

MDA: GUMA VALLEY WATER COMPANY

<p align="center">MAY</p>	<p>No issues were reported for the month under review.</p>	<p>No issue reported</p>	<p>Continue with sensitization of PNB campaign across Guma.</p> <p>Ensure timely provision of materials for new connection and reconnection.</p>	<p>A3 copies of GUWC service charter visible in all its area offices.</p> <p>Setting up mobile numbers for the 3 GVWC area offices and Head office so customers can call and make report and enquiries.</p> <p>Sensitization of staff in their various area offices.</p> <p>Timely provision of materials for new connection and reconnections.</p>	<p>Setting up of a GVWC website.</p> <p>Erecting of GVWC's service charter on Billboards.</p>
<p align="center">JULY</p>	<p>No issues were reported for the month under review.</p>	<p>No Issue reported</p>	<p>Continue with sensitization of PNB campaign across Guma.</p> <p>Ensure timely provision of materials for new connection and reconnection.</p>	<p>A3 copies of GUWC service charter visible in all its area offices.</p> <p>Setting up mobile numbers for the 3 GVWC area offices</p>	<p>Setting up of a GVWC website.</p> <p>Erecting of GVWC's service charter on Billboards.</p>

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AUGUST	<p>Payment of a bribe by a customer to access reconnection services at Brookfields.</p>	<p>Customer wants to avoid payment of full reconnection cost.</p>	<p>Task Area Manager –Central to active staff to desist from soliciting or accepting bribes because investigations will be conducted in the future to identify people responsible and administrative actions will be instituted.</p>	<p>A3 copies of GUWC service charter visible in all its area offices.</p> <p>Setting up mobile numbers for the 3 GVWC area offices and Head office so customers can call and make report and enquiries.</p> <p>Sensitization of staff in their various area offices.</p> <p>Timely provision of materials for new connection and reconnections.</p>	<p>Setting up of a GVWC website.</p> <p>Erecting of GVWC’s service charter on Billboards.</p>