

# THE INTERNATIONAL OBSERVATORY ON PARTICIPATORY DEMOCRACY (IOPD) BEST PRACTICE AWARD

## TOPIC: AN INNOVATION TOWARDS PROVIDING PIT EMPTYING SERVICES THROUGH A GIS-ENABLED APP (WEYONJE)

### KAMPALA CAPITAL CITY AUTHORITY. (KCCA)

#### 1. PRESS CLIPPINGS OR COPIES OF COVERS ON THE INITIATIVE. (WEYONJE APPLICATIONS)

##### a) LOCAL NEWSPAPER ARTICLE



Figure 1: Article published in the Newspaper

##### b) BBC AFRICA PRESS CLIP

- <https://www.youtube.com/watch?v=UykRGPeJZIQ&t=16s> (BBC World News)
- <https://www.bbc.co.uk/programmes/p0cjtgyf>
- Innovative Thinking – App Helps Ugandans Get Faecal Evacuation Services – YouTube- <https://www.youtube.com/watch?v=zaGEfxPEYd8>



Figure 2 Showing the BBC press clip

c) **KCCA KNOWLEDGE MANAGEMENT AND INNOVATIONS**

<https://www.youtube.com/watch?v=mGuwuQPn-MI>

d) **SANITATION MARKETING AND ADVERTISING OF THE APPLICATION**

[https://www.youtube.com/watch?v=1\\_tlgU7P-ZU](https://www.youtube.com/watch?v=1_tlgU7P-ZU)

e) **TOILET WATER BOARD COALITION ARTICLE**

<https://www.toiletboard.org/smart-sanitation-digital-water-the-case-of-kampala/>

CASE STUDY

**SMART SANITATION & DIGITAL WATER: THE CASE OF KAMPALA**

In Kampala, Uganda's capital, over 60% of the population lives in informal housing, while only 10–15% of the city is connected to formal sewerage. In this context, pit latrines and septic tanks are often emptied haphazardly by independent pit emptiers who may dump waste illegally into the environment.

In response to the challenge of delivering sanitation services to Kampala's urban poor, the Kampala Capital City Authority (KCCA) launched a geographic information system (GIS)-based mobile application that links pit emptiers with customers. A grant from the Global System for Mobile Communications (GSMA) M4D Utilities Innovation Fund in 2017 was used to upgrade the pilot GIS tracking system, build capacity, and promote pit-emptying businesses. KCCA receives pit-emptying jobs from customers through its call centre, connecting customers with the nearest pit emptiers. Pit emptiers submit critical data through the app to KCCA, including customer details, the amount paid, volume emptied, and the type and location of the sanitation facility. The app and call centre serve as an "ecosystem catalyst" by connecting customers with sanitation services and helping to ensure safe disposal of faecal sludge for a cleaner and healthier city.

**Providing pit-emptying services through a GIS-enabled app: KCCA**

The platform also enables KCCA to map sanitation activities across the city, which allows them to monitor and regulate service delivery and identify locations in need of interventions. As of January 2020, 171,000 sanitation facilities such as pit latrines were mapped. Insights from its

**MORE CASE STUDIES**

[COLLABORATION FOR SUSTAINABLE SANITATION: The Case Of Sanitation And The Malindi Waste-To-Value Facility](#)

[Waste No Waste: INORA's Compost Buyback Programme](#)

[The Smart Sanitation Hub By Delhi Metro Rail Corporation And Garv Toilets](#)

[ERAM SCIENTIFIC'S MICRO ENTERPRISES FOR SANITATION \(MES\) MODEL](#)

[SMART TOILET CAFE BY LOOTEL](#)

*Figure 3 Toilet water Board coalition imitative case study*

**2. PHOTOS OF THE WEYONJE APPLICATIONS**

Weyonje applications include the client demand, Village Heath Team and Service provider Applications as explained below;

- I. The Weyonje Client application is a service demand application that enable residents of Kampala City to request waste emptying services and track job orders.

