findings, the NRW Task force prepared Performance Improvement Plans (PIPs) defining main objectives, goals and detailed soft actions for each utility. Further, development of diagnostic tool to introduce the evaluation and assessment of supportive technologies such as GIS, Databases, Applications, Interfaces for integration of systems, Information Technology as a backbone (Hardware, Network communication, backup policies etc).

2.3. Opening Ceremony.

The Congress was officially opened by H. E. Hon Uhuru Kenyatta, C.G.H. President and Commander in Chief of the Defense Forces of the Republic of Kenya. Among the key dignitaries in attendance included Kenyan Cabinet Secretary, Ministry of Water and Irrigation, Hon. Eugene Wamalwa, The Governor, Nairobi City County, Dr. Evan Kidero and Ag. AfWA President, Prof. Hamanth Kassan.

Below is an excerpt from His Excellency's remarks;

"I am particularly pleased by the initiative that fellow Africans showed about 36 years ago to establish an African Association that is focused on water and sanitation.

The African Water Association has and continues to make strides in ensuring that utilities from the member states engage and partner with each other, with the aim of improving service delivery.

The last 17 Bi-annual AfWA Water Congresses and exhibitions went a long way in enhancing deliberations amongst professionals in the sector to come up with solutions to the challenges faced.

Let me also say that I am delighted to note that the theme of this congress is “Sustainable Access to Water and Sanitation in Africa”. To achieve this, the congress ought to come up with practical solutions to the challenges Africa faces in providing its sons and daughters with the water they need. Matters such as sustainable water resources management, the governance of water utilities, the promotion of information technology in the sector management, the reduction of non-revenue water — all these, together with reliable water distribution; prudent infrastructure development; and adoption of best practices in operation and maintenance, must be thought about”.

2.4 Symposium

The symposium was held at the Amphi Theatre and the main agenda was to discuss the theme of the congress: Sustainable Access to Drinking Water and Sanitation in Africa. The focus point was on considerations of various conditions and prospects for improving the access of African population to safe drinking water & to sanitation with reference to the Sustainable Development Goals (SDGs). The session Chair/Moderator was Denis Mwanza & Sylvain Usher, while master of Ceremony was: Larry Asego. Key note speaker: Gabriel Negatu–Eastern Africa Director, AfDB, Panelists. Eng. Lawrence Simitu–Director Water Services, Ministry of Water, Kenya, Brian Arbogast–Bill &Melinda Gates Foundation, Diane D’arras– Vice President IWA, and Chris Heymans –Senior Water & Sanitation Specialist –World Bank,

2.5 Plenaries and Parallel Technical Sessions

After the Congress opening ceremony and the symposium on Monday, 22nd February 2016, the following two days of the congress involved intense technical discussions on the congress theme and the five sub-themes. These were organized in four plenary sessions and a total of 48 parallel technical sessions (26 AfWA-convened and 22 convened by other organizations). In the overall, a response/performance of 83% was achieved based on the sessions and papers/presentations realized as detailed below.

2.5.1 Plenary Sessions

For the two days when the technical sessions were held, each day started with a plenary session to set the tempo for the day’s discussions and ended with another plenary session to wrap up the day’s deliberations. Therefore for the two days, there were four plenary sessions which were consistent with the congress theme and sub-themes. During the plenaries, key messages on critical topical issues were delivered by renowned key speakers in the water and sanitation sector and its supporting sectors. The four plenaries were: -

- i. Innovations for increased availability and improved access to water supply;
- ii. Governance and performance improvement tools’
- iii. Capacity Building through partnerships for improved faecal sludge management; and

iv. Smart innovations and financing mechanisms

The cross-cutting key messages from the four plenaries include: -

- i. There is need for concerted efforts by all water and sanitation sector and supporting stakeholders to enhance possibilities of achieving Sustainable Development Goal (SDG) No. Six
- ii. Need to enhance Integrated Water Resource Management
- iii. Good governance and leadership are critical for the sector's sustainable growth and development
- iv. Need to invest in research and development and ICT for sector's development
- v. More focus on the pro-poor strategies
- vi. Need for enhanced capacity building including human capital development
- vii. Enhancement of Monitoring and Evaluation

2.5.2 Parallel Technical Sessions

There were three sessions per day in eight different venues, implying a total of 48 sessions for the two days. Of the 48 sessions, 26 were to be convened by AfWA and 22 by other organizations. A total of 43 (or 90%) of the planned sessions materialized. Among the organizations that hosted sessions include World Bank (3 sessions), GIZ/WSTF (2 sessions), Water Aid (2 session) and one each by Kenyan Ministry of Water and Irrigation, GWOPA, IWA, Global Water Leaders Group, Pentair, Junaco, Technolog, USAID-WAWASH, EVOQUA, LACROIX SOFREL, The Nature Conservancy and ACWUA. Three of the sessions had been put as 'To be decided' but did not have a convener.

A total of 115 papers/presentations were expected out of which 90 (or 77%) were successfully presented and discussed during the two days of the parallel sessions. Details of these are summarized in the table below.

AfWA and other Organizations Convened Sessions

Day/date	Sessions	Sessions			Papers/Presentations		
		Number of planned sessions	Actual Sessions	% Performance	Planned Papers/ Presentations	Actual Papers/ Presentations	% Performance
Mon 22 nd Feb 2016	Opening Ceremony (morning)				Symposium (Afternoon)		
Tue. 23 rd Feb. 2016	2.1	8	8	100%	23	18	78%
	2.2	8	7	88%	25	21	84%
	2.3	8	8	100%	25	19	76%
Day 1 Summary/ Performance		24	23	96%	73	58	79%
Wed. 24 th Feb. 2016	3.1	8	7	88%	15	8	53%
	3.2	8	6	75%	18	17	94%
	3.3	8	7	88%	9	7	78%
Day 2 Summary/ Performance		24	20	83%	42	32	75%
Overall Summary / Performance		48	43	90%	115	90	77%
Average Performance	<u>83%</u>						

The cross-cutting messages that emerged from the parallel technical sessions include: -

Firstly, water remains a major challenge in a number of ways including the following:

