

A young boy with a joyful expression is drinking water from a public tap. He is wearing a light blue shirt. The background is slightly blurred, showing an outdoor setting with some trees and a clear sky. The tap is a standard public water tap with a handle and a spout. Water is flowing from the spout into the boy's cupped hands.

# The Role of Water & Sanitation Investment in Development

**Dr Eng Silver Mugisha,  
Managing Director NWSC**  
Presentation to the Rotary Club of Kiwatule

# NWSC, a Public Utility with a vision to be the Leading Customer Service Oriented Utility in the World...



Its a Public Corporation wholly owned by the Government of Uganda, established in 1972



Mandate: provide water and sewerage services in Urban Areas on commercial and financially viable basis



NWSC operates in 262 towns/urban centers in Uganda



*Vision: The Leading Customer Service Oriented Utility in the World*



*Mission: To Sustainably and Equitably provide Cost Effective, Quality Water and Sewerage Services to the Delight of All Stakeholders, while Conserving the Environment*



# NWSC Strategic Perspective - Corporate Plan 2021 - 2024

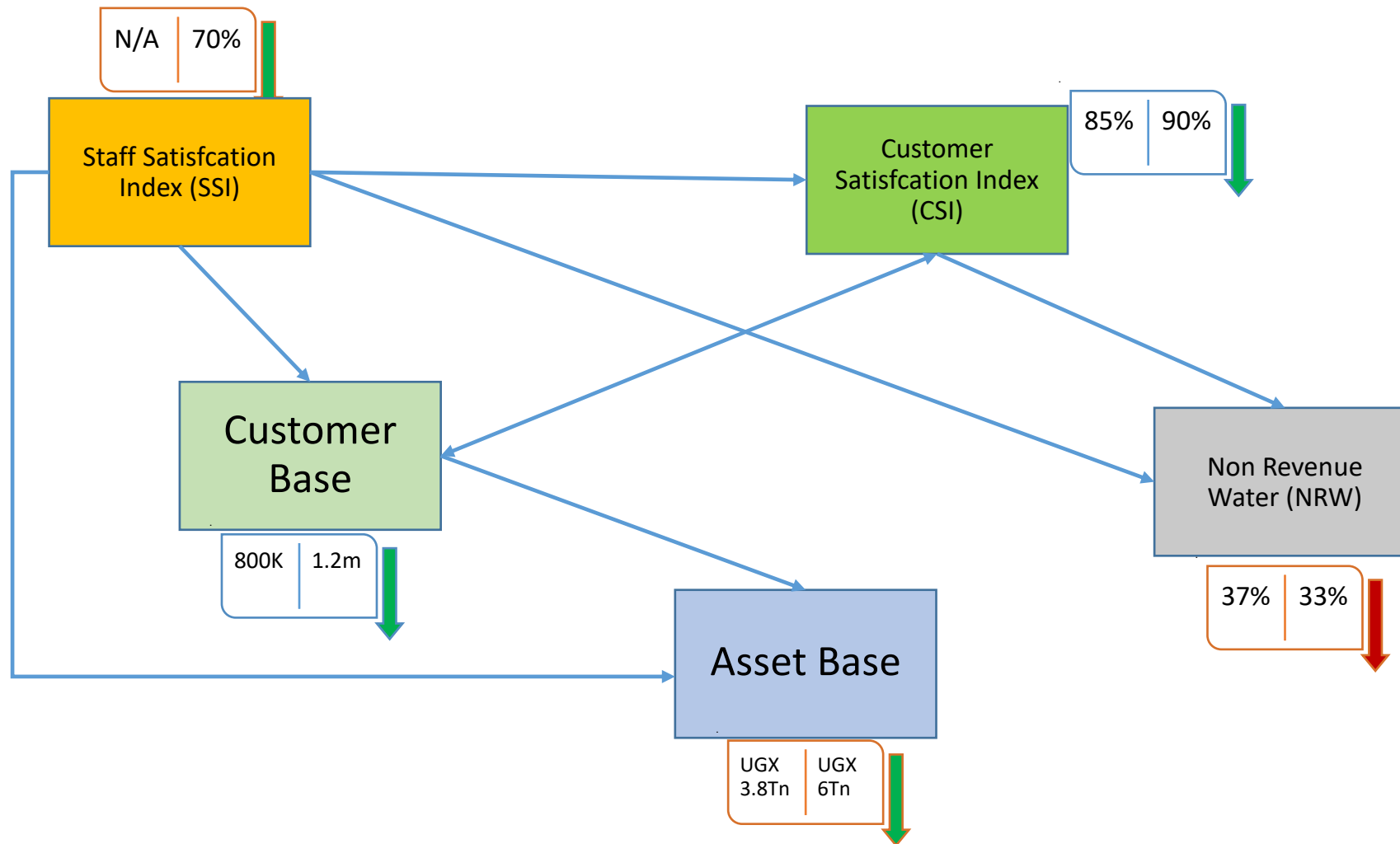


## Strategic Anchorage

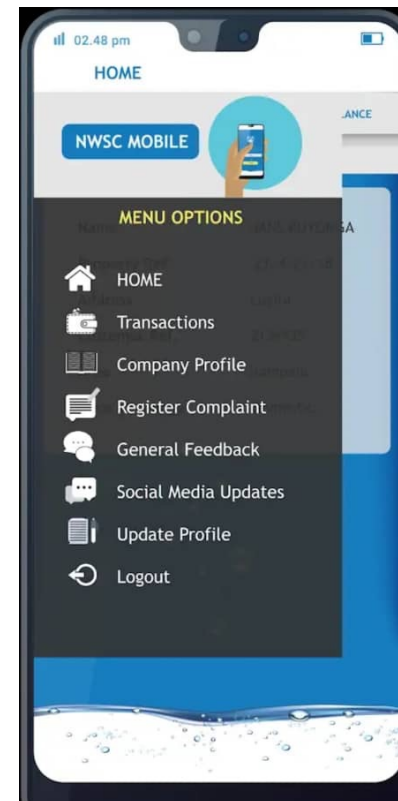
- Sustainable Development Goals
- Vision 2040
- National Development Plan III (NDP III) 2020 - 2025
- Government Manifesto 2021-2026
- Strategic Guidelines And Directives (23 )



