Zambia - Mulonga Water Supply and Sanitation company (MWSC)

Country

Mulonga Water Supply and Sanitation company (MWSC) started its operations in 2000 upon parliament approving the National Water Supply and Sanitation Act No. 28 of 1997.

MWSC is a private limited company incorporated under the Companies Act Cap 388 of the Laws of Zambia. It is regulated by National Water Supply and Sanitation Council (NWASCO), the water sector regulator. NWSC is mandated and licensed to provide water and sewerage services in the Chingola, Chilabombwe and Mufulira district

Vision: to be the most admired utility in Africa (a new vision is being considered in the strategic business plan).

Mission: to provide sustainable water and sanitation services that ensure customer delight and maximize shareholder value through a motivated workforce (a new vision is being considered in the strategic business plan).

Strategic goals in the strategic business plan: (1) Customers and stakeholders needs exceeded; (2) Human capital is optimized; (3) Assets are optimized; (4) Non-revenue water is reduced; (5) Growth of the business; (6) Environment, health and safety is protected. These 6 goals form the acronym ‘Change’.



About VEI

Established in 2004 by Dutch water utilities, VEI has developed into an effective organization operating worldwide. VEI implements Water Operator Partnerships (WOPs) with dozens of water operators, aiming at sharing knowledge and skills to make the partner water operators stronger, financially sustainable and more (climate) resilient. VEI creates improved access to water and sanitation services, for approximately 350,000 people every year, mostly in low-income areas in Africa, Asia and Latin-America. Standing side by side as water operators, we strive to continuously increase our impact for people living in poverty, by systemically improving the maturity of working processes of our WOP partners, supported by peer-to-peer collaboration, training, technical assistance and smart investments.

VEI is a full subsidiary of Vitens N.V. and Evides Waterbedrijf N.V. and implements the international Corporate Social Responsibility policy on behalf of seven Dutch drinking water utilities:

- Vitens N.V.
- Evides Waterbedrijf N.V.
- WML
- Waterbedrijf Groningen
- Brabant Water
- WLN
- PWN

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