- a. There is increased demand and competition for the water resources from various water uses including agriculture, electricity and domestic use. As Africa's population continues to grow, this competition can only be expected to grow. The sad reality is that whilst the water crisis is a global one, Africa is the worst hit. Africa also suffers from unequal distribution of the water resources. Some Countries are endowed with huge water resources while others are water stress Countries, Kenya being one of them. Given that the continent has massive water resources, this is unacceptable and needs to be redressed.
- b. Agencies tasked with both water resources management and water services provision remain constrained in their operations and ability to expand services. Firstly Governments have continued not provided the right policy and legislative framework granting autonomy and accountability of the service providers. On the other hand some service providers lack good leadership that has vision and passion for the sector.
- c. Water and Sanitation services continue to be underpriced with suppressed tariffs making most utilities non-viable with low performance efficiency. Operations and maintenance costs are not met by some of the utilities. With regards to investment, the African water sector has received a lot of funding for investment mainly from development partners but it is not clear what the impact has been. The continent's continues to be reliant on donors with little government spending and very limited development and interest in domestic and other financing avenues.
- d. There is poor sector monitoring resulting in poor planning due to limited understanding of the scale of the problem. Data availability is also very weak.
- e. Access to both water and adequate sanitation services remains a major challenge with related impacts on health, especially amongst under-fives as well as impacts on economic development. For water supply, there are still technical and institutional challenges around water safety including lack of clarity as to which level of government should be responsible and what technologies should be applied for best water treatment.
- f. Sanitation remains particularly problematic with very limited access, environmental pollution from fecal waste; lack of a financial model that can be replicated for scaling up sanitation services delivery; there is a real challenge of balancing aspirations for sewerage with the realities of onsite sanitation; and there is limited experience for onsite sanitation and fecal sludge management especially by the water utilities.

The key resolutions were:

1. Appropriate policy on Good governance and leadership- The starting point for any improvement in the sector has to be leadership which can define the vision and set the pace for change. Governments must develop appropriate sector policies that promote autonomy of the service providers, clear definition and separation of institutional roles, clear funding mechanisms for the sector and how the low income communities would be able to access water and sanitation services on a sustainable basis. The sector has

to continue improving corporate governance and accountability as well as defining a clear direction on the relationships that must exist between formal and informal sector service providers. Government should develop clear incentives and processes for partnering with the private sector in the provision of water and sanitation.

2. There is need to tap into the abundant human resource which is the driver of change: AfWA and its member organizations have a wealth of young people. It is crucial to tap into this resource by investing in development of capacity of the young professionals. Training and provision of continuous professional development must also be applied to the sector more broadly. Programs to mentor staff within the sector will be crucial to strengthening the sector. The Water Operators Partnership (WOPs) which has been running for almost a decade now has potential to contribute to this as well as to institutional strengthening. However, the sector needs to figure out a way in which to make WOP a more home grown and sustainable arrangement.

3. Evidence Based Planning is Key: The sector needs to move to evidence based decision making across the sector for both policy issues as well as technical matters. For instance, remote sensing can be better applied to understand availability of the water resource whilst appropriate monitoring and evaluation systems are crucial for planning purposes.

4. Increased use of ICT: The sector needs to pay more and specific attention to the increased use of ICT and technology more broadly. Applicable areas include remote sensing for water resources management; mobile services for customer management; GIS, SCADA and telemetry for network monitoring and maintenance; waste water recycling for energy and manure production.

5. Treat water users as customers: It is important to look at users of water as customers with focus on understanding their needs and developing relevant service delivery supply chains. For sanitation for instance this means dealing with all elements from containment to treatment and disposal. It would also mean a focus on related services such as drainage and solid waste as well as facilitating engagement of other players including the private sector participation. This should also involve focusing on deliberate policies and approaches for different customer groups including those in low income and informal areas. There is need to develop strategies on the involvement of the water service providers in on-site sanitation as well as fecal sludge management.

6. Recognize and respect the true value of water: The sector needs to better value water resources both from a tariff perspective as well as from a water reuse and recycling perspective. Appropriate pricing mechanisms for water need to be developed and implemented as this will promote sustainability of services. This is good for both the efficiency of the sector and for protection of the environment. Related to this is the need to improve energy efficiency through use of waste water for renewable energy as well as innovation in hydropower generation. It also entails paying more attention to water resources management including catchment areas protection.

7. Focus on Gender: the sector needs to define mechanisms to deal with issues to do with increased participation of women in the management of the sector. Africa is not short of qualified and experienced women that can take up leadership positions in the water sector. In many instances the local policies tend to disadvantage women to aspire into leadership positions. It is therefore important that Governments take

deliberate efforts to ensure that women take leadership positions in these technical fields especially the utilities.

8. Expand Financing Sources: The sector needs to develop new and innovative financing sources moving away from the traditional resources. Investments for the water sector should be increasingly coming from non-traditional sources including local commercial banks. This should include domestic finance, blended finance involving the public and private sector as well special financing vehicles for low income/informal and settlements.

9. Invest in Research and development: There has to be better and greater focus and financing for research and development in the sector including particular attention on the continued development and institutionalization of technologies that meet the aspirations of the population including for sanitation services. A strong partnership should be built with the academic and research institutions on the water sector.

10. Consider Water with other related sectors: In order to adequately deal with the water crisis, it is necessary to look at water in a holistic manner and through different lenses. Integrated water resources management should be promoted. There is a need to focus on issues of climate change and natural disasters both of which make the water problem even more complex. The nexus between water, energy and food has to be well understood and planned for. Similarly, the Impact of globalization and the ability to compete or respond effectively must also be addressed.

11. Partnerships promoted: AfWA should develop strong partnerships with other network organizations such as the International Water Association, the municipalities that play a key role in sanitation service delivery. Mechanisms should therefore be developed on how municipalities can get involved in the network of AfWA.

Indeed Sustainable Access to Water and Sanitation in Africa remain an integral ingredient in African economic

2.6 Exhibitions

The total number of exhibitors in Tsavo ballroom was 109, drawn from 41 countries and this included four country pavilions (Kenya, Holland, Germany and France). There were a total of 6 local participants who exhibited outside the Tsavo ballroom. The total exhibition area was 2500 square meters.

2.7 Closing Ceremony

The congress was officially closed by the Cabinet Secretary, Ministry Of Agriculture and Fisheries Hon. Willy Bett, who represented the Deputy President of Kenya, H.E Hon. William Ruto.

