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Ongoing partnerships to mitigate the impact of Covid-19 and improve service delivery

The City of Bulawayo is currently going through the global coronavirus pandemic and a water crisis due to drought. Various partnerships have come on board to assist the City reduce the impact of Covid-19 and the limited supply of water to households.

The City has received three partners which are funded by the Start Fund UK who is undertaking projects on Water and Sanitation, Hygiene, Diarrhoea and Covid-19. The City has also received funding from Care International in Zimbabwe and its partners Dan Church Aid and Plan International to strengthen Rapid Response mechanisms to disasters.

These partnerships seek to improve access to basic water, sanitation and hygiene enabling facilities in communities, health facilities, schools, children's homes and homes for the elderly. The interventions also support the provision of hygiene enabling Non Food Items commodities, personal protective equipment, soap, and buckets to the most vulnerable community members and promote good hygiene behaviours that prevent the spread of diseases.

The projects are being implemented as follows:

Bulawayo Emergency Assistance and WASH Response Project (Be-AWARE Project).

In response to the diarrhoea outbreak in City of Bulawayo, World Vision Zimbabwe (WVZ) was awarded a grant for emergency project by Start Fund UK.

Start Fund UK is part of a consortium made of 42 Non Governmental Organisations which seek to strengthen the humanitarian aid system.

The Bulawayo Emergency Assistance (WASH) Response Project started on the 5th July 2020 and will end on the 20th August 2020. The project is worth USD 193, 878 and is targeting Luveve, Mpopoma, Iminyela and Old Pumula (section A) suburbs.

Project activities are as follows:

1. Installation of 12 by 5000L reserve water storage tanks in institutions including schools and Health care facilities.
2. Establishment of 5 by 1000L water kiosks in communities.
3. Delivery of 110 000L of water through bowsers every 5 days.
4. Distribution of 900 menstrual hygiene management kits.
5. Procurement and distribution of household non food item kits.
6. Procurement and distribution of personal protective equipment kits for health workers and staff.
7. Procurement and distribution of disinfectants and cleaning agents.
8. Hygiene promotion campaigns including distributing of Information education and communication material.
9. Rapid refresher trainings for 100 hygiene promoters and nurses on health and hygiene.
10. Water quality analysis of 15 water points

and rehabilitation of 15 boreholes.

Zimbabwe Orphans for Extended Hands

Zimbabwe Orphans through Extended Hands seeks to build capacity of the local churches and communities to embrace the culture of caring for orphans.

Their current intervention in the City involves the following:

1. Procurement of 6 by 10 000L water tanks and stands.
2. Distribution of water sanitation and hygiene Kits to 1000 families.
3. Drill 3 boreholes.
4. Rehabilitate 3 solar powered boreholes.
5. Yield test and water quality testing.
6. 12 water handling and storage trainings.
7. Public health awareness and hygiene promotion.
8. Gender awareness.
9. Setting up Water Points Committees and
10. Installation of security system for the water points.

Africa Ahead Zimbabwe

Africa Ahead Zimbabwe implements a range of Community Health Club and Emergency programmes directly in the country, as well as providing a learning base for other countries wishing to start a Community Health Club programme in the region.

Africa Ahead has three projects running in the Bulawayo Metropolitan Province to assist the government deal with Covid-19 emergency.

The organisation is also engaged by the UNICEF to head the programme to support Harare, Bulawayo, Mutare, Plumtree and Chipinge with public health campaigns messaging using loud hailers, operation of 100 hand washing stations and rehabilitation of water facilities at 10 health centres.

In Bulawayo, their activities include:

1. Hygiene Education.
2. Distribution of Emergency Hygiene Kits.
3. Water tanks.
4. Borehole repairs.
5. Hand washing facilities.
6. Mass SMS communication.
7. Radio airplay.
8. Distribution of masks, sanitizers and soap.
9. Distribution of Information Education and Communication materials.

Higher Life Foundation

Higher Life Foundation is conducting a National Hand Washing and Covid-19 Education campaign which commenced on Friday 24 July 2020 in Bulawayo and will run for a period of 60 days until September. A total of 45 sanitation ambassadors of which 12 are City of Bulawayo Community Health Workers go into selected suburbs, delivering soap to households and educating people on Covid-19 and on the importance of hand washing as a low cost and effective infection prevention, control and response strategy



His Worship Solomon Mguni, the Mayor receives donations from former Christian Brothers College Boys

to encourage behaviour change that could ultimately save lives.

The education campaign covers the following suburbs Cowdray Park, Old Pumula, Burombo Flats, Old Magwegwe, Old and New Luveve, Mpopoma, Mabutweni and Iminyela.

CARE International

CARE International in Zimbabwe and its partners Dan Church Aid (DCA) and Plan International are participating in the ECHO funded Zimbabwe Disaster Rapid Response Mechanism project that runs until 31 January 2021.

The program's principal objective is to strengthen response mechanisms and preparedness for response to localized rapid onset emergencies in Zimbabwe that normally will have limited funding resources

The programme seeks to establish a functional preparedness and response mechanism for rapid onset to natural and man-made disasters in high risk and high hazard areas of Zimbabwe. The key activities of the project are:-

- Establishment of a Rapid Response Management Unit (RRMU) with CARE leading and DCA and Plan as consortium partners. The RRMU will respond to, and strengthen coordination for rapid onset disasters.
- Identification of local actors, Community Based Organizations (CBOs), NGOs and Faith Based Organizations (FBOs), screen them and enter into MOUs/Agreements with them. All these will be trained and will then be used

for the rapid response through assessments; beneficiary registration and distribution of aid.

- Procure and strategically pre-position Non-Food-Items (NFIs) in Zimbabwe, which will be dispatched to affected areas and to affected people in coordination with the Civil Protection Unit (CPU)

- Once a disaster strikes and is declared by the Provincial or District CPU, the Project based on communication from the Provincial and District Civil Protection Unit will initiate a response

- The mechanism will develop a system and tools where Provincial and District CPUs will feed information that will be used for quick response after rapid assessments.

The Zimbabwe Disaster Rapid Response (ZDRR) mechanism project which will work in high risk provinces and districts based on past disasters; will also work in schools and communities in these targeted risk areas to provide safe and inclusive basic education when a rapid onset disaster impacts the school or surrounding communities.

The Education in Emergencies- EiE; will target vulnerable affected individuals especially children, women and disabled people for protection from abuse or violence in the event of a rapid onset emergency and will respond to emerging local disasters according to identified needs and/or address identified gaps in existing multi-sectoral crises through distribution of non-food items and cash.

