

**CLOSING REMARKS BY THE BOARD CHAIRPERSON NWSC  
AT THE CLOSURE OF THE IWA LEADERSHIP AND CHANGE  
MANAGEMENT SUMMIT**

**Venue: NWSC- IREC – Kampala, Uganda**

**Date: 15<sup>th</sup> December 2011**

Our Chief Guest, the Hon. Minister  
Representatives from IWA  
The Vice President AFWA  
Representatives of Development Partners  
The Board Members present  
Acting Managing Director NWSC  
Ladies and Gentlemen

Hon Minister, I wish to welcome and thank you for accepting to officiate at the closure of this summit. We are grateful to have you here.

In the same vein I wish to congratulate all the delegates for having actively and successfully participated in this Leadership and Change Management summit, and for sharing various experiences.

We at the NWSC are proud to have hosted this summit, and as I mentioned at the opening, the programme was richly constituted to provide a platform for knowledge sharing and better understanding of the Leadership and Change Management good practices and challenges.

Hon Minister, this summit was preceded by the Communication Workshop and the Young Water Professionals Conference, in which many presentations and discussions were held, aimed at fostering both scientific solutions to water challenges and experiences which can be used to harness the ever emerging water and sanitation challenges.

Hon Minister, I wish to report to you that through the various sessions which were held, a lot of emphasis was drawn at adopting Change as a prerequisite for the sustainability of utilities amidst a fast changing and competitive operational and

economic environment. Equally so, the aspect of good Leadership was emphasised. A special debate session was held yesterday evening in which the importance of leadership was thoroughly examined, with the outcome being that organisational performance is driven by strong visionary leadership, with support from a strong management team.

Hon Minister, distinguished participants, the 3 days have not been in vain, as a number of concrete actions and recommendations were discerned. The details have already been provided, but I will again summarise the key recommendations as follows:

- The need for visionary leadership, and harmony between the leaders and the management.
- The need to improve operational efficiency in order to sustainably provide services.
- The need to diversify financing for service providers
- The need to ensure services is provided to the poor using different innovative methods.
- The need to ensure a motivated work force.
- The need to promote Sanitation

As you are aware, learning is a continuous process, and therefore in life, there is always something new to learn. I am sure there are many new things you have learnt through this summit, which will contribute to the enhanced performance of your various utilities.

I therefore appeal to all of you, to share what you have learnt here and we look forward to having a positive feedback on the progress of implementing the recommendations in your respective organisations.

I wish on this note to thank the organisers of this summit in particular, IWA, AFWA and the various sponsors including GIZ, New Vision, and Rwenzori Water. We also wish to thank the exhibitors who made the event more colourful.

We are particularly happy for the reputable facilitators of this summit. I am sure all participants are fully satisfied with the knowledge and experiences that have been imparted to them.

I wish also to thank the Board, Management and Staff of NWSC, who have co-hosted this summit and played a behind the scenes role in co-ordinating various aspects of the summit. Thank you very much. I know, however, that there could have been mishaps here and there. I therefore wish on behalf of the NWSC Team to apologise where these were experienced.

I wish to end by wishing you all a safe journey back home, and we look forward to seeing you again in Uganda.

Thank you

**For God and My Country**