Below is an excerpt of his speech during the event;

"I am cognizant of the participation of the Young Water Professionals and the Women in Water Caucus in the deliberations that took place during the symposium, plenaries, sessions and side events. It is of

importance to include these two groups as they are the most affected when it comes to water and sanitation- or the lack thereof. The exhibition showcased the latest technologies and ICT based platforms that various utility companies employ to enhance service delivery. I hope that you took some time to visit the exhibition and learn one or two innovations you could employ in your everyday duties.

As we make our way home, we will remember the experiences and best practices shared as we take them home to our respective countries. We all should continue to build upon the discussions we have initiated, the partnership we have cemented and the relationships we have formed. We come from the Congress knowing that, even in today's interconnected world, there is nothing as powerful as face-to-face interaction. I have no doubt that the knowledge you have gained and the contacts you have made here in Nairobi will help make an impact in your respective regions."

2.8 Technical Tours

After the closing ceremony, 45 delegates participated in the technical tours and tourist sites. The itinerary covered the following areas;

- a) 6 delegates visited the Bio-center at Mukuru Kwa Reuben.
- b) 14 delegates visited NCWSC's Kabete Treatment Works and the Central Laboratory.
- c) 3 delegates visited Mathare Mashimoni informal settlement to see real life application of Aqtap Water Dispenser popularly known as 'Water ATM'.
- d) 22 delegates visited the Safari walk in Nairobi National Park, along Langata road. An additional 25 dollars was paid at the Kenya Wild Life Service (KWS) gates by the delegates who chose to visit the animal orphanage.



Nairobi safari walk nature trail at KWS adjacent to the Nairobi national park



The Aqtap in Mashimoni, Mathare Informal settlement

2.9 Challenges and Recommendations

2.9.1 Key challenges

- i. Logistical challenges brought about by Changes in program at the last minute (Expo 1 & 2)
- ii. Some sessions did not take place due to "No Show" of conveners and/or presenters
- iii. Quality of papers- some were included in the programme based on abstract submissions and not paper submissions
- iv. Paper presentations not submitted on time thus not giving adequate time for translators to acclimatize with the papers.
- v. Some paper lacked the Quality and standard of such a congress
- vi. The cost of exhibition within Tsavo ballroom was prohibitive which locked out many local exhibitors who would have otherwise participated
- vii. Difficulties in ascertaining between paid and non-paid delegates for the tours
- viii. Lack of a registration list for the tours.

2.9.2 Recommendations

- I. To establish and follow an acceptable criterion for abstract and paper acceptance by AfWA.
- II. In order to have better local participation in future, there should be a provision for a local pavilion with local rates.
- III. Engage the interpreters earlier in the planning to enable them familiarize with the presentations.
- IV. Dedicate at least 30 minutes within the day's program for delegates to visit the exhibition
- V. Early involvement of the local YWP office in the planning process for the YWP Forum event.
- VI. Include bilinguals in the tours.
- VII. Have indicators that are suitable at global and local levels;

- VIII. Need for integrated approach on gender mainstreaming, there should be inclusion of cultural specific indicators and model for women inclusion.

CHAPTER 3: FINACIAL PERFORMANCE OF THE CONGRESS

3.1 Financial Performance Overview

The report below highlights the Revenue and Expenditure of the 18th AfWA congress and exhibition held at the KICC from 21st to 25th February 2016. This report is divided into two parts: the direct and indirect revenue and expenditure related to the congress.

The indirect costs relates to the congress costs that NCWSC incurred from the time of winning the bid to host the congress up to prior to the actual congress. The Direct costs were those related to the hosting of the actual congress

From the onset, of this venture it was perceived that the congress would be self-financing and hence the documentation of all expenditure and revenue as outlined in the budget presented and approved by AfWA.

The indirect costs related to the AfWA approved budget, which envisaged that the congress would attract 400 exhibitors and 1,500 delegates. This would have given a total revenue of 532,843.14USD (KES 54,350,000) from the congress. It was also envisaged that a total revenue of 446,078.43USD (KES 45,500,000) would be sourced from the sponsors. A further income of 7,843.14USD (KES 800,000) was from site visits and tours. With the above, the congress was anticipated to yield a gross income of 986,764.71USD (KES 100,650,000). Detailed Budget and Expenditure report is availed as **Annex 1**.

3.2 Indirect Costs

To facilitate the smooth hosting of the congress, NCWSC undertook various activities geared towards sensitizing various stakeholders on the forthcoming congress. These activities included generation of the congress theme, logo, media activities, and knowledge sharing, local and international sensitization. These activities costed NCWSC a total of 206,425.02USD (KES 21,055,352).

3.3 Direct costs

Prior to the congress, NCWSC engaged an Event Manager who reviewed and revised the budget to include important items that had not been captured and those that arose from having the Head of State His Excellency Hon. Uhuru Kenyatta C.G.H and Commander in Chief of the Kenya Defense Forces, as the chief presiding guest during the opening of the congress. The overall expenditure that went into hosting the congress was 764, 010.23USD (KES 77,929,044). This was against a budgeted cost of 1, 209,151.87USD (KES 123,333,491) (See **Annex 1**).

3.3.1 Sponsorship

NCWSC in conjunction with the Event Manager approached various stakeholders and partners to assist the organization of the congress. They also created an on line platform for registration of delegates. AfWA on the other hand engaged an Exhibition manager to take care of all aspects of the exhibition. This became a major drawback in seeking sponsorship for the congress as sponsors would have no avenue for which to exhibit their products. This adversely affected the expected sponsorship revenue of 446,078.43USD (KES 45,500,000), out of which only 258,000USD (KES 25,800,000) was realized. Of the realized amount, 147,200USD (KES 14,720,000) were contributions in kind/service (VIK) and 110,800 USD (KES

11,080,000) was in cash payments to NCWSC. This includes revenues generated from session sponsors. The table below summarizes the sponsorship status as described above;