Review of strategic plan

The City of Bulawayo in 2019 reviewed its strategic plan and adopted new mission statement, vision and values.

The old vision, mission and values are stated below;

VISION

Bulawayo, City of Kings, Leader in Local Governance Excellence with a Vibrant Economy by 2024

MISSION

Committed to excellence to local governance through the provision of quality services to the satisfaction of stakeholders

VALUES

- Integrity
- Transparency
- Accountability
- Efficiency
- Fairness
- Consultative
- Equal Opportunity
- Environmentally Friendly
- Responsive

The newly adopted vision, mission and values are as follows:

VISION

City of Kings, a Leading, Smart, Transformative City by 2024

MISSION

To provide quality services to the satisfaction of clients and stakeholders

VALUES

- Integrity - the conduct of employees, Councillors and the transaction of the business of Council shall always reflect our institutional uprightiness, our honesty and commitment to safeguard the unimpaired corporate image of City of Bulawayo. Integrity also implies zero-tolerance to corrupt practices.
- Transparency - the extent possible to which all transactions of Council are in the public domain and the quality of openness as well as being able to be distinctly seen through and understood must shine through all our work.
- Accountability - as the responsible authority, Council and its people shall always avail themselves to internal and

public scrutiny and be ready to reckon, report and account upwards and downwards.

- Efficiency - the results and outcomes set out by Council must be achieved through adequately energized and robust systems. Every effort shall be made to pursue the best of alternative options available.
- Fairness - all dealings of Council with its internal and external stakeholders shall be guided by impartiality and demonstrable justice, honesty and freedom from blemish both in reality and in the perception of the public.
- Consultative - the programmes and decisions of Council shall be built and utilised at all Council levels to entrench consultation as an underpinning culture of City of Bulawayo.
- Equal Opportunity looks at all stakeholders of Council, internal, external, people or institutions and how they are reduced to the same standard with zero tolerance for discrimination.

- Equality - Council is alive to social inequalities that have historically excluded certain groups from the governance space, such as women, the elderly, youth, and people living with disabilities.
- Environmentally Friendly - achieving a healthy balance between human development and the urban ecosystem must form the basic philosophy of governance excellence and all programmes, ensuring Council shall adhere to and uphold good environmental principles and practice.
- Responsive - fulfilling the needs and entitlements of stakeholders. City of Bulawayo's customer focus must be doubly anchored by proactive participatory planning/action and the readiness and willingness to offer prompt and effective response action to the needs and rights of stakeholders.

You may download the City of Bulawayo Strategic Plan from our website; www.citybyo.co.zw

Building the smart City: the building blocks

The vision of the City is Bulawayo to be a leading a smart transformative City by 2024. What does it mean to be a smart City?

To become a smart community, Bulawayo must advance six key strategic sectors as outlined below by <https://hub.beesmart.city/smart-city-indicators/>.

The six indicators promote a holistic strategy towards becoming a smart city. As Bulawayo prepares for a smart city status, it is important to understand the concept and the role we are to play as stakeholders and the municipality.

Smart Cities are collaborative and bring together local government, private sector businesses, academia and the civil society (foremost the citizens). Citizen engagement which involves engaging and targeting all stakeholders within a municipality, is a key driver for success in all six smart city indicators and in developing concrete smart city solutions.

To be a smart city, Bulawayo must have a human-centric approach which allows us to create and implement an ecosystem of smart city solutions that add value and transform into collective goodwill. While the term "smart" includes technology as an enabler of a smart city, it is not limited to technological solutions. In fact, "being smart" is more about intelligent methodology and proper implementation of beneficial and effective solutions than about technology. To be successful, it is paramount to take the needs of all actors into account, especially those of the citizens.

Within all six smart city indicators, subcategories can be formed to tackle specific city challenges or to seize development opportunities.

The six smart city indicators:

Smart Economy

"Smart Economy" describes all actions aimed at transforming and strengthening a municipality's economy. Improving the overall business climate, a city's attractiveness for start-ups, investors, businesses, and new (highly qualified) talent as well as growing the economy in an innovative and sustainable way to increase competitiveness are the most important goals.

Utilizing (digital) technology and intelligent approaches leads to economic prosperity that, in turn, generates stable and favourable conditions for all stakeholders.

From a local government perspective,

"smart economic development" is an important tool to actively seize opportunities and provide conditions that support the creation and growth of businesses as well as new jobs.

Smart Environment

A "Smart Environment" is how a municipal government manages the built and natural environment to improve liveability for citizens and visitors. Utilizing new technology and innovative methodology supports the implementation of regulatory and cultural changes that facilitate sustainable standards and practices.

The reduction of waste production, monitoring and managing pollution, emission reduction, water management, achieving energy efficiency, and accelerating the local energy transition are some important "smart environment" initiatives that needs to be in place. New urban planning standards to improve efficiency and to minimize the environmental impact, as well as the creation of a resilient community are imperative.

Bulawayo must therefore strive to be a resilient city that minimises the impact of climate change by ensuring that we practise good environmental stewardness, reduction of carbon emissions and adoption of green energy.

Smart Government

"Smart Government" is aimed at strengthening the connections and interactions between the government and all stakeholders - citizens, businesses and other organizations of the civil society - within the municipal area.

A municipal government following a smart city strategy is uniquely positioned to reconsider the quality, scale, and scope of services for citizens and businesses that it offers.

By utilizing new methodologies, such as co-creation or crowdsourcing, or by implementing new technology and innovation (e.g. for digital citizen or business services or the management of public infrastructure) a "smart government" can be developed.

Following a "city as a service" model can help to increase efficiency and effectiveness as well as transparency and trust. To this end, the City of Bulawayo will be focusing on making the municipality into a customer centric institution with the recognition that ratepayers deserve royal service at all times.

After all, the customer is King!

In addition, efforts to improve e-governance are underway.

Smart Living

"Smart Living" aims at increasing quality of life for residents and visitors by following an inclusive strategic approach - across all age groups and demographics. Facilitating livability and optimizing the management of the living environment are two aspects that need to be jointly addressed to maximize benefits for the City and its stakeholders.

Smart Living focuses on improving social and digital inclusion (e.g. the use of electronic services, connectivity, and social platforms), on improving healthcare and care for the elderly (e.g. eHealth, Ambient Assisted Living), safety, housing conditions, and smart buildings.

New methodologies for civic and social engagement as well as new technologies are leveraged to improve accessibility and citizen experience across all focus areas.

Smart Mobility

"Smart Mobility" focuses on increasing the efficiency and service quality of urban transportation to enhance the use and adoption of new mobility solutions as well as to increase people mobility through efficient transport management and targeted infrastructure investments. Achieving cheaper, faster, and environmentally friendly mobility as well as integrated multimodal transportation is an important challenge for cities and communities.

