



UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY
ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



GUIDELINES FOR OPERATION AND MANAGEMENT OF WATER KIOSKS FOR WATER SUPPLY AND SANITATION AUTHORITIES

SECOND EDITION

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FOREWORD

The Energy and Water Utilities Regulatory Authority (EWURA) is mandated by EWURA Act, Cap 414 and the water sector legislation to regulate water and sanitation services provided by Water Supply and Sanitation Authorities (WSSAs) in Tanzania. In this regard, the regulation of water kiosks is of paramount importance to the Regulator as it affects low-income groups and underserved areas in urban centres.

In many of WSSA's licensed areas, there exist some households that cannot afford a house connection. In such situations, WSSAs have an obligation to provide water supply service to these households at a lower cost than a house connection; hence a need for guidance on institutional, technical and managerial aspects of kiosk operations and management. These guidelines have been prepared for the smooth operation and management of water kiosks to ensure the sustainable provision of water services through kiosks. WSSAs are required to comply with these guidelines in managing water kiosks in their respective licenced service areas.

We thank all stakeholders for their valuable input in preparing these guidelines.

We look forward to your continued cooperation in improving the provision of water supply and sanitation services.

Dr James A. Mwainyekule

Director General

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ACRONYMS/ABBREVIATION

EWURA	Energy and Water Utilities Regulatory Authority
LGA	Local Government Authority
MEO	Mtaa Executive Officer
MoW	Ministry of Water
WSSA	Water Supply and Sanitation Authority
WP	Water Point

MEASUREMENT AND SYMBOLS

l/c/d	litres per capita per day
m	Metre
min	Minute

DEFINITIONS

SNo.	Term	Definition
1.	Water Kiosk	Water kiosk is a public water tap or water point for the supply of water to consumers in areas which are underserved or unserved, whereby these areas in many cases are populated by economically disadvantaged groups
2.	Public water tap	Public water tap is defined by Water Act 2019 and Regulations as any fountain, standpipe, tap, trough, valve or other appliance or structure erected, provided or maintained by or on behalf of a water supply and sanitation authority or a community based water supply organisation to supply water to its consumers
3.	Kiosk Customers	A customer of a water kiosk is a person who purchases water at the kiosk
4.	Kiosk Operator	Is a person responsible for operation of a water kiosk
5.	Operator Tariff	Is a water tariff charged by WSSA to Kiosk Operator for the water supplied at the kiosk
6.	End User Tariff	Is a selling price of water to Kiosk Customer

1.0 INTRODUCTION

The licensed areas of many Water Supply and Sanitation Authorities (WSSAs) include economically disadvantaged groups and underserved or unserved areas in the urban and peri-urban areas. The existence of underserved or unserved areas is because some WSSAs have not yet managed to expand their water supply networks to all parts of their service areas.

The National Water Policy recognises the existence of economically-disadvantaged groups (underprivileged) and therefore provided a policy directive that requires WSSAs to ensure that appropriate social equity considerations are put in place so that a basic level of water supply and sanitation service is provided at affordable costs to economically-disadvantaged people.

Currently, the most common mode of water service provision to economically-disadvantaged groups and underserved areas is through a water kiosk. It is for this reason that EWURA saw the need to develop guidelines for smooth operations and management of water kiosks. In 2018, EWURA prepared Guidelines for Operation and Management of Water Kiosks for Regulated Water Utilities. During the implementation of the guidelines, some challenges were observed in the operation and management of water kiosks. Moreover, the study report that was conducted by EWURA in 2021 on Assessment of Compliance to Kiosk Operations and Kiosk Tariff Charged by WSSAs revealed that the challenges include, among others, non-compliance with kiosk tariffs, uneven remuneration of water kiosk operators, inadequate awareness by kiosk customers and some operators as well as high costs of running water kiosks.

Subsequently, EWURA revised the Guidelines for Operation and Management of Water Kiosks that address the observed challenges to ensure efficient operation and management of water kiosks. These guidelines are in line with the National Water Policy of 2002, the Water Supply and Sanitation Act, 2019, the Water Supply Regulations, 2019, the EWURA (Licensing and Quality of Services) Rules, 2020 and the EWURA (Water Tariff Application and Rate Setting) Rules, 2020.