AfWA Sponsorship status				
Company	Amount USD	Amount Ksh	VIK	Cash
Junaco	30,000.00	3,000,000.00		3,000,000.00
Cellulant	20,000.00	2,000,000.00		2,000,000.00
KBL	30,000.00	3,000,000.00	VIK (media & alcoholic drinks during event)	
Magnate	2,200.00	220,000.00	VIK (1 billboard)	
Pentair	15,000.00	1,500,000.00		1,500,000.00
	2,200.00	220,000.00		220,000.00
Co-op	10,000.00	1,000,000.00		1,000,000.00
NMG	30,000.00	3,000,000.00	VIK media partner	
Safaricom	40,000.00	4,000,000.00	Connectivity & media centre - VIK	
GIZ	4,400.00	440,000.00		440,000.00
Gwopa (UN Habitat)	2,200.00	220,000.00		220,000.00
Suez	5,000.00	500,000.00		500,000.00
UNESCO	2,200.00	220,000.00		220,000.00
Water Aid	4,400.00	440,000.00		440,000.00
World Bank	6,600.00	660,000.00		660,000.00
KQ	30,000.00	3,000,000.00	VIK - VIP tickets + 15% ticket concession for AfWA delegates	
Nairobi County	15,000.00	1,500,000.00	VIK Charter hall, security, fire engine	
TNC	2,200.00	220,000.00		220,000.00
IWA	2,200.00	220,000.00		220,000.00
Technolog	2,200.00	220,000.00		220,000.00
Global Water Leaders Group	2,200.00	220,000.00		220,000.00
Total as per categories	258,000.00	25,800,000.00		11,080,000.00

(Where VIK means Value in Kind)

3.3.2 Registration

Registration for the 18th AfWA Congress and Exhibition was carried out through an online web portal. The registration captured from the web portal included 613 International Delegates (Non Kenyans) and 276 Local Delegates (Kenyans). Despite registering on the web portal some of them did not pay the requisite registration fee.

Accreditation was carried out prior and during the congress. Only delegates that registered and showed evidence of payment of the requisite registration fees were accredited. The income generated from registration was 219,787.01USD (KES 22,418,275) against the anticipated Income of 532,843.14USD (KES 54,350,000). During accreditation it was realized that some registration monies had been paid directly to AfWA as was confirmed by its Director of Finance. This presented reconciliation challenges of income realized. AfWA should avail this information to NCWSC for reporting and accountability of the congress. Also there was double registration of exhibitors as delegates by NGC which resulted in issuance of two badges to most of the exhibitors affecting the number of delegates and hence the income from delegates' thereof.

Below is the summary of delegates accredited and revenue generated viz-a-viz anticipated revenue.

	Item Description	Qty	Rate (USD)/no days	Rate (KShs)	BUDGETED Revenue/Expenditure (KShs)	Actual Qty	Rate (USD)/no days	ACTUAL Revenue/Expenditure (KShs)
R1.1	AfWA Members	300	550	55,000	16,500,000	259		11,617,850
R1.2	Affiliate Members	40	550	55,000	2,200,000			Combined with AfWA Members above.
R1.3	Exhibitors	150	400	40,000	6,000,000	18	6,862.75	700,000
R1.4	Non AfWA Members (African)	300	600	60,000	18,000,000	68		4,070,955
R1.5	Non AfWA Members (International)	75	700	70,000	5,250,000	29		2,038,623
R1.6	Students	40	100	10,000	400,000			Combined With Young Water Professionals
R1.7	Young Water Professionals	150	200	20,000	3,000,000	67		1,269,762
R1.8	Local Participants (WASPA)	150	200	20,000	3,000,000	196		2,721,086
	Registration Total Revenue	1,205		532,843.14	54,350,000	637	219,787.01	22,418,275

From the above analysis, there was a 41% variance in revenue from registration and a variance of 53% in numbers of paid delegates. The revenues may slightly increase on payment of registration fees for 59 No. NCWSC authorized delegates and remittances from those delegates that paid directly to AfWA offices in Abidjan. The 637 numbers accredited include these delegates. This figure does not include the 244 number delegates both local and international who attended the congress through invitation letters from exhibitors and officials from various local ministries and organizations.

Below is the table of accredited participants and service providers

DELEGATION	NO. OF PARTICIPANTS
Local Delegates	276
International Delegates	605
Service Providers	177-(Wrist Bands)
Exhibitors	430
Protocol	193
Media	109
Total	1,798

The total participants in the congress were 1,798 including 177 service providers, 109 media and 193 NCWSC staff as Ushers, secretariat and LOC members. The net number of delegates therefore were 1,311 including international Exhibitors/delegates. The 1,311 excludes some of the Young Water Professionals

who were accredited as 'Protocol' instead of 'Delegates' NCWSC consequently owes a total of 11,800USD (KES 1,203,600) for its 59 number delegates while AfWA owes 26,600USD (KES 2,713,200).

3.3.3 Exhibitors (Local)

As the cost of exhibiting within the main exhibition area (Tsavo Ballroom) was prohibitive, some local organizations who wanted to showcase their works requested for a cheaper option of exhibiting. The local organizing committee approached KICC for a cheaper option for the local exhibitors. This raised a total of 6,862.75USD (KES 700,000.00) as shown in the summary table below;

EXHIBITOR	USD	KES
Ministry of Water & Irrigation		100,000.00
Amotech Ltd		100,000.00
Danco Ltd		100,000.00
Swiss Quest Water Services		100,000.00
Water Services Regulatory Board		100,000.00
Athi Water Services Board		200,000.00
TOTAL	6,862.75	700,000.00

3.3 Expenditure Vs Revenue

The total expenditure of direct costs for hosting the congress amounted to 764,010.23USD (KES77,929,044). So far NCWSC has paid a total of 329,931.82USD (KES 33,653,046.07) for the venue and event manager, while it is yet to pay 434,078.41USD (KES 44,275,997.82) to other third party vendors.

The current analysis of the revenue expected to be generated is as follows:

STATUS	USD	KES
Cash in Bank	255,430.51	26,053,912.2
Expected Remittances USD	68,200.00	6,956,400.0
Expected Remittances KES	21,603.92	2,203,600.0
TOTAL	345,234.43	35,213,912.2

3.4 Revenue Allocation

Based on the revenues generated and expenditure incurred, the following table indicates the proposed revenue allocation between NCWSC and AfWA

3.4.1 Direct Congress Expenditure as per AfWA Regulations in Kshs

18TH INTERNATIONAL WATER & SANITATION EXPO & CONGRESS	
TOTAL COST - PRE CONGRESS	709,746.00
TOTAL COST - YWP COCKTAIL	649,312.32
EVENT MANAGER	7,749,576.30
GRAND TOTAL CONGRESS VENUE	19,498,598.49
TOTALS	28,607,233.11

The Congress Venue Costs includes the cost of the session rooms, Simultaneous Interpretation Equipment (SIE), Interpreters, Public Address, Screens, projectors, water and teas / coffees.