Supporting the combination of multiple modes of public and private transport, and adopting new forms of transportation (e.g. electric vehicles, hydrogen-powered vehicles, autonomous vehicles, bike sharing, carpooling/car sharing) is an important aspect for a future-oriented strategic approach to foster "Smart Mobility".

A customer-centric and inclusive approach for all citizens, businesses, and visitors is needed to achieve a high-quality mobility service and to ultimately improve the flow of people and goods within a city or community, while at the same time reducing the environmental impact.

Smart People

"Smart People" aims at transforming the way citizens interact - via information or the provision of services - with the public and private sector as individuals or businesses. Creating social and digital inclusion/digital equality through education offers, is an important prerequisite for a more efficient

Smart Cities are collaborative and bring together local government, private sector businesses, academia and the civil society (foremost the citizens).

provision of information and services based on new technologies.

"Smart People" is about smart forms of education to facilitate career choices, labour market opportunities, vocational training, as well as lifelong learning for all age groups and demographics. Talent development is also an important aspect from an economic development perspective as an increasingly important location factor.

"Smart People" solutions support the creation of an accessible and inclusive environment to increase prosperity and innovation within a city or community. Participation, open-mindedness, and creativity are some aspects that are enabled or nurtured by implementing intelligent solutions.

Cities benefit from a transparent overview of best practice solutions to become smarter and from identifying best-suited solution providers, while companies that make cities smarter benefit from becoming more visible to cities around the globe with their solutions.

In conclusion, these six key indicators are consistent with those developed by Professor Dr. Rudolf Giffinger and his European Smart Cities research group at the Centre of Regional Science of Vienna University of Technology, which later were popularized in the widely adopted "Smart Cities Wheel", developed by renowned urban strategist and smart city expert Dr. Boyd Cohen.

History of Bulawayo Water Supply

The City of Bulawayo is supplied by six dams which are:-

Dam	Capacity m3	Highest Volume m3	Year Constructed	Owned By
Khami Dam	(not in use)		1928	City of Bulawayo
Lower Ncema	18,237,700	18,237,700	1943	City of Bulawayo
Umzingwane	44,663,500	44,663,500	1956	City of Bulawayo
Inyankuni Dam	80,781,000	52,604,587.2	1965	City of Bulawayo
Upper Ncema	45,458,500	45,458,500	1974	City of Bulawayo
Insiza Dam	173,491,000	173,491,000	1975	City of Bulawayo & Government of Zimbabwe
Mtshabezi Dam			1994	Owned by the Government of Zimbabwe

In 1895 the supply of water and electricity to Bulawayo was granted as a concession to three pioneers who in turn ceded it to the Bulawayo Waterworks Company. In 1924 the Municipality bought the Bulawayo Waterworks Company which was supplying 336 kilolitres a day from boreholes, wells and the two Hillside dams.

The first supply dam built for the City of Bulawayo was Khami Dam which was commissioned in 1927. Khami Dam is no longer a supply dam for the City as Bulawayo City Council stopped using Khami Works in 1989.

Khami Dam and purification works are 13 miles west of the City and 300 feet lower than the City. Both dam and works were enlarged in

1933.

In 1943, Ncema Dam and purification works were commissioned some 38 miles south – east of the City and 1 000 feet lower than the City. The dam of concrete gravity section 110 feet high stores 4 mega litres. The works have been extended in stages from an original capacity of 2 mega litres a day to their present capacity of 15 mega litres a day.

In 1959, a dam was completed on the Umzingwane River 6, 5 miles from the Ncema purification works to which water gravitates. The dam was once one of the largest earth fill dams in Southern Africa with a maximum depth of water of 104 feet and storing 9, 8 kilolitres.

In 1960 work commenced on a dam on the Inyankuni River seven miles from the Ncema purification works. This dam is of rock fill construction and was being built in two stages. Ultimately the dam had a water depth of 150 feet and was able to store 28 kilolitres. The first stage was finished in 1966 and can hold 7, 7 mega litres.

From the purification works water is pumped into service reservoirs on high points near the City boundaries. These reservoirs and two water towers have a total storage of treated water of 28, 2 mega litres. An additional service reservoir of 5 mega litres capacity was constructed in 1966.

One mile = 1,6km

The Bulawayo water situation

The City is facing a drought which has affected its raw water storage and supply leading to a water crisis in Bulawayo.

“Due to climate change, the City’s dams have received low inflows resulting in the depletion of storage. This has resulted in the City decommissioning three (Upper Ncema, Lower Ncema and Umzingwane) out of its six dams and introducing a 144 hour water shedding programme,” said Engineer S Dube

He added that to curb the water crisis, the City has requested for the urgent implementation of short term projects which are the rehabilitation of Nyamandlovu, completion of Epping Forest and increasing of Mtshabezi abstraction.

Upon rehabilitation, Nyamandlovu will deliver 10 Mega litres from 3 Mega litres a day and upon completion the Epping Forest project will bring an additional 10 Mega litres per day to the City. The increasing of Mtshabezi abstraction will be from the current 16 Mega litres per day to 25 Mega litres.

For the short term to medium term interventions, the City proposed Khami water recycling with a potential yield of 12 Mega litres a day, the extension of the Nyamandlovu north to Sawmills project with a potential of 20 Mega liters per day and the duplication of Insiza pipeline.

Engineer Dube noted that after submitting these project proposals, Government engaged consulting engineers to assess Bulawayo’s urgent water needs and they came up with the solutions of Nyamandlovu rehabilitation to increase abstraction from an average of 3Mega litres per day to 10 Mega litres per day and Epping Forest completion to bring an additional 10 Mega litres per day. Operating Inyankuni Dam with all three pumps on duty to increase output from 18 to 41 Mega litres per day, increasing abstraction from Insiza from 22 Mega litres to 51 Mega litres per day and increasing delivery of Mtshabezi from 16 Mega litres to 36 Mega litres per day through the addition of online boosters, were also proposed by the consulting engineers.

The Zimbabwe National Water Authority, Council engineers and the consulting engineers agreed on the following projects:

- (i) Rehabilitation of the Nyamandlovu boreholes to deliver 10ML/Day
- (ii) Completion of the Epping Forest project to deliver an additional 10ML/Day
- (iii) Inyankuni booster upgrade to 3 duty pumps and 1 standby. The scheme will have a potential of 41ML/Day however abstraction will be managed to avoid accelerated depletion of the dam
- (iv) Insiza Dam only maintenance work will be done as it was observed after site measurements that the abstraction was already at optimum 48ML/Day. The savings will be used on the Inyankuni booster pump upgrade.
- (v) Mtshabezi Abstraction Improvement through online booster with potential of 36 ML/Day

The City is pursuing these projects so as to intervene in the crisis. These add 29 Mega litres in terms of additional raw water and if the City does not get adequate inflows in the 2020/21 rain season then it means by December 2021, Bulawayo will have 6 Mega litres from Inyankuni and Nyamandlovu Aquifer.