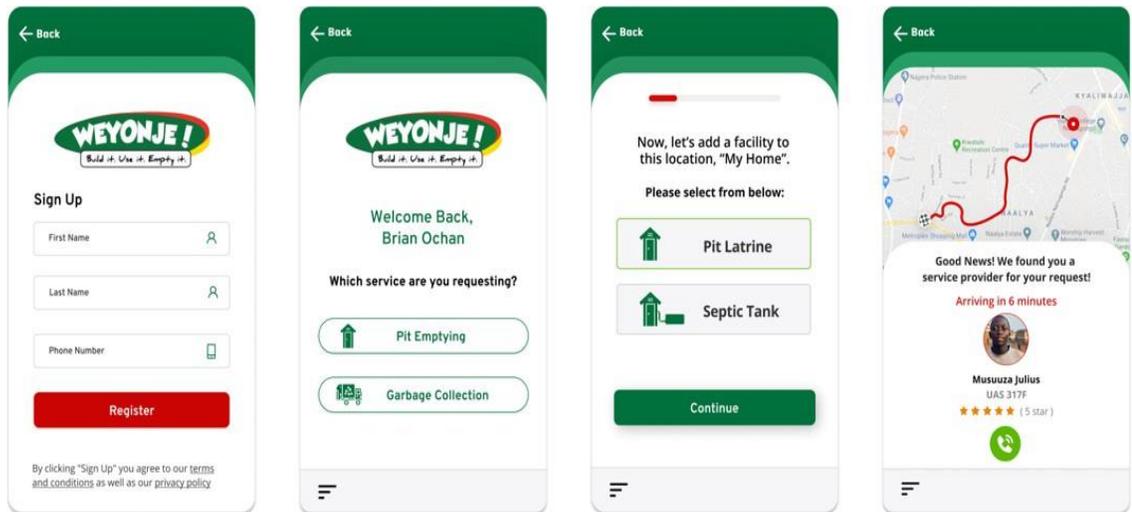


Figure 4 showing the systematic use of the Weyonje client application to request for a service

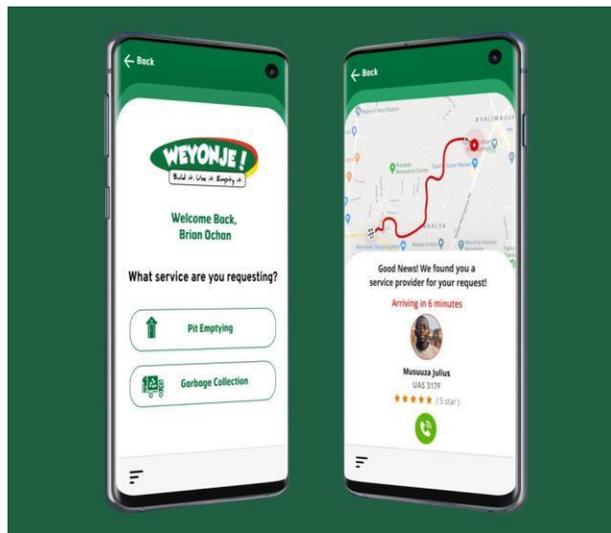


Figure 5 showing the Weyonje Application service request

- II. The Weyonje VHT (Village Health Teams) Application allows approved KCCA VHTs and CATs to map vulnerable households in their communities to receive vouchers for pit emptying. Once a household is identified and mapped then they are eligible for a voucher if approved by their division

officer. The Weyonje VHT also households without smart phones access the services through the help of the VHT's.