3.4.2 Cash generated from Registration, Sponsors and Sessional Conveners;

ACTUAL REVENUE FROM SPONSORS & REGISTRATION		
STATUS	USD	KES
Cash in Bank (USD & KES)	255,430.51	26,053,912.20
Expected Remittances USD	68,200.00	6,956,400.00
Expected Remittances KES	21,603.92	2,203,600.00
TOTAL	345,234.43	35,213,912.20

The above does not include Value in Kind.

3.4.3 Expenditure Allocation

TOTAL CONGRESS EXPENDITURE			
			77,929,043.79
EXPENDITURE DUE TO AFWA			28,607,233.11
EXPENDITURE DUE TO HOST			49,321,810.68
PAYMENTS MADE BY HOST			33,653,046.07

From the above, all congress related expenditures as per AfWA regulations will be offset from the cash generated in 3.4.2. The balance will then be paid to AfWA.

3.4.5 Revenue Allocation

SURPLUS REVENUE TO AFWA		6,606,679.09
OUTSTANDING PAYMENT BY HOST		15,668,764.61

NB The above are in Kenya Shillings. Exchange rate is 1USD = 102 KES

3.5 Summary of successes and challenges

Despite the above scenarios there were various successes and challenges resulting from hosting the congress. Highlighted below are the successes, challenges and recommendation thereof;

Successes

- Managed to receipt all cash payments on site.
- Implemented online payments
- Ease of identification of delegates who paid through online on site.
- Deployment of Point of Sale Terminals (PDOs) to facilitate onsite payments by delegates through credit and debit cards.
- Few discrepancies in payments done and refunds expected.

Challenges

1. Identifying the true value of Value in Kind given by various sponsors especially Nation Media Group.
2. Language barriers
3. Some delegates paid directly to AfWA which presented reconciliation of income realized.
4. Variations in expenditures due to additional unexpected costs which have inflated the budget.
5. Delays in approval of the budget by AfWA resulted in unprecedented costs.
6. Double registration of exhibitors by NGC which resulted to issuance of two badges to most of the exhibitors affecting the number of delegates.
7. No clear communication identifying VIP delegates to the host organization raising confusions and frustrations both for staff and delegates.

3.6 Recommendations and way forward

- AfWA to assist NCWSC in reconciling the registration revenue received by them.
- Involve Revenue management team from the initial planning process
- Incorporate Uniform payment system
- Payments through the bank should be more detailed to facilitate reconciliation
- Contract or invest in an online payment gateway provider or applications and these should also incorporate local payment mechanisms.
- AfWA should avoid having a separate list of delegates from the host and should direct all the registrations from the host
- AfWA to forward a list of VIPs to the host organization prior to accreditation to facilitate ease of identification on site.

CHAPTER 4: SUMMARY OF LESSONS LEARNT AND KEY CHALLENGES

There were various successes and challenges resulting from hosting the congress. Highlighted below are the key successes and challenges.

4.1 Successes

- I. Logo competition was successfully designed and implemented.
- II. The launch of the congress at Villa Rosa Kempinski was successful.
- III. STC meeting in relation to the preparation of the congress was successful; the AfWA Executive board observed that the congress preparations were going on well.
- IV. The opening Ceremony by H. E. the President of the Republic of Kenya emphasized the magnitude of the event.
- V. The Registration and accreditation was smooth sailing with little if any hitches.
- VI. The venue was well prepared for the event.
- VII. Managed to receipt all cash payments on site.
- VIII. Implemented online payments
- IX. Ease of identification of delegates who paid through online on site.
- X. Deployment of Point of Sale Terminals (PDQs) to facilitate onsite payments by delegates through credit and debit cards.
- XI. Few discrepancies in payments done and refunds expected.
- XII. The overall event was a success.

4.2 Challenges

- I. There was little involvement of the local chapter of the Women Forum by AfWA in preparations.
- II. Minutes for the STC meeting were inaccurate.
- III. There was little involvement in planning of the session between the Local Chapter of the Women Forum and AfWA
- IV. Due to the late involvement of planning for the event, the organizing team faced a number of challenges.
- V. Attendance was lower than expected due to late invitations – 170 against a target 300
- VI. No call of papers specific to YWP was considered.
- VII. AfWA was not able to bring onboard any sponsor for the congress, making the host rely on its own vendors who may not feel obligated to sponsor such an event.
- VIII. Lack of proper coordination from AfWA YWP Coordinator

- IX. Language barrier at the registration.
- X. Little guidance from AfWA secretariat to NCWSC LOC in planning for the congress.
- XI. Late invitation of delegates – visa processing, submission of call of papers
- XII. Some delegates paid directly to AfWA which presented reconciliation challenges, giving a false picture of income realized. Some sessions were also convened without being paid for, resulting to unfulfilled sponsorship by AfWA.
- XIII. Variations in expenditures due to additional unexpected costs which have inflated the budget.
- XIV. Delays in approval of the budget by AfWA resulted in unprecedented costs.
- XV. Double registration of exhibitors by NGC which resulted to issuance of two badges to most of the exhibitors affecting the number of delegates.
- XVI. No clear communication identifying VIP delegates to the host organization raising confusions and frustrations both for staff and delegates.
- XVII. The cost of exhibition within Tsavo ballroom was somewhat high, which locked many local exhibitors who would have otherwise participated.

CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS

- I. Early involvement of the local YWP office in the planning process for the Afwa -YWP Forum event.
- II. Develop a clear communication channel between the AfWA Coordinator and local chapters of YWP office.
- III. Ensure timely call for submission of papers by the AfWA YWP office
- IV. To establish and follow acceptable criteria for abstract and paper acceptance by AfWA
- V. In order to have better local participation in future there should be a provision for a local pavilion with local rates.
- VI. Dedicate at least 30 minutes within the day's program for delegates to visit the exhibition
- VII. Include bilinguals in the tours.
- VIII. Include national parks as part of the tours
- IX. Support reduction of utility NRW levels and ensure sustainably,
- X. Increase efficiency of networks,
- XI. Provide a framework for continuous monitoring & evaluation
- XII. The involvement of chief rapporteur's early stages of the congress preparations is important so that they come up with training guideline, the procedure of rapporteuring and to give a gist of the rapporteuring process, meeting with the junior rapporteurs and familiarize the strength and weakness of each of them
- XIII. Proper planning and review of professional translators so that they can have adequate time to go through the abstracts.
- XIV. The program committee to spearhead internal staff capacity building matters of report writing /rapporteuring so that it becomes easy for the company utilize such investment in the future.
- XV. Enhance practical tools for gender achievement and strengthening the position of women in water and sanitation sector
- XVI. Need to invest in research and development and ICT for sector's development
- XVII. Need to enhance Integrated Water Resource Management
- XVIII. AfWA to assist NCWSC in reconciling the registration revenue received by them.
- XIX. Involve Revenue management team from the initial planning process
- XX. Incorporate a permanent and Uniform payment system- online based
- XXI. Payments through the bank should be more detailed to facilitate reconciliation
- XXII. Contract or invest in an online payment gateway provider or applications and these should also incorporate local payment mechanisms.
- XXIII. AfWA should avoid having a separate list of delegates from the host and should direct all the registrations to the host

Annexes

Annex 1: ESTIMATED BUDGET, REVENUE AND EXPENDITURE

	Item Description	Qty	Rate (USD)/no days	Rate (KShs)	BUDGETED Revenue/Expenditure (KShs)	Revenue/Expenditure (Euros)	Revenue/Expenditure (USD)	Rate (USD)/no days	ACTUAL Revenue/Expenditure (KShs)	VARIANCE	Remarks
	REVENUE										
R1	Registration Fees (Early Bird)										
R1.1	AIWA Members	300.00	550.00	55,000.00	16,500,000.00	150,000.00	165,000.00		11,617,849.98	(4,882,150.02)	\$25,850 (KES 2,636,700) Due from AfWA journalists, WorldBank,AfWA Morocco, AfWA FABRI,
R1.2	Affiliate Members	40.00	550.00	55,000.00	2,200,000.00	20,000.00	22,000.00			(2,200,000.00)	Categorized together with AfWA members
R1.3	Exhibitors	150.00	400.00	40,000.00	6,000,000.00	54,545.45	60,000.00	6,862.75	700,000.00	(5,300,000.00)	
R1.4	Non AIWA Members (African)	300.00	600.00	60,000.00	18,000,000.00	163,636.36	180,000.00		4,070,955.00	(13,929,045.00)	
R1.5	Non AIWA Members (International)	75.00	700.00	70,000.00	5,250,000.00	47,727.27	52,500.00		2,038,623.00	(3,211,377.00)	
R1.6	Students	40.00	100.00	10,000.00	400,000.00	3,636.36	4,000.00			(400,000.00)	Categorized as Young water Professionals
R1.7	Young Water Professionals	150.00	200.00	20,000.00	3,000,000.00	27,272.73	30,000.00		1,269,761.74	(1,730,238.26)	\$750 (KES76,500) Due from AfWA
R1.8	Local Participants (WASPA)	150.00	200.00	20,000.00	3,000,000.00	27,272.73	30,000.00		2,721,085.50	(278,914.50)	KES 1,203,600Due from Nairobi City Water and Sewerage Company
	Registration Total Revenue	1,205.00		532,843.14	54,350,000.00	494,090.91	543,500.00	219,787.01	22,418,275.22	(31,931,724.78)	
R2	Sponsorship									-	
R2.1	Diamond	1.00	70,000.00	7,000,000.00	7,000,000.00	63,636.36	70,000.00		3,570,000.00		\$20,000 (KES 2,040,000) Due from Cellulant and \$15,000 (KES 1,530,000) from Pentair and KES 1,000,000 from Co-Op Bank
R2.2	Platinum	2.00	50,000.00	5,000,000.00	10,000,000.00	90,909.09	100,000.00				
R2.3	Gold	5.00	30,000.00	3,000,000.00	15,000,000.00	136,363.64	150,000.00				
R2.4	Silver	5.00	15,000.00	1,500,000.00	7,500,000.00	68,181.82	75,000.00				
R2.5	Ivory	12.00	5,000.00	500,000.00	6,000,000.00	54,545.45	60,000.00				
	Session Conveners							24,200.00	2,468,400.00	1,346,400.00	\$6,600 (KES 897,600) Due from GWOPA, WorldBank
	Total Sponsorship Revenue	25.00		446,078.43	45,500,000.00	413,636.36	455,000.00		3,570,000.00	(41,930,000.00)	
R3	Site Visits (Tours)	200.00	40.00	4,000.00	800,000.00	7,272.73	8,000.00		65,637.00	734,363.00	
	Total Expected Revenue			986,764.71	100,650,000.00	915,000.00	1,006,500.00	255,430.51	26,053,912.22	(74,596,087.78)	
	EXPENDITURE										
E1	Pre Congress Launch										
E1.1	Themes Development breakfast meeting and Media Campaigns	1.00	32,859.25	3,285,925.00	3,285,925.00	29,872.05	32,859.25		2,458,940.00		
E1.2	Designing of Congress Logo	1.00	1,000.00	100,000.00	100,000.00	909.09	1,000.00				
	Pre Congress Launch Total				3,385,925.00	30,781.14	33,859.25		2,458,940.00	926,985.00	
E2	Congress Launch	1.00	12,447.00	1,244,700.00	1,244,700.00	11,315.45	12,447.00		2,139,381.59	(894,681.59)	
E3	Committee Allowances										
E3.1	Local Committee Allowances (10 members @ 5,000 per meeting)	10.00	3,000.00	300,000.00	3,000,000.00	27,272.73	30,000.00		3,000,000.00		