These guidelines consist of 9 sections, including this introductory section. Section 2 provides an overview of the legal framework for the management of water kiosks,

Section 3 provides an overview of water kiosks, Section 4 provides minimum requirements for water kiosks, Section 5 describes financing of the construction of water kiosks, Section 6 provides operation of kiosks, Section 7 provides kiosks tariff, Section 8 provides management of kiosks and Section 9 provides complaints.

2.0 LEGAL FRAMEWORK FOR MANAGEMENT OF WATER KIOSKS

This section presents a highlight of key policies and legislations to be complied with WSSAs in the course of implementing the guidelines.

2.1 National Water Policy, 2002

The National Water Policy recognises the existence of economically-disadvantaged groups in society. The policy objective is therefore to improve water supply and sanitation services in economically-disadvantaged and peri-urban areas. It recognises that people living in underprivileged urban and peri-urban areas rarely benefit from adequate water supply and sanitation services. They collect water from kiosks or buy it from vendors at a cost higher than that of house connections.

Recognising the existence of economically-disadvantaged groups in urban and peri-urban areas, the policy requires WSSAs to provide them with safe and reliable water supply and sanitation services at affordable prices.

2.2 Water Supply and Sanitation Act, 2019

Section 23 of the Water Supply and Sanitation, Act 2019 provides that, in the exercise of powers and the discharge of duties under section 21, a WSSA shall take into account the existence and needs of the economically-disadvantaged persons when:

- (a) supplying water and sanitation services to these persons;
- (b) setting tariffs and other charges for water supply and sanitation services; and
- (c) taking any action in any matters likely to hurt the economic well-being of such groups.

The Act requires further that WSSAs in collaboration with the local government authorities shall identify economically-disadvantaged persons.

2.3 Water Supply Regulations, 2019

Regulations 26 and 45 provide that, the WSSA may supply water through public taps wherever in any water supply area it thinks appropriate and it shall be entitled to charge for the water so supplied at prices approved by EWURA. Where the water supply is from a public fountain, the WSSA shall notify the public in any manner it deems fit on the purposes for which the water shall be used, hours during which water may be available and any limitations. A WSSA may from time to time make such arrangements as it shall deem fit for control and management of public standpipes and with regard to the hours at which water may be supplied there from.

3.0 OVERVIEW OF WATER KIOSKS

3.1 Types of Water Kiosks

Water kiosks may be classified based on structural construction or mode of operation of the water kiosks

3.1.1 Type of water kiosks based on structural construction

For Tanzania, the most commonly used kiosk types are:

- (i) Water tap
- (ii) Public standpipe with superstructure (building type)
- (iii) Public standpipe without superstructure (but can have a simple shade structure)

A WSSA may construct a kiosk of any type it deems fit. The WSSA shall observe and investigate available options and consider the most cost-efficient option.

3.1.2 Type of water kiosks based on the operation mode

Water kiosks can be classified based on technologies adopted for operating water kiosks. In this category, water kiosks consist of two types, which are postpaid and pre-paid water kiosks, as described in sections 3.1.2.1 and 3.1.2.2.

3.1.2.1 Post-paid Water Kiosks

These are water kiosks installed with a post-paid water meter where a customer pays cash prior to fetching water. It involves the presence of a kiosk operator who will monitor the kiosk operations, including collection of money from customers, and opening and closing of the kiosk. The kiosk operators are normally employed by respective WSSA or a local community. The kiosk operator is responsible for paying water bills issued by WSSA for a defined period. Under this type of kiosk, the presence of a kiosk operator limits the availability of water services in 24 hours a day.

3.1.2.2.Pre-paid Water Kiosk

These are water kiosks installed with pre-paid water meters or system that measures the paid-upfront amount of water supplied to a consumer. Pre-paid water kiosks can be categorised in terms of the payment mechanism employed

(a) Water Kiosks with Pre-paid Water Meters

These are water kiosks installed with pre-paid water meters in which an operator purchases bulk water in advance from a WSSA and sells it in retail to customers. Therefore, customers pay cash to the operator to get service. Like the post-paid kiosk, it involves the presence of a kiosk operator who will monitor the kiosk operations, including the collection of money from customers, and opening and closing of the kiosk. Under this type of kiosk, the presence of a kiosk operator limits the availability of water services in 24 hours a day.

