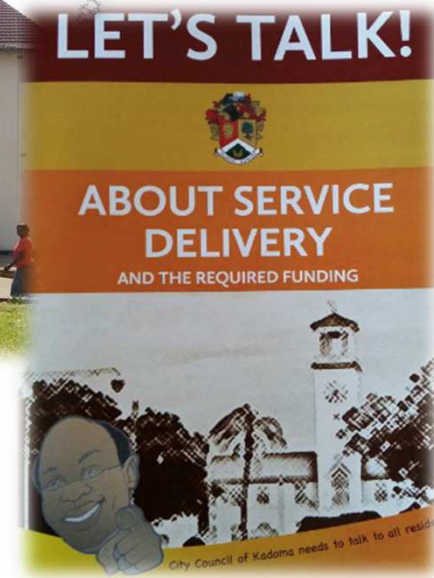


# Resident Engagement For Better Service Delivery - Kadoma (Zimbabwe)



Chirundu D



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and Development



# Who are we??

**Vision:** To be a Service Sanctuary of Integrity by 2018

**Mission:** To hoist teamwork, respect and openness as we radiate commitment

**Core Values:** Teamwork, respect, openness  
commitment & integrity

City of Kadoma



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# Problems Addressed

- Cholera in City
  - » 5426 Cases
  - » 124 Deaths
- Defective sanitation
  - » Water supply & refuse collection erratic,
    - frequent sewer blockages, ...
- Reasons not to pay –
  - » ability (USD) and
  - » willingness (estimates), ...
- No stand-by capacities,
  - » no transport,
  - » no tools,
- Trust seriously eroded



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Zusammenarbeit (GIZ) GmbH



# Institutional Setting

- Kadoma Established by Urban Councils Act
- Demand by People Approach
- Stakeholders Involved:-
  - Internal:-
    - » Councillors,
    - » Top Management
    - » Workers
  - External:-
    - » Civil Society,
    - » Central government



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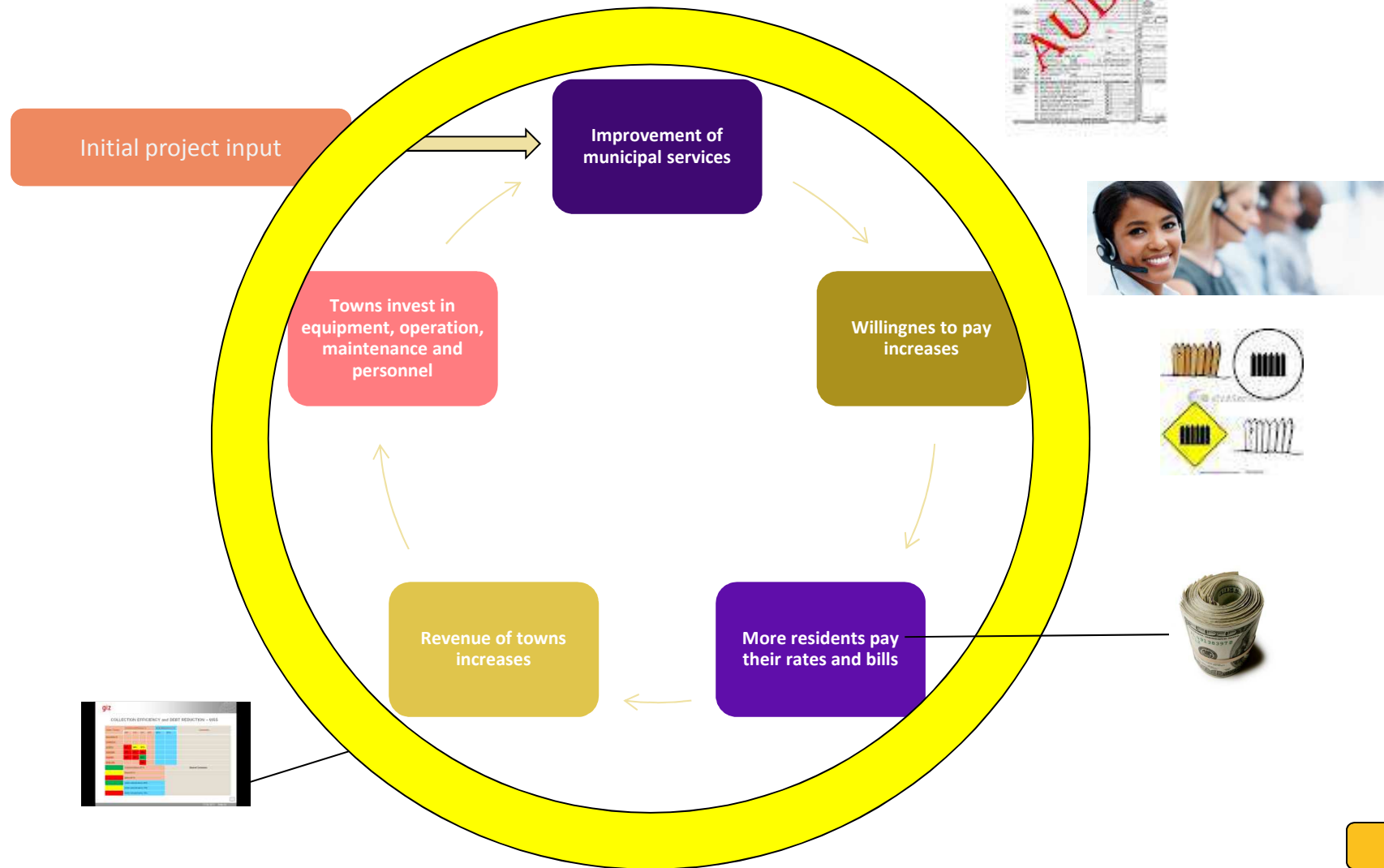