# NWSC Strategic Golden Indicators 2021/22 – 2025/26







# Key Strategic Drivers

staff productivity  
tools like IPAs

Flagship  
investments with  
support of  
financial markets

Donor/GoU  
supported  
investments,  
including SCAP100

Technology use  
and digitalization

Focus on high  
efficiency  
improvement  
areas (EIAs)

Self-reliance  
mindset

Aggressive cost  
containment  
measures

Focus on human  
capital  
development and  
engagement



1990

2022



5 towns

Served less than 500,000 people

Less than 18% coverage

300kms network

20,000 connections

4m\$ revenue

262 areas of operation

Serve over 18million people

85% coverage

20,495kms

775,794 connections

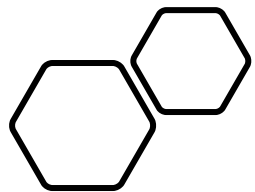
130m\$ per annum



Namanve Industrial Park

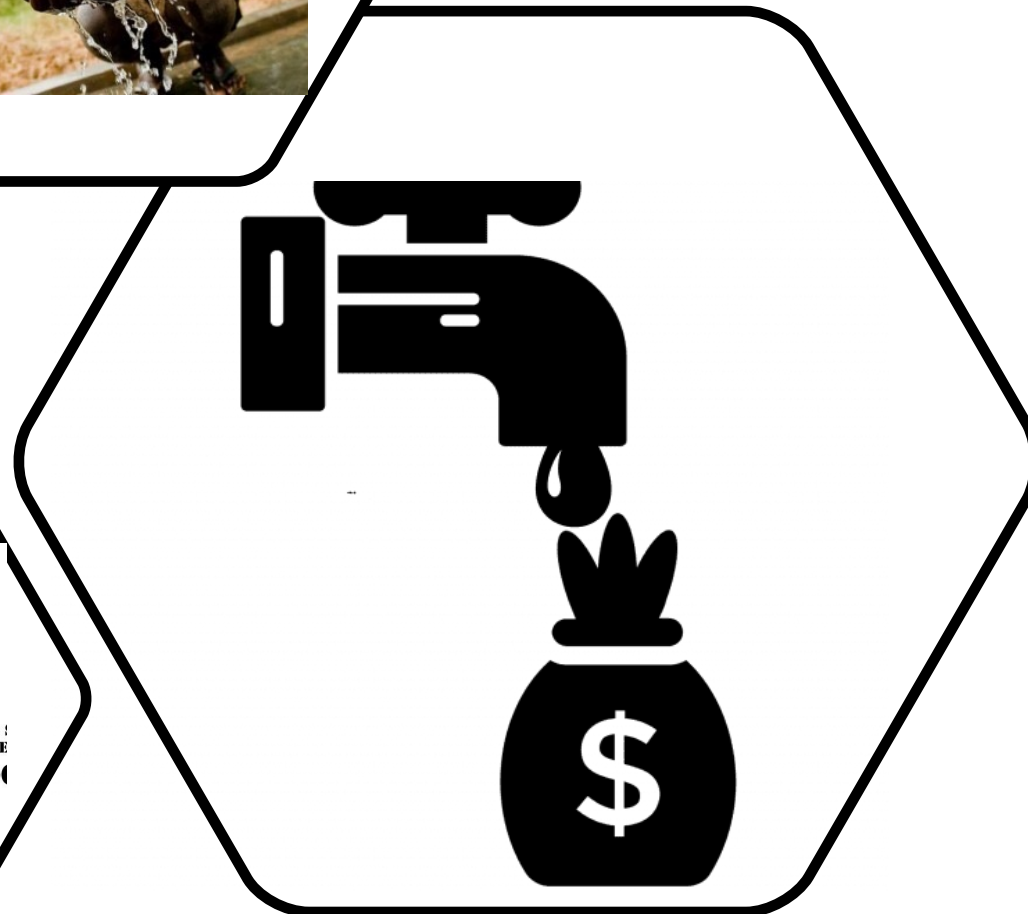
## Strategic Results

- Increased WATSAN Coverage
- Increased Industrial Growth
- Improved Health



# Conclusion

- WATSAN services generates substantial benefits for public health, the economy and the environment.
- Benefits from the provision of basic WATSAN services are massive and far outstrip costs.
- Benefit-to-cost ratios have been reported to be as high as 7 to 1 for basic WATSAN services in developing countries.







In Iganga district  
treatment after  
closer to his



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Water & Sewerage  
Corporation



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# Thank You For Listening

Photo by Allan Mw