(b) Water Kiosks with pre-paid system (Automated water Kiosks)

These are automated water kiosks with a payment system. The installed payment system measures the paid upfront amount of water supplied to a consumer. A pre-paid kiosk increases water access since consumers prepay for their water requirements (in advance) and therefore does not have to worry about the attendant opening or closing the water point to access water. In addition, this allows for the availability of water services in 24 hours a day and the user does not depend on having someone present to turn on the water or collect fees. Furthermore, the consumers are more responsible while fetching water by ensuring that any water that gets out of the tap is captured by their jerry cans or other containers.

A pre-paid water kiosk has two payment options, which include payment by using coins and by using cards as described below

(i) Pre-paid Water Kiosks Using Coins

These are water kiosks installed with a pre-paid system with a coin sensor. Therefore, customers insert a coin into a sensor and then get water equivalent to the value of the inserted coin.

(ii) Pre-paid Water Kiosk Using Cards

These are water kiosks installed with a pre-paid system that accepts smart cards. It is a form of mobile money payment, that allows people to use the water dispenser. Consumers prepay for their water demands by visiting a local water vendor or through mobile money transfer and are issued with a card or chip loaded with tokens, which they then use to fetch water at the kiosk at any time.

Although the initial investment may be considered high, WSSAs are encouraged to use automated water kiosks as they do not require kiosk operators, thereby minimizing WSSAs' operation costs while ensuring customers' access to the water kiosks at any time. Alternatively, WSSAs may install kiosks with pre-paid water meters.

3.2 Ownership

In the area of jurisdiction of a WSSA, water kiosks are mainly owned and managed by WSSAs. In some situations, a water kiosk may be constructed and owned privately or by community organisations. In such a situation, the kiosk must be regulated by the WSSA as stipulated in the Water Supply and Sanitation (Commercial and Community Borehole Water Services) Rules, 2022 and any applicable regulations and rules.

3.3 Involvement of Stakeholders in Kiosk Management

WSSAs shall involve different stakeholders in decisions regarding locating, operating and managing a water kiosk. A typical involvement of stakeholders in the various project phases is as follows:

Table 1: Stakeholders' Involvement

S/No.	Project phase	Stakeholder (WSSA Owned kiosk)	Stakeholder (Private/Community Owned Kiosk)
1	Planning for construction of a water kiosk	WSSA and LGA	WSSA, LGA and Private/Community
2	Site selection for Kiosks	LGA (preferably at the MEO level), WSSA and customers representatives	LGA (preferably at the MEO level), WSSA, customers representatives and Private/Community
3	Wayleave	Landowner (for private land), WSSA and LGA (preferably MEO level)	Landowner (for private land), WSSA, LGA (preferably MEO level) and Private/Community
4	Design of water kiosk	WSSA	WSSA and Private/Community
5	Construction of water kiosk	WSSA and LGA (MEO)	WSSA, LGA (MEO) and Private/Community
6	Operation of water kiosk	WSSA, Operator/No operator and LGA	LGA (MEO) and Private/Community
7	Monitoring of water kiosk	EWURA, LGA (MEO), WSSA and the customer's representatives	EWURA, LGA (MEO), WSSA, the customer's representatives and Private/Community

4.0 MINIMUM REQUIREMENT FOR WATER KIOSK

4.1 General Requirements of Water Kiosk

According to the Ministry of Water (MoW) Design Manual (DCOM 2020), for urban areas, the minimum technical requirement for water kiosks must be observed to guarantee the ergonomic and hygienic aspects of water supply outlets. The following are the minimum technical requirements to be considered for water kiosks:

- (i) No one should have to carry water for more than 200m in an urban area.
- (ii) Users are to be able to fill their containers safely.
- (iii) For water points with long operating hours, a shade, roof or shelter for sun protection should be provided.
- (iv) A solid slab to ensure a hygienic and safe water collection is provided.
- (v) Sufficient slope to allow natural drainage and efficient cleaning.
- (vi) An elevated fetching bucket bay as a lifting aid.
- (vii) A soak away into the ground be provided at the water point site to ensure that the water point site is adequately drained.
- (viii) A water meter for accurate measurement of the water delivered and sold at the water point site.
- (ix) High-quality water taps to be used.
- (x) Where water is only available intermittently or supply pressures are low, provision of storage should be considered.