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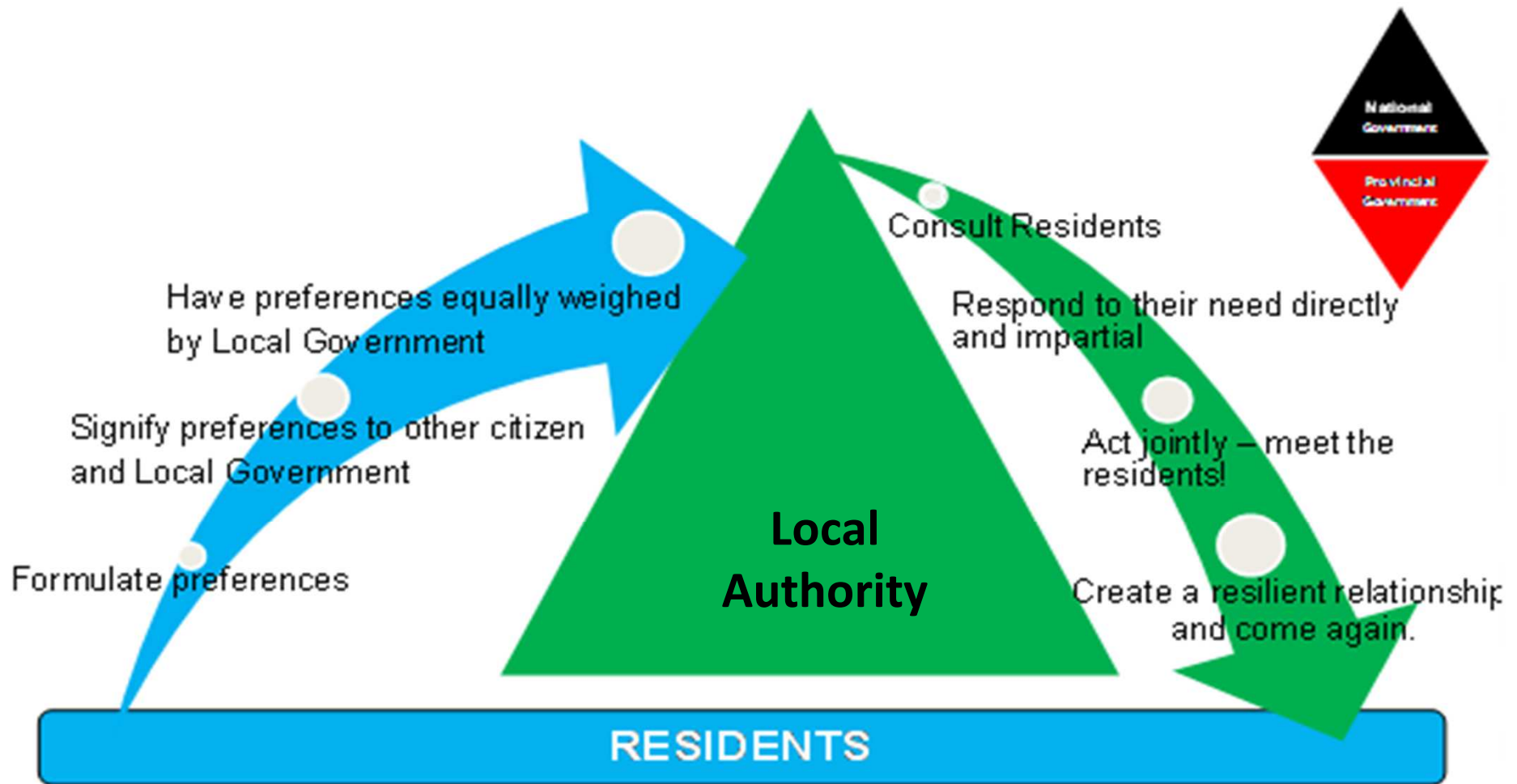




# Broad Strategy Used....



# Approach Used



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# Outputs of the Good Practice

- Residents and civil society trust-Regained
- Communication with stakeholders-Improved
- Mortality and morbidity-Reduced
  - 2009-5600 cholera cases (Attack Rate-700 per 10000)
  - 2010-120 cholera cases (Attack Rate-20 per 10000 pop)
  - 2011-21 cholera cases (Attack Rate-2 per 10000 population)
  - 2012- 40 cases typhoid-(Attack Rate -4 per 10000 population)
  - 2013- 120 cases typhoid-(Attack Rate-13 per 10000 population)
- Change in WASH diseases Transmission
  - Waterborne to water washed (hygiene related)



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# Lessons Learnt

- Timing of residents engagement is critical
- Engagement to be done simultaneously with restoration of service
- Need continuous reinforcement of strategies
  - Health Impacts
  - Financial Impacts
- Engagement of local agencies critical
  - knowledge management and
  - Sustainability



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# Transfer

- Home work to be done
- Evaluation of the initiative
- Fully engage citizens
- Prepare for transfer
  - Political
  - Admin Commitment



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# Acknowledgements

- Residents of Kadoma City
  - Kadoma City Council
    - GOZ
      - GIZ



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# Thank You

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