“The City recommends that the medium term projects be urgently pursued to improve the City’s raw water security in case of another poor rainfall season,” he said

Personal guide on water conservation

1. Read your water meter regularly and keep track of your water usage.
2. Make sure you know where your stop cock valve is, so you can shut off water quickly if you have a burst water pipe
3. Put a solid object e.g. small sealed plastic bottle in the cistern to reduce the amount of water used when flushing.
4. Make sure the toilet flush handle does not stick after flushing
5. When washing dishes, do not let the water run while rinsing. Rather use a sink or dish with rinse water.
6. Soak pots and pans before washing them instead of running water while you scrub them.
7. Put a container under house gutters to collect rainwater for domestic use.
8. Turn off the water when you brush your teeth. Use a glass of water instead to rinse after brushing.
9. Teach everyone to turn off taps tightly after use and replace washers when the tap is dripping. A slow dripping tap wastes over 1500 litres (10 bath tubs) of water a month.
10. Do not turn taps on the full. ½ inch taps use 9 litres per minute. ¾ inch taps use 15 litres per minute.

Did You Know?

1. A person can survive about a month without food, but only 5 to 7 days without water.
2. A leaky faucet can waste 378 litres a day.
3. Just think, 15 drips per minute add up to almost 11 litres of water wasted per day, 246 litres wasted per month, and 2 kilolitres wasted per year!
4. One flush of the toilet uses 13 litres of water (on average).
5. An average bath requires 140 litres of water.
6. An average family of four uses 3 kilolitres of water per week just by flushing the toilet.
7. The average 5-minute shower takes 56 -94 litres of water--around 151 litres are used in 10 minutes.
8. You use about 18 litres of water if you leave the water running while brushing your teeth.
9. An automatic dishwasher uses 34 to 45 litres of water while hand washing dishes can use up to 75 litres.

The complex block contains several water conservation posters and contact information. On the left, a poster reads "A DROP OF WATER IS WORTH MORE THAN A SACK OF GOLD TO A THIRSTY MAN" with the hashtag #saveWater. In the center, a poster says "SAVE WATER Every drop counts" with a list of tips: REPORT ALL LEAKS, HARVEST RAIN WATER, CUT YOUR SHOWER TIME BY 2 MINUTES, and USE A MUG WHEN BRUSHING YOUR TEETH. On the right, another poster features the slogan "Water is worth it" and "Bulawayo Water & Sewerage Services Improvement Project". At the bottom, contact numbers for call centres and emergencies are provided, along with social media handles and the website www.citybyo.co.zw.

City council introduces water kiosks

The City of Bulawayo has experienced a drought from the 2018 rain-season to date. In responding to the drought, water shedding has been progressively reviewed, starting with a 48-hour shedding program in February 2019, and by Monday the 18th of May 2020, a 144-hour shedding program.

The built-up areas of Bulawayo have increased resulting in a serious strain on the existing infrastructure services such as water supply and sanitation. A number of residents in high lying areas across the City receive water only at night or no water at all when Council resorts to water shedding.

Due to the nature of the network and geographical location, it is almost impossible to supply every household in a zone before supply is switched off-again to resume another shedding cycle.

The current COVID-19 epidemic requires people to frequently wash their hands and practise good sanitation and hygiene. Water bowser have to ferry water to affected suburbs. Regrettably, the water

bowser are inadequate and inundated and not able to deliver water timeously to the affected areas

Some of the challenges with bowser points have been; turn-around time per site (3-4 hours) and lack of practicing social distancing by residents.

To address the situation, Council has erected water kiosks. Water kiosks are in the form of JoJo tanks and these are put in strategically selected areas to serve 6,099 affected properties.

The Water kiosks are expected to improve turn-around time, there-by enabling more areas to be covered, reducing waiting time and improve social distancing.

Problems of areas to be supplied with water kiosks

1. Low pressure.
2. Densely populated.
3. Old infrastructure – weakened by frequent opening-and closing during water shedding.
4. Non-practising of social distancing at Bowser points.

LOCATION OF WATER KIOSKS

KIOSK NUMBER	LOCATION	WARD	STATUS
1	97 Cowdray Park	28	Completed
2	9438 Cowdray Park	28	Completed
3	Tasha's Shops Emganwini	26	Pending
4	Begonia Road Harrisvale	2	Pending
5	182 Harrisvale	2	Pending
6	2 Harrisvale	2	Pending
7	70372 Lobengula Ext	12	Pending
8	73201 Lobengula West	29	Completed
9	Lochview Primary School	4	Completed
10	Magwegwe Car Park	18	Completed
11	Magwegwe Terminus	18	Completed
12	15246 Nkulumane	21	Completed
13	Bullet Shops Nkulumane	22	Pending
14	16115 Nkulumane	21	Completed
15	Nkulumane Q. Elizabeth	20	Completed
16	8181 Pumula East	19	Completed
17	15257 Pumula South	27	Pending
18	Ngwalongwalo Primary	27	Completed
19	Pumula South near clinic	27	Completed
20	Pumula Old - Tower 43	19	Completed
21	76 Sunninghill	4	Pending
22	13 Sunninghill	4	Pending
23	Tshabalala Ext Chicken Cnr	21	Completed
24	Tshabalala Housing Office	21	Completed
25	Woodvile Shops	3	Pending
26	Pumula Old Shop	19	Completed

This is the first phase of the project.

Management of water kiosks is done by the recipient community to enhance ownership and prevent vandalism and theft.

Usage

The usage of water kiosks is for emergencies, when there is a drought or when there are water cuts in an area. To maintain the water kiosks in a functional condition, Council has put in place Water

Point Community Committees that will help manage the kiosks and ensure that there are no instances of vandalism.