4.2 Criteria for the Design of Water Kiosks

Water kiosks must comply with the criteria for the design of water kiosks, which include:

- (i) Water point should be designed for water consumption of 25 l/c/d.
- (ii) Design periods to be adopted: short-term – 5 years; medium-term - 10 years.
- (iii) Satisfactory pressure at the WP should be provided for: The minimum pressure should not be less than 6m and the maximum 25m.
- (iv) The flow from each tap at a WP should not be less than 10 l/min, and where appropriate, a constant flow valve should be installed.
- (v) WSSA should assess the location of building WPs and number of water customers to be served. A single tap at WP should, in general, supply water to up to 250 persons, including households and public areas.
- (vi) The water quality must comply with the latest edition of Tanzanian standards (TBS) and contamination at the source should be avoided.
- (vii) Acceptability: The design of the water point should be user-friendly.
- (viii) Water points structures should be designed in a way that will minimize vandalism

- (ix) The water point should be provided with a sufficient quantity of water and the supply should be regular and continuous.
- (x) The design of a water point should take into consideration upgrading to the yard and/or house connection later on.
- (xi) Design should consider the most appropriate technology, which can serve a high number of poor people in urban settlements at a low per capita cost and takes a shorter time to construct.
- (xii) Potential users should participate in the planning and designing of the water point and access to information must be guaranteed.
- (xiii) Water point with a superstructure is often a more convenient place to fetch water since it is more hygienic.

4.3 Kiosk Location

A kiosk may be located on public land, private land, road reserve or WSSA-owned land. WSSA-owned land and publicly held land shall be most preferred. If kiosks are going to be constructed on private land or road reserve, the WSSA shall have a written contract entered into by the landowner, witnessed by LGA (Mtaa leadership). Likewise, a privately-owned kiosk erected on privately-owned land must have a written contract with the WSSA and be witnessed by the LGA.

Furthermore, to decide on the location of the water kiosk, the following criteria are to be considered:

- (a) The water point should be accessible to all users.
- (b) Public participation in the decision about the water point location is an important requirement.
- (c) Water points should be placed in a way that they can serve a maximum number of customers in an efficient and customer-friendly manner.
- (d) Location of water points in relation to one another should ensure adequate coverage.
- (e) The water point should be located strategically, starting with densely populated areas to less populated areas.
- (f) The water point should be constructed at a site that ensures maximum security of kiosks infrastructures.

4.4 Wayleave for Pipe Laying

- (i) Wayleave for laying the pipe should preferably be laid through the road reserve, public land or land owned by the WSSA as specified in Section 22 of the Water Supply and Sanitation Act 2019.
- (ii) In case (i) is not possible, and this is mostly in unplanned areas, a wayleave may be considered to pass through private land (with the written permission of land owners) with a minimum width of 1.0 meters preferably passing alongside the existing path or close to the property boundary without interfering natural environments, cemeteries, or demolishing of houses to avoid increasing the cost of the water project through compensation.

5.0 FINANCING OF CONSTRUCTION OF WATER KIOSK

5.1 Financing

WSSAs shall identify the cost and source of financing for construction of a water supply system for kiosks and construction of kiosks in their business plans. In case the WSSA uses external sources of funds such as from organised groups and private individuals, proper arrangements shall be made to ensure the kiosk is legally owned by WSSA.

5.2 Construction of Kiosk

Construction of water kiosks can be done using WSSA's in-house or a third party obtained through outsourcing according to the Procurement Act, 2011 and its regulations of 2013; as amended. Construction should observe best engineering practices.

6.0 OPERATION OF KIOSKS

6.1 Operators

There are two modes of operating a water kiosk:

(i) Manual operation

The manual operation involves the presence of a human operator, where a kiosk can be fitted with a postpaid water meter or pre-paid water meter. In this case, water kiosks are equipped with a prepaid water meter, the operator

purchases bulk water in advance using a prepaid water meter for retail to customers. This can be operated by either community or private operators.