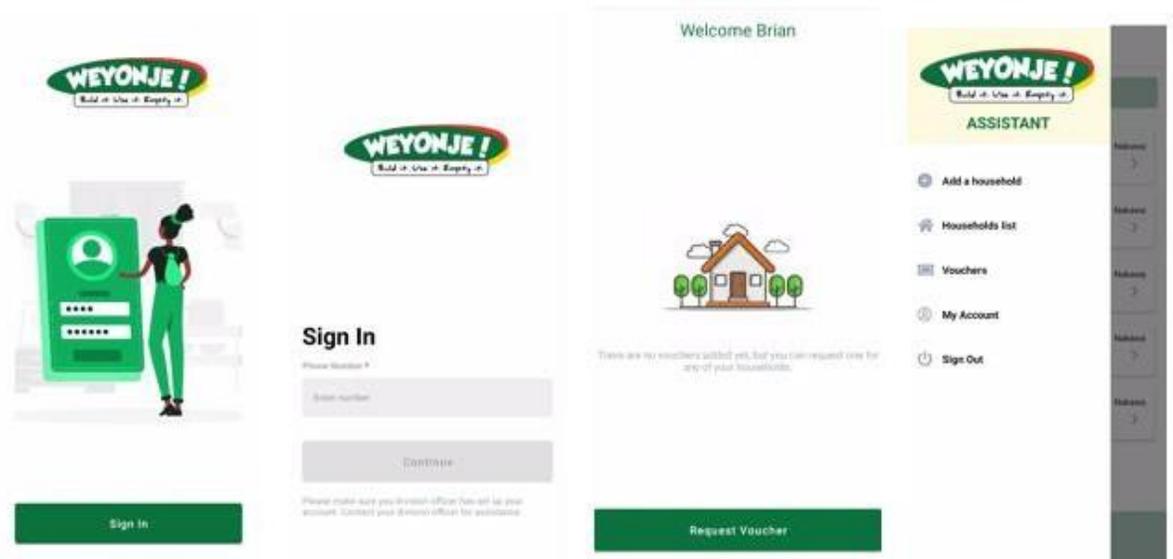


Figure 6 showing the Weyonje VHT application systematic use

- III. The Weyonje Application for Kampala waste emptiers. It is an application to enable licensed waste emptying service providers in Kampala City to manage and track job orders. Service providers are able to capture & track their job orders and those received from the Kampala City Council Authority (KCCA). The application allows them to track customer details, job details and financial earnings thus creating a small profile for their reference purposes.

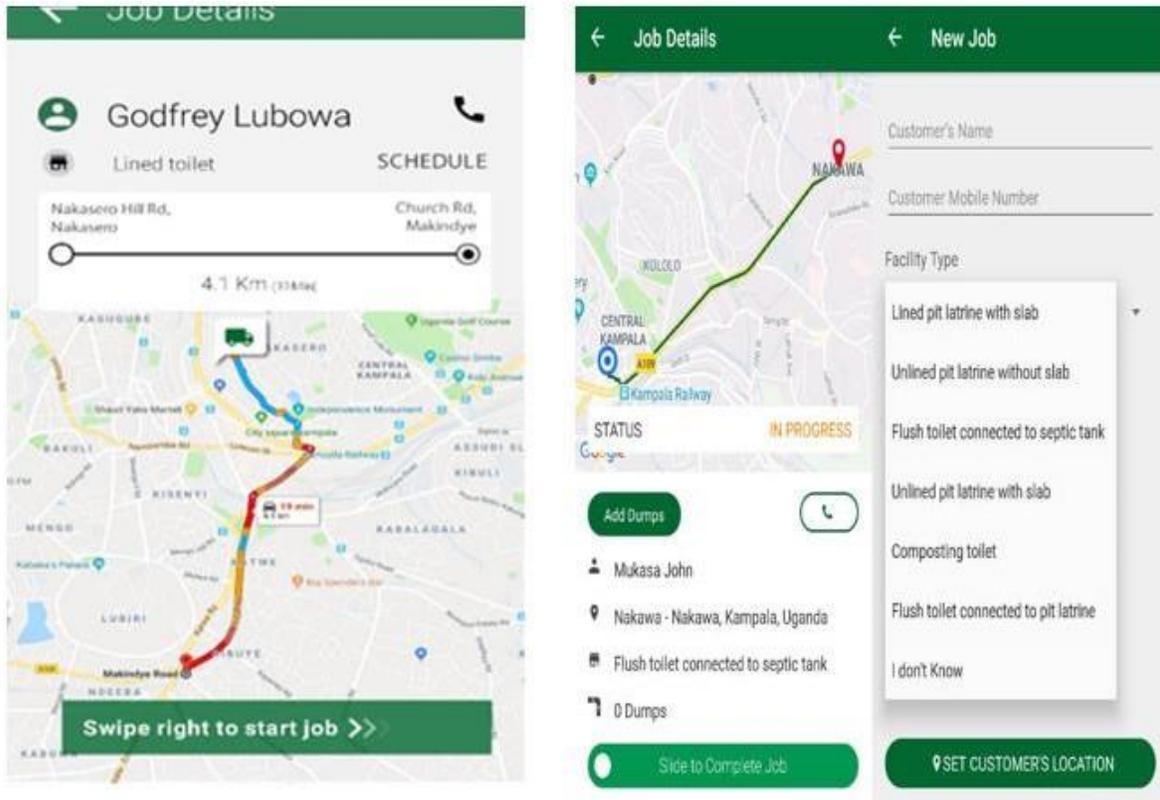


Figure 7 The Weyonje App showing trucking and monitoring of an emptying job from collection to disposal