Management

Each ward will set up Water Kiosk Committees. The Committees comprise of 5 Executive members. These would be responsible for:

identifying personnel to operate the kiosks, co-ordination of activities and liaison with Ward Councillor security

PAY YOUR BILLS ON THE GO

Ecocash

151*2*1*14969
Amount*Account Number#

Your receipts will be delivered with your water bills

City of Bulawayo

YouTube, Facebook, Twitter, Instagram, WhatsApp, Call Center, Website

PAY YOUR BILLS ON THE GO

One Money

111*2*1*4*21218
Account Number*Amount#

Your receipts will be delivered with your water bills

City of Bulawayo

YouTube, Facebook, Twitter, Instagram, WhatsApp, Call Center, Website

PAY YOUR BILLS ON THE GO

Telecash

888*5*1*5*2
Account Number*Amount#

Your receipts will be delivered with your water bills

City of Bulawayo

YouTube, Facebook, Twitter, Instagram, WhatsApp, Call Center, Website

What is water recycling?

Water recycling is the process of taking effluent (wastewater and sewage) and treating it so that it can be reused. There is a growing use of recycled wastewater for irrigation, landscaping, industry and toilet flushing.

The recycling of waste water reduces environmental impact, reduces demand and stress on fresh water supply, eliminates the need to transport water and improves sustainability. Purified wastewater can be safe and clean, and helps ease water shortages.

Drought occurrences in the past decade have led to a decrease of water in the City's dams with three out of six dams decommissioned. The City of Bulawayo is considering recycling Khami Dam water to ease the water crisis.

Khami dam was used as a source of water supply to Bulawayo from 1928 to 1988 and was then decommissioned due to low water levels and the imminent commissioning of the Southern Areas Sewage Treatment plant (SAST).

The Bulawayo-Matabeleland-Zambezi Water Supply Feasibility Study compiled by SWECO in 1996, noted that re-cycling of wastewater should be part of the future water resource strategy for Bulawayo. For potable (drinkable) use, the recycled water must be treated to a sufficiently high level quality that makes it suitable for human consumption.

A target of 20% of the total water demand requirement for Bulawayo is proposed to be met by re-cycling treated domestic sewage for potable re-use, as well as second class (non-potable) water for industrial use, parks and gardens.

The City of Bulawayo recommends the adoption of indirect recycling which refers to the deliberative augmentation of drinking water sources (i.e. surface or ground water) with treated reclaimed water which provides an environmental buffer in

the treatment process prior to subsequent use.

The Norplan report of 2001 notes that Khami Dam can be used as storage and for natural treatment prior to utilising the water for potable water purposes. It suggested that SAST uses Biological Nutrient Removal (BNR) wastewater treatment process. The effluent from this plant is acceptably low in ammonia and nitrate content, making it easy to treat the effluent.

The study showed that Khami Dam water quality remains reasonably good throughout the year, despite discharging reclaimed water into the dam.

The reclamation plant should be located at the Criterion Waterworks. This is consistent with the social requirement of distributing the blended water to the whole population. Approximately 25ML/d of potable water would be available and help ease the water crisis in the City.

The Water and Waste Water Master Plan of 2012 highlights that the City has recycled final effluent from a number of its sewage treatment works in one way or the other.

The existing Thorngrove Treatment Works has in the past had a process in place to produce reclaimed water from sewage effluent that was distributed to parks and gardens as well as to sports clubs. This reclaimed effluent was also used by local industry and for cooling water by the Bulawayo Power Station. However over the years with the gradual deterioration of the sewage treatment works, this re-cycled water facility has not operated effectively. Thorngrove Treatment Works has the potential to supply some 10 ML/d of recycled water

The 2001 Water and Waste Water Master Plan points out that the Luveve Treatment Works effluent was already committed to existing public open space irrigation close to the source. This works has the potential to supply some 3ML/d of recycled water.

The Magwegwe and Cowdray Park Treatment Works are at present only pond treatment systems. In the future, these two treatment works, together with Luveve treatment works could contribute some 12 ML/day of recycled water once the proposed new Cowdray Park treatment works is implemented.

The potential for recycling effluent from SAST treatment works is very high. There is a total flow of approximately 18 ML/d available for recycling at current flows, and up to 33 ML/day at future projected flows. This could yield some 27 ML/day of re-use water in the medium to long term.

The Water and Waste Water Master Plan highlights that it is feasible to utilize the Khami Dam as a storage facility and for natural treatment via both the river course and the dam itself prior to utilising the water for potable water purposes.

The advantage of using Khami Dam is that some natural treatment including ammonia stripping will take place as the water flows down the stream into the dam. Khami Dam water quality remains reasonably satisfactory throughout the year in spite of the daily effluent discharge from the SAST Treatment Works.

Recycling of waste water has been done successfully within the region. In 2019, five Council executives visited a state of the art Wastewater Reuse treatment plant in Ballito, South Africa where waste water is being re-used for drinking purposes.

The City, through the Bulawayo Water and Sewerage Services Improvement Project (BWSSIP) is rehabilitating wastewater infrastructure. Rehabilitations include that of SAST Catchment sewers and hot-spots, SAST Plant II Waste Water Treatment Works and rehabilitation and desludging of Lagoons (Tertiary treatment process) at SAST.

The impact of these rehabilitations will enable treatment of 16 MLD of wastewater

which can be safely discharged into Khami Dam, downstream.

Water in a raw water reservoir like Khami Dam is often stagnant and lack of circulation of the water can cause algae to over-compete other organisms in the ecosystem and thus create massive algae blooms. Excessive cyanobacteria (blue-green algae) and green algae growth in a water reservoir can have negative consequences for the water quality.

The water turns green, sand filters can clog, and some algae can produce toxins-giving the water an 'earthy' and 'malty' taste, which can result in customer complaints. In order to deal with this problem, copper sulphate is often added to the raw water in order to control the algae. Additionally, activated carbon filters are used to remove toxins, odours and taste from the final product. Chlorine or bleach (calcium hypochlorite-HTH) can be added to the final water product to also help kill algae.

Sewage effluent can be recycled to produce high quality potable water as long as proper treatment infrastructure and technology like reverse osmosis were utilized. Proper funding is a key requirement for the success of the recycling project. Where recycling is chosen as an option it is necessary that blending be considered a top priority in order to improve the quality of the final water product.

The City recommends the treatment of Khami dam water for Industrial processes using Conversational Treatment Process and treatment of Khami water for Consumption using microfiltration and thereafter Reverse Osmosis and Deionization system. Treatment can be done to high potable standard and thereafter blend with Groundwater from Nyamandlovu and blend at Magwegwe Reservoir.

Consultation and engagement of the community and relevant stakeholders is on going.