Water kiosks equipped with a post-paid water meter can involve three types of operators as follows:

- (a) Operation by the WSSA - In this case, the WSSA appoints some of its staff members to operate the kiosks.
- (b) Operation by a community - in this case, operation of the kiosk is left to the community to appoint a person to operate the water kiosk(s). The WSSA will still be responsible for the management of the kiosks and will not allow the community to sell water to customers at a price higher than that approved by EWURA.
- (c) Operation by a private operator: In this case, the private operator is contracted to operate the kiosks.

(ii) Automated operation

Automated operation does not require the presence of an operator at the water kiosks. This system uses an electronic prepaid metering technology for water vending and acts as an advanced solution for water kiosk management. It is commonly applied to the pre-paid water kiosks with the pre-paid system.

The system has the following features:

- (a) a customer must have an electronic token to fetch water at the kiosks
- (b) The customer can buy virtual water units at a vending station in the community or directly from the WSSA using mobile money or other forms of payment.
- (c) The information about purchased water units is recorded on the electronic token.
- (d) The pre-paid meter at the water kiosk reads the information on the token about water credits.
- (e) The customer fills up a certain amount into a container at the water kiosk and the consumed water is metered exactly.

- (f) The credit on the token is reduced according to the consumed amount of water at the kiosk.
- (g) The use of pre-paid meters allows for collection of information on total consumption and consumption per customer.
- (h) The pre-paid meter runs with a battery with or without a solar panel.

In any arrangement, the WSSA shall ensure customers buy water at a tariff approved by EWURA and receive quality services at the kiosk.

6.2 Remuneration of Operators

Since the WSSA has to provide water services to the customer, the operator of a water kiosk should therefore be understood as an agent of the WSSA and should be remunerated by the same WSSA.

WSSA shall pay the kiosk operator a commission which is equivalent to 35% of total sales at the kiosk computed using end-user kiosk tariff or a maximum minimum wage for Government employees.

To estimate the kiosk operator tariff and end-user tariff at the kiosks, WSSAs shall submit to EWURA projections of kiosks customers and sales to water kiosks alongside its tariff application. In this regard, when determining the total amount of revenue required by WSSAs, the remuneration of a kiosk operator has to be booked as Operation and Maintenance costs.

6.3 Procedures for Appointing the Operator

- (i) WSSAs shall advertise and invite applications for operation of water kiosks
- (ii) Anyone interested in operating a water kiosk, and having the following qualifications shall make an application at WSSA's office;
 - a) An adult citizen aged above 18 years,
 - b) Ability to read and write, and
 - c) A person lives in the area served by the proposed water kiosk.
- (iii) The application letter/form shall be vetted by the LGA (MEO level) before submission to WSSA.
- (iv) The WSSA reserves the right to approve the application of the operator.
- (v) The WSSA shall notify the LGA of the approval of the operator

- (vi) After approval, the operator and WSSA sign a contract before the commencement of the kiosk operation.
- (vii) Personal details in the applications and the contract shall be treated as confidential

The contract shall detail at least the following:

- (i) Personal details/contact details of both parties
- (ii) Location of the water kiosk
- (iii) Kiosk operation contract duration
- (iv) Tariff for water from the WSSA
- (v) End-user tariff (selling price) for water at the kiosk
- (vi) Revenue collection by the WSSA
- (vii) Responsibility for meter reading
- (viii) Frequency and method of remuneration of the kiosk operator
- (ix) Responsibility for cleaning the kiosk
- (x) Business hours for opening the kiosk
- (xi) Responsibility for repair and maintenance of the kiosk

An example of a kiosk operation contract form in Kiswahili is given in **Appendix 1**.

6.4 Training of Operator

The WSSA is responsible to provide each new operator with training on regular operations and maintenance works that fall under the operator's responsibility, including record keeping and provision of customer services, at the beginning of the contract.

6.5 Repair and Maintenance

- (i) WSSAs shall be responsible to repair and maintain the water kiosk.
- (ii) Kiosk operator shall be responsible to keep the kiosk and surrounding area clean and drained without the formation of any stagnant water pool.

6.6 Kiosk Opening Hours

The operating hours of kiosks shall be decided by the community that will be served by kiosks.

