

Brief background



Eastern Water and Sewerage Company Limited was incorporated on 12th May 2008 through Companies Act Cap 388 of the laws of Zambia. The Company became effectively operational on 20th January 2009. This was in response to a need for improved water and sanitation services in the urban and peri urban centers of the Eastern Province of Zambia.

The Company operates under the provision of the water and sanitation act No 28 of November 1997. The act enables the Company to operate on a commercial and viable basis.

The Company is wholly owned by the eight local authorities in Eastern Province and one local authority in Muchinga province holding shares on pro-rata basis.

Vision

To be a model commercial utility exceeding expectations in delivering water supply and sanitation services to all the population in the urban and peri-urban areas of Eastern Province.

Mission

To effectively provide safe, adequate and affordable water and sanitation services with maximum efficiency to its existing and potential clients in the urban and peri-urban areas of Eastern Province

Objectives

- Achieve financial and economic viability of the Company
- Staff the company with competent, well motivated and affordable personnel
- Incorporate gender and HIV/AIDS concerns.

- Put in place sound commercial principles
- Achieve above average industrial, technical and operational effectiveness
- Achieve above average customer satisfaction
- Achieve improved information flow both within and outside
- Achieve stakeholder understanding and Support
- Formulate and Implement sound management policies and procedures

Key Functions

The Company provides water and Sanitation services to the 7 districts in Eastern Province and one district in Muchinga Province. The districts are: Chadiza, Chipata, Katete, Lundazi, Mambwe, Nyimba and Petauke in Eastern Province and Chama in Muchinga Province. The Company will soon provide services in the newly created districts which are Sinda and Vumbwi.

Corporate Values

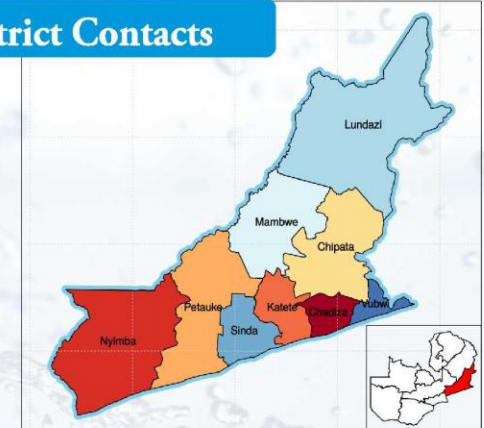
- Being professional
- Customer focused
- Act with integrity and honesty
- Act with transparency and communicate openly
- Have team spirit and respect one another
- Be committed to results and encourage initiative
- Uphold confidentiality
- Recognize innovation
- Being gender sensitive
- Be environmentally friendly
- Have Zero tolerance to fraud and corruption
- Endeavour to increase Shareholder value
- Keep time
- Meet deadlines



Achievements

- The Company has transformed its operations from a public sector approach to private sector approach
- The Company has attracted some donor support to improve the Company's infrastructure and capacity building
- The Company has lifted management competencies by recruiting qualified staff and retraining those already in the system
- The Company has raised customer base from 8,840 to 13,240 between 2009 and 2013
- The Company has been supporting traditional ceremonies in Eastern Province.

District Contacts



Chama	+ 260 216 482171
Chipata	+ 260 216 222649
Chadiza	+ 260 216 251375
Katete	+ 260 216 252146
Lundazi	+ 260 216 480724
Mambwe	+ 260 216 246125
Nyimba	+ 260 216 374272
Petauke	+ 260 216 371272