CITY OF BULAWAYO





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SWIFT CODE :CABSZWHX



*151*2*1*14969#ACCOUNT NUMBER & PIN



*111*2*1*4*21218*ACCOUNT NUMBER*AMOUNT#



*888*5*1*5*2*ACCOUNT NUMBER*AMOUNT#



From left Director of Engineering Services Engineer Simela Dube, Ward 28 Councillor Kidwell Mujuru, His Worship the Mayor Solomon Mguni, Councillor Sikhululekile Moyo and Alderman Ernest Rafomoyo at the handover of a water kiosk

Zimbabwe Disaster Rapid Response Mechanism

BULAWAYO City Council has partnered with different stakeholders to strengthen response mechanisms and preparedness for rapid response to localised rapid onset disasters in Zimbabwe. The partners include Care, Plan International and Danish Church Aid.

The rationale behind the partnership is that lack of financial resources and human capital has resulted in localised disasters being neglected resulting in coordination gaps. Also, there is a lack of preparedness or effective early response mechanisms for rapid onset disasters.

The Multi-Sectoral response strategy of the mechanism will establish a Rapid Response Mechanism Unit (RRMU) that will respond to, and strengthen coordination for rapid onset disasters in Zimbabwe. The Rapid Response Mechanism Unit will provide coordination and direct funding for

immediate response to localised disasters, bridging the gap between disaster impact and current delays and/or absence of efficient responses.

Rapid market and infrastructure assessment and rapid beneficiary selection to trigger immediate life-saving emergency response within 72 hours of disaster striking will be adopted.

Beneficiaries will be selected from the worst affected areas with priority given to vulnerable or marginalised groups, who are often disproportionately impacted and less equipped to recover. These include women, the elderly, child-headed households, people with chronic illnesses and HIV/AIDS, people with disabilities, and pregnant and lactating women.

Setting up response mechanisms, conducting hazard risk mapping in targeted areas, prepositioning of essential material

required for emergency response in case of a crisis and the repairing and rehabilitation of preparedness infrastructure, will assist high risk districts in having capacitated actors and systems in cases of disaster.

The project seeks to capacitate schools and communities in targeted high risk areas so that they are able to provide safe and inclusive basic education when a rapid onset disaster impacts the school or surrounding community. Activities involved will be to conduct rapid needs school assessments in areas affected by emergencies, establish safe temporal learning shelters, conduct Provincial trainings of Provincial Focal persons on psychosocial support (PSS) and life skills and remodel and retrofit damaged school infrastructure (classroom, teacher accommodation and ablution facilities).

Provision of learning, teaching, recreational materials and hygiene/dignity

kits, capacity building to facilitate school based hazard and vulnerability assessment including available critical resources, conducting advocacy for the area and setting up of child safeguarding complaint mechanisms, will be key result areas of the project.

Other key result areas for the project include ensuring that the vulnerable affected individuals (especially children) are protected from abuse or violence in the event of a rapid onset emergency affecting the targeted high risk districts, ensuring improved national, provincial and district coordination among stakeholders and vertical linkages to sub-national actors for multi-sectoral emergency response; and responding to emerging local disasters according to identified needs and/or address identified gaps in existing multi-sectoral crises.

Our City, Our Responsibility: Keep Byo Clean

Bulawayo was once one of the cleanest cities in Africa and as a community we can together retain that title, if we collectively thrive to excel in promoting the health and hygiene of our city and our individual wellbeing.

To this end, Bulawayo City Council in collaboration with Bulawayo Water and Sewerage Services Improvement Project (BWSSIP) last year conducted a Participatory Health and Hygiene Education (PHHE) training workshop. The workshop targeted to train 120 Community Health Workers and 171 school health teachers in and around the City. The participants were divided into two groups with each group being trained for four consecutive working days, making the total period of the training to be for one month.

The training which took place at Ikhwezi Training Centre was aimed at increasing public awareness on water conservation and sanitation through the capacitation of the selected participants who in turn are responsible for sharing the information

they acquired with the rest of the Bulawayo residents.

The current drought that the City and nation are going through has contributed to a decline in proper health practices. The limited water supply in the city dams has resulted in water shedding, while the ever growing population, has increased residents exposure to diseases.

The City of Bulawayo is working with partners to strengthen Health Education through Participatory Health and Hygiene Education (PHHE), which ensures that the community is informed and ready to institute measures at their level to mitigate the potential risks brought by the water shortages.

Inclusion of people with disability and gender mainstreaming in different health matters that affect school pupils and the community at large were incorporated in the training tools. Tools used included the animal cracker and the Water ladder as part of the participatory health and hygiene education. Participates were encouraged to boil water

from unprotected sources such as boreholes and wells.

Vandalism was highlighted as one of the problems communities face especially when it comes to people who steal borehole material which is supposed to benefit the whole community. This creates a health risk as the water sources become open to contamination, endangering the health of the community.

In addition, urban hygiene was another analytical, informative and planning tool which was used. The purpose of this exercise was to help communities determine where they are in terms of urban hygiene. Topics covered included menstrual hygiene, sanitation ladder and water storage,

Residents are urged to uphold the proper health practices to curb the threats that could come as a result of poor sanitation. Water conservation is everyone's responsibility and it is important that we conserve scarce resources such as water for future generations to come.

It begins with me and you.

Let's stop vandalism of Council property

Let us desist from vandalism, destruction and theft of manholes covers as this results in sewer blockages. This is further fuelled by the use of sewerage water for irrigation purposes.

Crops irrigated using raw sewerage put the lives of innocent residents at risk as they unknowingly purchase the vegetables or crops along streets within their suburbs.

Invasion of Council land causes destruction of underground Council infrastructure such as water pipes, sewer pipes, and fibre optic cables among others. During the digging process by illegal cultivators, some pipes are heavily damaged resulting in water losses and overall financial losses in repairing the damaged infrastructure.

Illegal cultivation on water catchment areas or along streams has also led to river siltation and soil erosion within the river or stream banks. Stream or river siltation promotes flooding of such areas, thereby posing a danger to residents. For example one area that was previously affected by this phenomenon is the Nkulumane stream between Nketa and Nkulumane Suburbs, resulting in houses adjacent to the stream being submerged in water.

Awareness meetings have been carried out at ward level to create understanding of the impacts of vandalism and illegal cultivation. Illegal urban cultivation is prohibited according to the Bulawayo (Protection of Lands and Natural Resources) By-Laws, 1975. Subsection 13 (1) of the Bulawayo (Protection of Lands and Natural Resources) By-Laws, 1975, states that, "No person shall, without prior written approval from the Council, cultivate any land or destroy any natural vegetation,

- i. Within thirty metres of the verge of any spring, marsh or swamp
- ii. Within thirty metres of the naturally defined banks of a public stream or
- iii. Within thirty metres of the high flood level of any body of artificial conserved water.

