



International
Water Association



**Kick-off of The African Water Academy (AWA)
and Leadership and Change Management Summit
(LCM–Summit)**

**Held at the NWSC International Resource Centre
Kampala - Uganda
13th – 15th December, 2011**

OPENING SPEECH BY THE BOARD CHAIRPERSON NWSC

Hon. Minister Water and Environment.

Chief Executive Officers

Representatives from AFWA and IWA.

Representatives of Development Partners

Representatives from various Government Departments, Ministries

All Protocol Observed, Ladies and Gentlemen

It gives me great pleasure to first and foremost welcome you all to this Leadership and Change Management summit in Uganda.

We as NWSC are honoured and to host this meeting in association with AFWA and IWA.

To our international participants, please enjoy the hospitality of the people of Uganda.

I also take this opportunity to officially welcome you to this facility which is to host the Africa Water Academy. You are all most welcome.

Let me start by reiterating the fact that today Service providers and Water Utilities are faced with the challenge of ensuring sustainable delivery of services. Among the various challenges is the **Leadership and Management challenge.**

As you will note, the theme of this workshop, “**Leadership and Change Management**”, was chosen as a topical issue that transcends the African continent and is suited to the current world-wide challenge of achieving the MDGs. The theme therefore reflects our desire to see more citizens having access to safe water and improved sanitation facilities.

As hosts therefore, we are happy to announce that the programme for this meeting has been richly constituted to provide a platform for knowledge sharing and better understanding of the Leadership and Change Management good practices and challenges.

As a precursor to this meeting, a 2 day Young water professional meeting was held to underscore the fact that these are the future leaders who need nurturing.

Hon Minister, in tandem with the National Development Plan, we in the NWSC have implemented a number of change management programmes aimed at ensuring improvement and efficiency in service delivery. Among these are;

- Decentralisation and empowerment of staff
- Customer care enhancement through e water payment systems.
- Improvement in access to services through subsidised connection policy.
- Special attention to pro-poor service delivery

All these, Hon Minister and distinguished guests, have served to promote efficiency in service delivery within the urban centres we serve.

In doing this, we are grateful for the conducive policy framework and guidance accorded to us from the Ministry of Water and Environment and the Government as a whole.

Turning back to today’s meeting, we in the National water and Sewerage Corporation are delighted to have various policy makers, technocrats and representatives from various utilities and agencies discussing the theme as this fits within our overall objective of

promoting south to south cooperation and benchmarking of utility activities and exploits.

It should be noted that most utilities within the African region are homogenous and face similar challenges. We therefore welcome such dialogues which help us in our quest to improve our services.

Hon. Minister distinguished guests; there is no limit to improvement in service delivery. Therefore, despite the various performance improvement initiatives we in the NWSC have undertaken, and the attendant gains realised, we are still open to new ideas and innovations. As a saying goes, an organisation that is static in its endeavours, and does not innovate, will eventually atrophy.

Let me at this juncture take this opportunity to thank all those who have actively participated in the preparation of this summit, in particular AFWA, IWA, and the NWSC team. I know a lot of energy and time has been taken, but for a justified cause.

To the organising committee thank you very much.

I wish to once again pledge the National Water and Sewerage Corporations unreserved support to the activities of AFWA and IWA and look forward to fruitful deliberations.

With these few remarks, I wish to thank you all for honouring our invitation to this meeting.

Thank you.

For God and My Country.