E3.2	Secretariat Allowances (NCWSC)	10.00	3,000.00	300,000.00	3,000,000.00	27,272.73	30,000.00		3,000,000.00		
	Committee Allowances				6,000,000.00	54,545.45	60,000.00		6,000,000.00	-	
E4	VIP/Guests Costs										
E4.1	Air tickets	5.00	1,500.00	150,000.00	750,000.00	6,818.18	7,500.00		-		
E4.2	Air tickets priority	1.00	10,000.00	1,000,000.00	1,000,000.00	9,090.91	10,000.00		-		Cambodia
E4.3	Accommodation	5.00	400.00	40,000.00	200,000.00	1,818.18	1,000.00		453,125.00		Two Nights
E4.4	AIWA Programme Committee	10.00	2,000.00	200,000.00	2,000,000.00	18,181.82	10,000.00		-		10 days
E4.5	AIWA Board Accommodation	16.00	2,000.00	200,000.00	3,200,000.00	29,090.91	16,000.00		-		five days
E4.6	AIWA Secretariat Accommodation	10.00	1,000.00	100,000.00	1,000,000.00	9,090.91	5,000.00		-		10 days
E4.7	Two Rapporteurs - Air ticket and accommodation	2.00	7,000.00	700,000.00	1,400,000.00	12,727.27	7,000.00		-		10 days
E4.8	Transport (Vehicles)	5.00	20.00	2,000.00	10,000.00	90.91	50.00		-		
	VIP/Guests				9,560,000.00	86,909.09	95,600.00		453,125.00	9,106,875.00	
E5	Publicity, Communication and Marketing										FQ to provide comprehensive budget
E5.1	Website Design and Hosting				365,000.00	3,318.18	3,650.00		197,896.00	167,104.00	Design and maintenance KShs. 350,000, Hosting @15,000 pa
E5.2	Bill Boards (5 Sites @ 250,000)	5.00	2,500.00	250,000.00	1,250,000.00	11,363.64	12,500.00		855,500.00	394,500.00	
E5.3	Fliers				100,000.00	909.09	1,000.00		377,000.00	(277,000.00)	Car Stickers
E5.4	Catalogues	1,500.00	2.00	200.00	300,000.00	2,727.27	3,000.00		-	300,000.00	
E5.5	T-Shirts	1,500.00	15.00	1,500.00	2,250,000.00	20,454.55	22,500.00		421,950.00	1,828,050.00	
E5.6	Name Tags	1,500.00	2.00	200.00	300,000.00	2,727.27	3,000.00			300,000.00	
E5.7	Interpretation Services	4.00	3,750.00	375,000.00	1,500,000.00	13,636.36	15,000.00			1,500,000.00	
E5.8	Branded Gift Items (Kikoi/ Masai Scarfs)	1,500.00	10.00	1,000.00	1,500,000.00	13,636.36	15,000.00		4,085,868.00	(2,585,868.00)	1,500.00
	Total Publicity, Communication & Marketing				7,565,000.00	68,772.73	75,650.00		5,938,214.00	1,626,786.00	
E6	KICC										
E6.1	Presidential Lunch	200.00	39.00	3,900.00	780,000.00	7,090.91	7,800.00				
E6.2	Refreshments for VIPs	25.00	22.00	2,200.00	55,000.00	500.00	550.00				
E6.3	Drapery and Flowers	1.00	2,000.00	200,000.00	200,000.00	1,818.18	2,000.00		-		
E6.4	Morning Teas and Snacks	800.00	9.00	900.00	720,000.00	6,545.45	7,200.00				
E6.5	Two Teas and Buffet Lunch	1,500.00	105.00	10,500.00	15,750,000.00	143,181.82	157,500.00				
E6.6	Buffet Lunch (Support Staffs)	200.00	15.00	1,500.00	300,000.00	2,727.27	3,000.00				
E6.7	500 ml water	5,600.00	0.70	70.00	392,000.00	3,563.64	3,920.00				
E6.8	Amphitheatre	1.00	1,679.00	167,900.00	167,900.00	1,526.36	1,679.00				
E6.9	Digital Screens - Amphitheatre	1.00	3,000.00	300,000.00	300,000.00	2,727.27	3,000.00				
E6.10	P.A. System - Amphitheatre	1.00	500.00	50,000.00	50,000.00	454.55	500.00				
E6.11	VIP launch event	3.00	949.20	94,920.00	284,760.00	2,588.73	2,847.60				
E6.12	Taifa Room	2.00	334.95	33,495.00	66,990.00	609.00	669.90				PA system
E6.13	Aberdares /Lenana Rooms	3.00	1,669.80	166,980.00	500,940.00	4,554.00	5,009.40				
E6.14	Digital Screens – Aberdares/ Lenana	3.00	1,500.00	150,000.00	450,000.00	4,090.91	4,500.00				
E6.15	PA System - Lenana/ Aberdare	3.00	400.00	40,000.00	120,000.00	1,090.91	1,200.00				
E6.16	Shimba Hills Room	2.00	423.50	42,350.00	84,700.00	770.00	847.00				PA system