The Bulawayo (Protection of Lands and Natural Resources) By-Laws, 1975 Subsection 10 (1) further states that "No person shall cultivate any Municipal land or plant, sow, tend, reap any plant, shrub or any crop without the prior written approval of the Council. Subsection (3) also adds that the Council may instruct any unauthorised cultivator to destroy their crops and if they cannot trace the cultivator, the Council may destroy such cultivation and restore the land affected.

In order for residents to practise urban cultivation without any clashes with Council, individuals or groups are advised to apply for pieces of land identified by council so that they can cultivate on authorised sites.

How to reduce mosquito breeding

A lot of complaints regarding mosquitoes have been received from the members of the public. Below are tips on how to reduce mosquito breeding and prevent mosquito bites.

Mosquitoes mainly bite at dusk and dawn. Only non-malaria carrying mosquitoes breed in Bulawayo.

Mosquitoes breed in shallow, stagnant water and the following areas in the yard, outbuildings should always be checked.

a. Containers

Any empty containers such as tins, drums, plastics and tyres should be placed under a roof or turned upside down to avoid the collection of water. If they are not used, dispose them without any delay.

b. Roof Gutters

Clear roof gutters of leaves before the rains start to avoid blockages. Once gutters and drains are blocked rain water collects and mosquitoes can start to breed.

c. Disused Swimming Pools and Fish Ponds

These collect water and mosquitoes can breed in them. A few drops of paraffin weekly prevent mosquito breeding. Covering the swimming pool with plastic sheeting also works. However, no water should be allowed to accumulate above the sheet otherwise mosquitoes will start to breed in it.

d. Pits

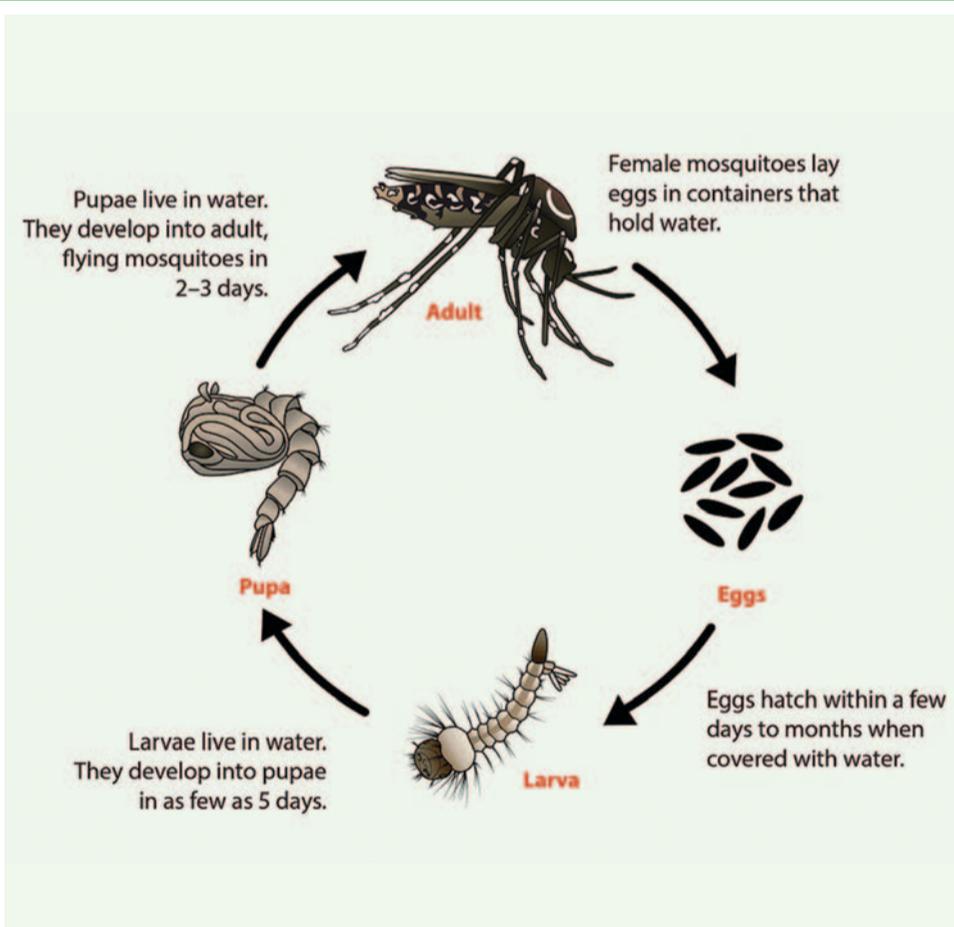
These must be filled up with soil to avoid collecting stagnant water.

e. Reservoirs and Tanks (Including septic Tanks)

These should be tightly closed at all times. Soak aways should be monitored for fall ins.

f. Trees

Leaves and hollow tree stems sometimes collect water and should be checked for mosquito breeding.



Manhole overflows and water leakages, blocked trenches and any depressions that collect water should be reported to Council immediately through the nearest Housing office or call centre. Avoid putting sand, crockery and any hard objects into the sewer system to help prevent blockages.

How to Prevent Mosquito Bites

1. Use mosquito repellents- These could be creams, soaps, sprays or coils. All these are

available from shops.

2. Spray rooms with insecticides periodically to kill adult mosquitoes.

3. Close all windows before sunset. Open windows after sunrise.

4. Wear clothes that cover legs and arms at dusk and dawn.

5. Sleep under a mosquito net. Nets treated with insecticides have an added advantage of killing mosquitoes as well.

Celebrating the centenarians

ELDERLY people play a significant role in society, as leaders, caretakers, custodians of tradition and founders of communities who have indigenous knowledge about the development of a nation.

To celebrate their lives, His Worship the Mayor, Solomon Mguni hosted a luncheon which coincided with the International Day of the Elderly in 2019.

The event celebrated the elderly people in Bulawayo who had reached the golden age of 100 and above, and sought to acknowledge their wisdom and lives.

During the celebrations, elderly people gave words of wisdom to the younger generations who had attended the event.

"Bulawayo used to be the smartest City in the world and we kindly ask all those in authority to make sure we go back to that state because we love to have a clean environment", said Boniface Nyoni one of the centenarians.

The initiative was established in 2017, by the City of Bulawayo in partnership with Bulawayo Shoebox Project and residents. The existence of centenarians in the City is

acknowledged by spending time with them and honouring them.

"The City of Bulawayo recognises that life is a gift from God and we want to celebrate that," said Mrs Sikhangele Zhou who was standing in for the Town Clerk, Mr Christopher Dube.

The United Nations Population Fund on its website points out that older people have always played a significant role in society yet they are highly vulnerable, with many falling into poverty, becoming disabled or facing discrimination. This poses a challenge for everyone to come together and make sure we build a sustainable and inclusive City for the elderly.