6.7 Meter reading, billing and revenue collection

Specifically, for post-paid water kiosks, the following shall apply:

- (i) The WSSA will be responsible for collecting and processing the information from all water meters and preparing and delivering water bills to the operators for payment.
- (ii) WSSAs shall establish a system, method and deadlines for paying the bill by the operator.
- (iii) The WSSA should reconcile collections and bills at least monthly.

In case the WSSA is using automated water kiosks, it shall establish necessary measures for collecting the revenues and proper functioning of the system.

6.8 Ceasing of a Kiosk

Kiosk will cease to operate when:

- (i) WSSA and LGA carry out an assessment and decide there is no longer a need for the water kiosk in a given location
- (ii) The contract between the owner of the land on which the kiosk is erected is terminated

7.0 KIOSK TARIFF

WSSA should observe the following regarding kiosk tariffs:

- (i) WSSAs shall request approval of kiosks tariffs by EWURA in accordance with water tariff application and rate-setting rules.
- (ii) A proposal for a water kiosk tariff must consider low-income earners.
- (iii) For kiosks requiring the presence of an operator, a two-part tariff shall apply, that is, operator tariff and end-user tariff:
 - a. Operator tariff shall be a price of purchasing water from WSSAs while the end-user tariff shall be a selling price at the kiosk.
 - b. The operator and end-user kiosk tariffs must be approved by EWURA.
 - c. A kiosk operator shall sell water at kiosk end-user tariff approved by EWURA.
 - d. End-user tariff should be displayed at each kiosk.

- e. The WSSA shall be responsible to notify the operator and customers of the change of tariff applicable at the kiosk.
- f. The difference between end-user tariff and operator tariff shall be equivalent to 35%.

The operation of a water kiosk is to be understood as a costing position. In most cases, the tariff at a kiosk will not reflect the actual cost of production and operation. As such, costs must be reflected in the Operation and Maintenance costs of the WSSA.

8.0 MANAGEMENT OF KIOSKS

For kiosks owned by WSSAs, the key players in the management of the kiosks are the WSSA, kiosk operators (if operated via an operator) and the LGA at a community level.

- (i) WSSA owns and manages the kiosks.
- (ii) WSSA and Operator sign and terminate the kiosk operation contract witnessed by the LGA (MEO level).
- (iii) The kiosk operators are answerable to the WSSA on the day-to-day activities of the kiosk and shall receive training by the WSSA, at the beginning of the contract duration.
- (iv) LGA is the guarantor of the kiosk operator.
- (v) EWURA to oversee compliance of WSSAs on the operation and management of water kiosks.

9.0 COMPLAINTS

Any complaint among WSSAs, kiosk operators and kiosk customers shall be handled as per procedures stipulated in EWURA Water Supply and Sanitation (Licensing and Quality of Service) Rules. For kiosks owned privately or by community organizations, complaints should be addressed to WSSAs.

APPENDIX 1: MKATABA WA KUUZA MAJI KATIKA KIOSKI

NEMBO YA MAMLAKA YA MAJI

JINA LA MAMLAKA

ANUANI

MKATABA WA KUUZA MAJI KATIKA KIOSKI (GATI) NA

Mkataba huu unasainiwa leo hii tarehe mwezi mwaka

KATI YA

Jina la Mamlaka..... anuani, ambapo katika mkataba huu atajulikana kama (Mmiliki wa Kioski) kwa pande mmoja.

NA

Ndugu/Kikundi.....wa S.L.P....., Mtaa waKata ya Mwenye Akanti ya Maji NaMita Na ambapo katika mkataba huu atajulikana kama (Mwendesha Kioski/Gati) kwa upande wa pili.

Katika mkataba huu pande zote mbili zimekubaliana yafuatayo:

1. Mkataba huu unaanza leo tarehe..... mwezi.....mwaka..... na utadumu kwa kipindi cha mwaka mmoja yaani utakoma ifikapo tarehe mwezi mwaka
2. Mwendesha kioski atatakiwa kuwa amekubaliwa na jamii inayoizunguka kioski na kupata kibali kutoka Serikali ya mtaa.
3. Mwendesha kioski atatakiwa kutoa huduma kwa muda uliokubalika na jamii husika.
4. Mmiliki wa Kioski atafunga mita/dira ya maji kwenye kituo na atarekebisha miundombinu ya kioski endapo itaharibika.
5. Mmiliki atamuuzia mwendesha kioski majisafi na salama kwa kiasi cha shilingi kwa mita moja ya ujazo.
6. Mwendeshaji Kioski atauza maji kwa kiwango cha Shilingi kwa ndoo moja ya maji ya lita 20 (Ishirini) kama alivyoelekezwa na Mmiliki wa Kioski.
7. Endapo kioski kinatumia dira ya maji ya malipo baada ya matumizi, Mmiliki atasoma mita/dira ya maji kila baada ya siku.....na kumpa Ankara Mwendesha

