

**LICENCE ANALYIS CHECKLIST AND EVALUATION FORM WATER ACT 2016**

Name and Address of Water Service Provider:

Tana River Water and Sanitation Company Limited

P.O. BOX ……

**GARSEN**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO** | **WSP APPLICATION CONDITION** | **Minimum Requirements** | **Whether Data Provided by WSP** | **Analysis/Assessment by WASREB** |
|  |  |  |  |  |
|  | **Preliminary details** |  |  |  |
| 1. Date received by WASREB | Date of receipt |  |  |
| 1. Application fee received | Proof of payment\* |  |  |
| 1. Certificate of Company Registration | Copy of certificate\* |  |  |
| 1. Geo- Referenced Map of Service Area accompanied by "Shape Files" | * PDF illustration * List of sub-locations\* * Shape files\**Mandatory for mapped WSPs (66)* |  |  |
| 1. Copy of letter to county on application | * Copy of letter\* * Share application with the county |  |  |
| 1. Period of License (Agreed per category) | To be defined  To be illustrated in Financial Years, recommended 5 years |  |  |
|  | **Institutional profile** |  |  |  |
| i. Compliant memorandum and objects of association to WASREB standards | As per model memorandum of association\* |  |  |
| ii. Details of board members meet the governance standards; competence in academic and professional criteria and stakeholder representation; gender | Information sheet on BoD |  |  |
| iii. Key executive staff meet competence criteria of Legal Notice (LN) 137 of 2012 (Level 1, 2 & 3) | Profile of key staff |  |  |
| iv. Approved Staff Establishment in line with Wasreb Standards | Approved Staff Establishment |  |  |
|  | **Human Resource Management** |  |  |  |
| 1. Approved Human resource policy manual in line with Wasreb Standards | Approved **updated** Human resource policy Manual as per model |  |  |
| 1. Performance management system | * PMS in place * Evidence of appraisal (implementation) |  |  |
| 1. HIV Policy | HIV Policy |  |  |
| 1. Collective Bargaining Agreement in line with Wasreb Standards | * Valid CBA * In line with approved tariff |  |  |
| 1. Contracts of employment for Management Staff with clear terms and conditions of service | * Sample Copy of signed contracts for Management Staff |  |  |
| 1. Contracts of employment for unionisable and other staff with clear terms and conditions of service | * Sample Copy of signed contracts unionisable and other staff * Link to CBA |  |  |
| 1. Approved Organization Structure in Line with WASREB Standards | Approved Organization Structure |  |  |
| 1. Code of Conduct and Ethics for employees | Sample Copy of signed code of Conduct and Ethics for employees |  |  |
| 1. Pension Scheme Arrangements whether DB or DC and Compliance to relevant laws and guidelines (RBA act, Treasury circulars, Scheme roles and deeds) | Evidence of Pension Scheme Arrangements.  Should be a DC scheme. |  |  |
|  | **Information on Technical Management** |  |  |  |
| i. Water sources and abstraction permits (Own Source or Guaranteed Bulk Supply) | * Water sources and valid abstraction permits * Bulk supply agreements where applicable |  |  |
| ii. Scheme summary water | * Total Population in SA and population served * Production and billed water sources and abstraction volumes * Water treatment process * Billing and collection amount * No. of staff (contract and permanent) * O+M cost * Personnel, chemical and energy costs * Total (registered, active) and metered connections |  |  |
| iii. Scheme summary waste water | * Total Population in SA and population served * Volumes of influent to be treated * Waste water treatment capacity * Billing and collection amount * No. of staff (contract and permanent) * O+M cost * Personnel, chemical and energy costs * Total (registered, active) and metered connections |  |  |
| iv. Compliance with Water Quality and Effluent Management Guideline) WQEMG – last report | * Latest report for the month preceding the application * Check against previously submitted reports * Determine compliance |  |  |
| v. Copy of effluent discharge permit | Valid effluent discharge permit(s) |  |  |
| vi. Asset Register – assets owned by WSP | Copy of asset register |  |  |
| vii. Asset Register- assets from Local Authority/county | Copy of asset register |  |  |
| viii. Asset Register –assets from Water Service Board (CWWDA) | Copy of asset register |  |  |
| ix. Asset maintenance schedule | Copy of asset maintenance schedule |  |  |
| x. Approved Water Safety Plan | Yes/No |  |  |
| xi. Signed deed of handover of all assets including new ones during the previous SPA period | Copy signed deed of handover of all assets |  |  |