Figure 8 Showing the sanitation marketing of the initiative ( Weyonje Application)

### 3. GRAPHICS THAT BEST ILLUSTRATE THE INITIATIVE

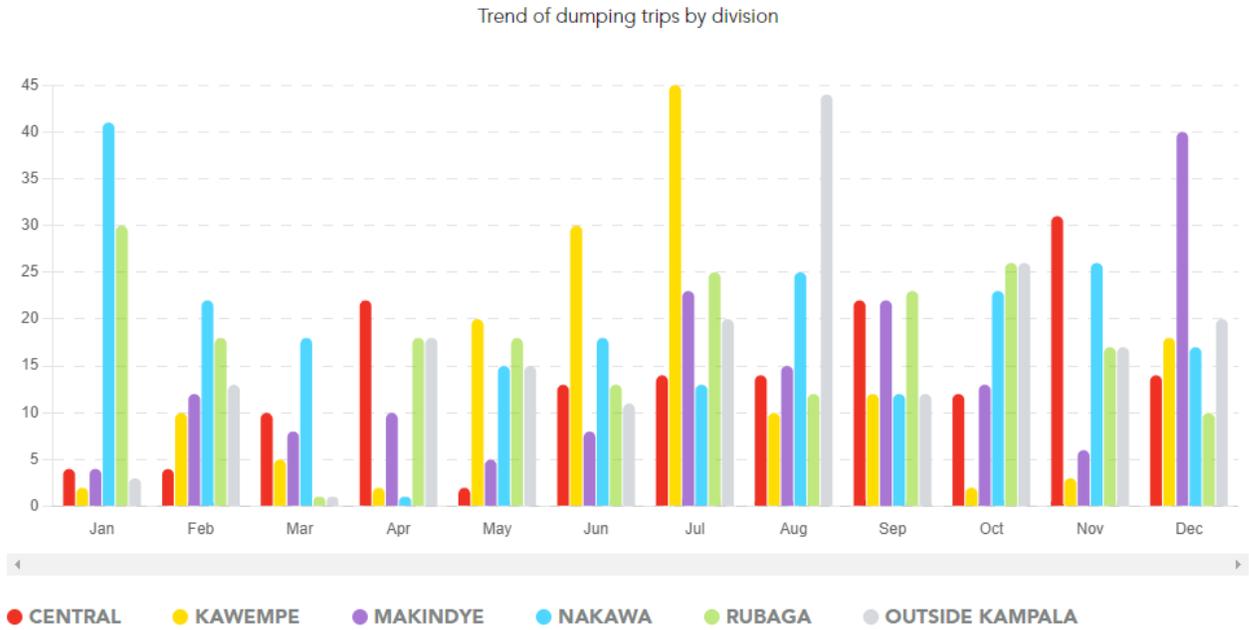


Figure 9 Graph showing the dumping trends per division and outside Kampala



Figure 10 showing the dumping trends at the treatment plants

#### 4. MAP THAT BEST ILLUSTRATES THE INITIATIVE

Dumping trips per division



Figure 11 Map showing dumping data per division

Emptying trips per parish

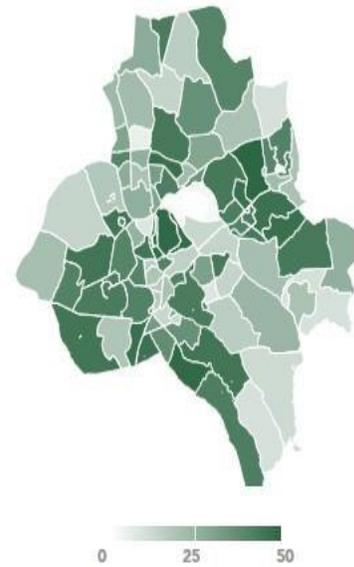


Figure 12 Map showing emptying trips per parish

#### Northern Uganda Emptying Program ▾



#### Vouchers



300	Total Vouchers Allocated
112	Total Vouchers Approved
188	Total Vouchers Left
10	Total Vouchers Pending
0	Total Vouchers Declined
2	Total No of jobs completed by Emptiers
	Total No. of jobs



#### Northern Uganda



112	Vouchers Approved
188	Vouchers left

Figure 13 Adoption of the initiative by other cities and town in Uganda