Kioski ambaye amekubali kuwasilisha makusanyo kila baada ya siku kulingana na Ankara yake ya maji.

8. Mmiliki anaruhusiwa kukagua eneo la Kioski na kusoma mita/dira iliyopo wakati wowote.
9. Mwendesha kioski atawajibika kutunza miundombinu na mazingira yanayozunguka kioski.
10. Mwendesha Kioski atatumia nyenzo zake kukusanya mauzo ya maji, atafanya usafi wa eneo la kituo na atahudumia wananchi wote bila kubagua.
11. Malipo ya Mwendesha kioski yatatokana na tofauti kati ya bei ya maji ya kununulia maji kutoka kwa mmiliki wa kioski na bei ya kuuzia maji kwa mteja wa kioski.
12. Mmiliki atachukua hatua za kisheria endapo mwendesha kioski atavunja sheria au atakiuka makubaliano yaliyopo kwenye mkataba huu.
13. Mmiliki wa kioski atahakikisha Mwendesha kioski anaweka bango linaloonesha bei za maji muda wote katika eneo linaloonekana na watumia maji.
14. Mwendesha kioski atalazimika kuorodhesha idadi ya kaya/nyumba zinazotumia maji kutoka katika kioski chake.
15. Mwendesha kioski atatakiwa kuhakikisha kuwa mita/dira inafanya kazi wakati wote na kama ina matatizo atatakiwa kutoa taarifa kwa mmiliki mara moja.
16. Mwendesha kioski atatakiwa kutoa taarifa kwa mmiliki endapo atashindwa kutoa huduma kwa sababu yeyote ile.
17. Mwendesha kioski atatakiwa kutumia lugha ya staha anapowasiliana na wateja na/au kuwapa maelezo kuhusu huduma ya maji katika kioski kama itakavyoelekezwa na mmiliki.
18. Iwapo muda wa mkataba huu utafikia ukomo, Mmiliki hatalazimika kuingia mkataba mwingine na mwendesha kioski wa mwanzo. Aidha, Mmiliki anaweza kuhuisha mkataba huu endapo mwendesha kioski ataomba na mmiliki ataridhika na utendaji wa mwendesha kioski kwa kipindi kilichopita.

KUVUNJIKWA KWA MKATABA

19. Mkataba utavunjika endapo:
 - (i) Muda wa mkataba huu umekwisha.
 - (ii) Moja au zaidi ya masharti yaliyotajwa hapo juu yatakiukwa.
 - (iii) Kioski kitasimamishwa kuendelea kutoa huduma kama kioski.
 - (iv) Endapo Mwendesha Kioski atajihusisha na vitendo vyenye athari katika uendeshaji wa kioski.

Endapo mkataba huu utavunjika kwa sababu yoyote, mwendesha kioski atawajibika kulipa malimbikizo ya bili za maji kwa mmiliki.

Pande zote mbili zimeshuhudia kwa kuweka sahihi zao kama inavyoonesha hapo chini:

UMESAINIWA NA KUWASILISHWA

Kwa niaba ya (jina la Mamlaka) na Ndugu

.....

Wadhifa wake

Tarehe Mwezi Mwaka **SAHIHI**

UMESAINIWA NA KUWASILISHWA

Jina la Mwendesha Kioski Ndugu

Tarehe Mwezi Mwaka **SAHIHI**

Mita/Dira Namba Akaunti Namba

MBELE YA SHAHIDI (Mwenyekiti Serikali ya Mtaa)

Jina la Shahidi

Wadhifa wake

Tarehe Mwezi Mwaka **SAHIHI**

Sehemu ya kuweka picha ya mwendesha kioski