| xii. Details of planned institutional and infrastructural improvements | Review planning documents (strategic plan, master plan, business plan) to determine adequacy/link to performance targets |  |  |
| xiii. Financing Plan | A plan to support activities in (xii) above |  |  |
|  | **Information on Commercial Management** |  |  |  |
| i. Copy of Customer contract | Check against model customer contract |  |  |
| ii. Customer complaint handling procedure | Check against CEG |  |  |
| iii. Customer Service Charter | Check against minimum service standards |  |  |
| iv. Procurement Policy | Approved procurement policy/or evidence of following PPAD Act 2015 |  |  |
| v. Evidence of Stakeholder Conference | Evidence of Stakeholder Conference invitation, list of participants, minutes within the last 2 financial years |  |  |
| vi. Tax compliance certificate/status | Check validity, validate with iTax |  |  |
| vii. Most recent two years Auditor General Reports | * Audit certificate for the 2 years * Signed audit reports |  |  |
| viii. Website Information on annual report | Check website for annual report |  |  |
| ix. Evidence of Biennial Customer Satisfaction Survey | Report within the last 2 years |  |  |
| x. Adoption of Maji Voice | Check against Maji Voice list and adoption status (reports) |  |  |
| xi. Compliance to WASREB’s website requirements | Check website against WASREB standards |  |  |
|  | **Information on financial management** |  |  |  |
| i. Proposed / Valid Regular Tariff | Check validity on website |  |  |
| ii. Maintenance Costs / O+M | Check against tariff, audited accounts and WARIS data |  |  |
| iii. Employee Costs / O+M |  |  |
| iv. O+M Coverage |  |  |
| v. Quick Ratio (Acid Test ratio) |  |  |
| vi. Debtor days |  |  |
| vii. Collection Efficiency |  |  |
| viii. Debt Service Coverage Ratio |  |  |
| ix. Performance Guarantee | Yes/No |  |  |
| x. Approved Strategic Plan | BoD Approved Strategic Plan |  |  |
| xi. Specifications of the current billing system | Check against WASREB standards |  |  |
| xii. Operational business plan | * BoD approved Operational business plan * Check against WASREB standards |  |  |
| xiii. Approved Disaster Management Plan | BoD Approved Disaster Management Plan |  |  |
|  | **Asset Handover** |  |  |  |
| i. New water supply asset handed over during last 10 years by source | * List of assets/projects * Hand over certificate(s) for water supply asset(s) handed over |  |  |
| ii. New waste water assets handed over last 10 years by source | * List of assets/projects * Hand over certificate(s) for waste water asset(s) handed over |  |  |
|  | **Projected improvement of services in license period** |  |  |  |
| i. Small scale providers in service area –situation described and projected | * List of SSPs in the Service Area (SA) * Link to Main WSP * Report of SA mapping exercise |  |  |
|  | **Performance improvements in license period** |  |  |  |
| 1. Quality of Service |  |  |  |
| 1. *Water coverage %* | Check against XX year targets and link to NWSS |  |  |
| 1. *Drinking Water Quality %* | 100% |  |  |
| 1. *Hours of Supply* | Progression to acceptable sector benchmarks |  |  |
| 1. *Sewerage coverage %* | Check against XX year targets and link to NWSS |  |  |
| 1. *Effluent Quality %* | 100% |  |  |
| 1. Economic Efficiency |  |  |  |
| 1. *Personnel Expenditure as % of O+M costs %* | Compliance to sector benchmarks |  |  |
| 1. *O+M Costs coverage %* | Progression to full cost recovery |  |  |
| 1. *Revenue Collection Efficiency %* | Compliance to sector benchmarks |  |  |
| 1. Operational Sustainability |  |  |  |
| 1. *Non-Revenue Water, %* | Progression to acceptable sector benchmarks |  |  |
| 1. *Metering(operational) ratio, %* | 100% |  |  |
| 1. *Staff Productivity, No* | Progression to acceptable sector benchmarks |  |  |
| 1. Environmental (source) protection | Check CSR reports, SP, Go green, renewable energy |  |  |
| v. Governance Indicator | Score for last assessment |  |  |
| vi. Pro-poor Assessment |  |  |
|  | **Other Issues** |  |  |  |
| 1. Evidence of Public Consultation | Evidence of Public Consultation invitation, list of participants, minutes for the license application |  |  |
| 1. License Fee to be paid | Yes/No |  |  |
| 1. Arrears of Regulatory Levy | Reconciled amount |  |  |
| 1. Arrears of Licensee Remuneration to WSBs | Reconciled amount |  |  |

**Date of Evaluation: ………**

**The WSP management will be invited for a meeting with WASREB on ……….**