E6.17	Impala/L. Turkana	2.00	346.50	34,650.00	69,300.00	630.00	693.00				PA system
E6.18	Management Event Offices	5.00	1,000.00	100,000.00	500,000.00	4,545.45	5,000.00				
E6.19	Internet Services (4GB)	4.00	900.00	90,000.00	360,000.00	3,272.73	3,600.00				advise to source for own KICC connectivity Kshs. 800000
E6.20	Audio Visual Equipment	2.00	1,600.00	160,000.00	320,000.00	2,909.09	3,200.00				
E6.21	SIE Equipment	4.00	3,500.00	350,000.00	1,400,000.00	12,727.27	14,000.00				Cost of 1000 headsets and interpretation booths
E6.22	Opening Cocktail	1,000.00	20.00	2,000.00	2,000,000.00	18,181.82	20,000.00				5300/pax
E6.23	Ambulances - 4 Days	4.00	200.00	20,000.00	80,000.00	727.27	800.00				
E6.24	Marquee	4.00	8,800.00	880,000.00	3,520,000.00	32,000.00	35,200.00				2000 pax capacity tent
E6.25	Marquee (Sound , Lighting)	1.00	4,000.00	400,000.00	400,000.00	3,636.36	4,000.00				
E6.26	Gala Dinner	1,000.00	25.00	2,500.00	2,500,000.00	22,727.27	25,000.00				Cost of biting and dinner
E6.27	Digital Screen - Gala	1.00	3,000.00	300,000.00	300,000.00	2,727.27	3,000.00				
E6.28	Registration Booth	5.00	200.00	20,000.00	100,000.00	909.09	1,000.00				Charter hall
E6.29	Conference Service Charges	1.00	1,531.57	153,157.00	153,157.00	1,392.34	1,531.57				
E6.30	Guards										To be renegotiated
	Total KICC				31,924,747.00	290,224.97	319,247.47		42,651,095.21	(10,726,348.21)	KICC total cost
E7	Professional Services										
E7.1	Event Manager	1.00	120,000.00	12,000,000.00	12,000,000.00	109,090.91	120,000.00		7,749,576.30	4,250,423.70	
E7.2	High level discussion moderator	1.00	5,000.00	500,000.00	500,000.00	4,545.45	5,000.00		1,566,000.00	(1,066,000.00)	MC, Band and dance troupe for Opening Ceremony and Gala Dinner,
E7.3	Rapporteurs	12.00	500.00	50,000.00	600,000.00	5,454.55	6,000.00		-	600,000.00	Paid by AfWA
E7.4	Publishing Congress Report	1.00	10,000.00	1,000,000.00	1,000,000.00	9,090.91	10,000.00		1,000,000.00	-	To be paid
	Total Professional Services	1.00			14,100,000.00	128,181.82	141,000.00		10,315,576.30	3,784,423.70	
	Total Expenditure				73,780,372.00	659,415.20	725,356.72		69,956,332.10		In the event that Min Foreign affairs will assist they will attach a budget to hire of VIP vehicles. Same applies for police vehicles & fueling costs.
	Additional Expenditure				49,553,118.96				7,972,711.69		
	Total Adjusted Expenditure			1,209,151.87	123,333,490.96			764,010.23	77,929,043.79		
	Anticipated Net Surplus/Loss				(22,683,490.96)	255,584.80	281,143.28		(51,875,131.57)		As at 10th March 2016
	Add: Revenue Outstanding				9,160,000.00				9,160,000.00		Expected Outstanding Income
	Net Loss				(13,523,490.96)				(42,715,131.57)		Expected Loss
	ADDITIONAL EXPENDITURE										
	Security										
	Allowances - Police, guards, Diplomatic police	200.00		1,500.00	300,000.00				300,000.00	-	covering meals & allowances
	Extra Security (crowd control barriers)	15.00	4.00	5,000.00	300,000.00				-	300,000.00	will be needed during lunches & dinner
	Sniffer dogs	4.00	4.00	50,000.00	800,000.00				-	800,000.00	A bomb sweep is done every morning.
	Sub Total				1,400,000.00				300,000.00	1,100,000.00	
	Interpretation & Translation										
	Eng. - French - Eng. Interpretation	4.00	4.00	60,000.00	960,000.00				2,953,267.20	(1,993,267.20)	interpretation during plenary & breakouts with cost of Kes 340,761.6 for Additional rooms not budgeted for
	Document Translation	1.00	1.00	150,000.00	150,000.00				-	150,000.00	program translation eng-french
	Sign language	4.00		20,000.00	80,000.00				80,000.00	-	during plenary
	Airport Security Charges	8.00		10,000.00	80,000.00				-	80,000.00	airport badge access
	Sub Total				1,270,000.00				3,033,267.20	(1,763,267.20)	
	Production Items										
	Pens	2,000.00		800.00	1,600,000.00						

Badge Pockets	2,000.00		400.00	800,000.00						
Lanyards	2,000.00		980.00	1,960,000.00						
Car passes	100.00		100.00	10,000.00						
Signage	30.00		6,000.00	180,000.00						
Telescopic Banners	25.00		22,000.00	550,000.00						
Street Banners	8.00		9,000.00	72,000.00						
Roll up banners	20.00		13,000.00	260,000.00						
Meal Vouchers	2,000.00		50.00	100,000.00						
Sub Total				5,532,000.00				-	5,532,000.00	Covered branded merchandise
Equipment - Secretariat										Secretariat equipment got from NCWSC offices.
Laptops Hire	4.00	2.00	6,000.00	48,000.00				-		
Heavy duty Colored Printer hire	4.00	1.00	4,000.00	16,000.00				-		
Stationery (Printing paper, cartridges, folders)	2.00	1.00	100,000.00	200,000.00				-		
Printing Charges B/W & Colored				100,000.00				-		
Sub Total				364,000.00				-	364,000.00	
Support Services										Donated by NCC as part of their contribution
Ambulances	2.00	4.00	26,000.00	208,000.00				-		
Fire Engine	1.00	4.00	29,000.00	116,000.00				-		
Radio communication hire	1.00	1.00	145,000.00	145,000.00				-		
Sub Total				469,000.00				-	469,000.00	These were donations from NCC
Toilets										gala dinner & lunches
Hire of 10 Porta loos	10.00	3.00	5,000.00	150,000.00				-		
Hire of Executive Trailer	3.00	2.00	25,000.00	150,000.00				-		
Hire of Classic Trailer	3.00	1.00	47,000.00	141,000.00				-		
Hire of Hand wash hire - wave	10.00	7.00	5,500.00	385,000.00				-		
Sub Total				826,000.00				-	826,000.00	Included in KICC costs
Accreditation/ Registration of delegates - Security pass										
Lap tops Hire	15.00	6.00	6,000.00	540,000.00				-		
PRINTING PAPER FOR ACCREDITATION	1.00	1,500.00	30.00	45,000.00				-		
BIRO PENS(PACKETS-BLACK AND BLUE)	5.00	2.00	250.00	2,500.00				-		
A4 PRINTING PAPERS,IN RIMS	5.00	2.00	450.00	4,500.00				-		
REGISTRATION FORMS	1.00	300.00	50.00	15,000.00				-		
Venue Hire	5.00	1.00	50,000.00	250,000.00				-		Donated by NCC (Charter Hall)
Sub Total				857,000.00				-	857,000.00	
Water 500ml	8,000.00	4.00	30.00	960,000.00				-	960,000.00	Covered under KICC costs
Media Budget				31,040,206.00				3,539,760.12	27,500,445.88	Media, Photography and videography ND Video clip
Sub totals				42,718,206.00				6,873,027.32	35,845,178.68	
Add 16% VAT				6,834,912.96				1,099,684.37	5,735,228.59	
Grand Total				49,553,118.96				7,972,711.69	41,580,407.27	