The City of Bulawayo would like to express its heartfelt gratitude to donors who made the day a success because of their generous donations. These donors include Edgars, Enlightened Christian Gathering, KB Mpofo Photography, Centre of Innovation and Technology, Skyz Metro FM and Bulawayo Shoe Box Project.

The City celebrated the following centenarians:-

NAME	D.O.B/ AGE	SEX
Muzobe Mumusi	10 October 1910(109years)	Female
Lemon Banda	1/10/10 (108years)	Male
Wyson Banda	11/11/11 (107years)	Male
Boniface Nyoni	1/01/12 (106years)	Male
Maina Ncube	3/09/12 (106years)	Female
Musobe Mumusi	10/10/10 (103years)	Male
Kabako Mpofo	08/08/ 1916(103years)	Male
Mutombo Chimboza	10/02/17 (101years)	Female
Daphne Brander	7/09/17 (101years)	Female
Anne Mzizi	06/04/1918(101) years	Female
Elina Sithole	13/11/18 (100years)	Female
Sonile Ngwenya	19/08/19 (100years)	Female
Che Ohi Chun Hung	23/11/ 1919(100years)	Female
Timothy Ndlovu	12/12/1921(100 years)	Male



Councillors, Council officials and the Centanarians



His Worship the Mayor Solomon Mguni hands over Cheer Fund donations to residents at Sidojiwe



Residents from Sidojiwe receive donations

Bulawayo Mayor's Christmas Cheer Fund

CHARITY is the act of extending love and kindness to others. This is a conscious decision made by the heart, without expecting a reward.

The greatest gift to our community is making lives better, by donations or charity work and spreading light to the needy and in the process enlightening our souls.

Every year the City of Bulawayo through the Mayor's Christmas Cheer Fund which is managed by a Board of Trustees initiate a process of fundraising towards the Cheer Fund to assist vulnerable members of the society. During this process, donations are received from well-wishers or stakeholders so that the less privileged in the society smile during the Festive season.

In 2019, the Mayor's Christmas Cheer Fund managed to raise thirty thousand and five dollars (\$30,005.00) in cash and donations in kind amounting to one hundred and sixty nine thousand one hundred and three and fifty nine dollars (\$169, 103, 59) bringing the total to one hundred and ninety nine thousand one hundred and eight dollars (\$199,108) for the 2019 Christmas Cheer Fund.

The Institutions and homes that benefited from the Fund included Railsten Home, Ekuphumuleni Old People's Home, John Smale Children's Home, Luveve Training School for Girls, Haven Trust, Muscular Dystrophy Association of Zimbabwe, Percy Iboston And Luveve Remand Home, Emthunzini Wethemba, Entembeni Old People's Home, Queen Elizabeth Children's Home, Khayelihle Children's Home, Childline Zimbabwe, Edith Old People's Home, St Francis Children's Home, Thorn Groove Hospital, Bulawayo Island Hospice, Thuthuka, Mustard Seed, John Slaven, Sir Humphrey Gibbs.

To support the Mayor's Christmas Cheer Fund please donate as follows:

Bank account
 Bank: Stanbic Bank
 Account Name: City of Bulawayo- Mayor's Christmas Cheer Fund
 ZWL \$ Account No: 9140002265736
 Branch: J M N Nkomo Street
 Swift Code: SBICZWHX
 Netone Merchant Code: 48465
 Ecocash Number: 0773 039 474

Bulawayo Arts Festival Explodes into Life!

The Bulawayo Arts Festival (BAF) came into life under the theme #We Own Winter from 3-5 June 2020. The online celebrations brought joy and jubilation in the midst of the Covid-19 Pandemic.

The vibrant and colourful event was coupled with energetic performances attracting thousands of viewers across the globe.

Broadcast Live via Facebook, the inaugural Bulawayo Day and Festival Week rolled out with an exciting array of artists from different genres and disciplines. The programme was inclusive of fashion and design, interviews, discussions and messages from His Worship the Mayor of Bulawayo Councillor Solomon Mguni, Minister of Youth, Sports, Arts and Recreation Kirsty Coventry and leaders in the cultural sector.

Speaking at the Opening Ceremony, His Worship the Mayor Solomon Mguni said, "the declaration of Bulawayo Day by Bulawayo City Council on Wednesday, 2nd October 2019, to be celebrated on the 1st of June every year provides an opportunity to invite the people of Bulawayo in celebration of the distinct and proud heritage, rich diversity and artistic potential that the city is endowed with."

He highlighted that the celebrations were taking place during the COVID - 19 pandemic when many nations and citizens are observing lockdown protocols. He hoped the festivities would create a celebratory mood across Bulawayo and globally.

"The City of Bulawayo is built on a legacy of strong visionary leadership and excellence in service delivery due to notable men and women who have worked tirelessly to make

the City what it is today. The gains made in the last 126 years must be enhanced and protected so that our future is bigger and brighter than our past," said the Mayor.

The Minister of Youth, Sports, Arts and Recreation Kirsty Coventry said, "This notably will not only make an indelible mark in Zimbabwe's history as we celebrate our cultural diversity as a people but it is also a noble act of inclusivity needed as a nation that continues to nurture participatory and sustainable development for society in line with the vision of devolution."

The Minister further highlighted that Covid-19 is an invitation to reflect on the core fabric of what makes our cultures unique, resilient and a source to adapt our strategies. It is an opportunity for us to reimagine who we are as a country, as cities and as people.

She concluded by applauding Bulawayo City Council for the cultural cooperation and partnership with Nhimbe Trust, the Ministry of Youth, Sports, Arts and Recreation through the National Arts Council of Zimbabwe and National Gallery of Zimbabwe as a partner and supporter of the creative industry in Bulawayo

The festival featured both established and upcoming artists with outstanding performances by the likes of popular and award-winning afrojazz JeysMarabini with gifted young musicians and veteran saxophonist Basil Kumpeu; Hudson Simbarashe; the acclaimed IYASA; rappers Mzoe 7 and Obudi Be Space, Mandla the Comedian, poets Philani Amadeus aka PAN, Mgcini Nyoni, the budding Delah, and more.

Outstanding female artists included Lorraine Stot, Nkwali, Vuyo Brown, Lady

Tshawe, Michelle Moyo, Sandra Ndebele, Selmor Mtukudzi; beautiful male vocals of the acclaimed imbube group Indonsakusa Morningstar; theatre pieces by Umkathi Theatre Works, Gifford High School, an adaptation by Intwasa Arts Festival koBulawayo of The Vagina Monologues by Eves Ensler, and Blood Tongue, The Musical by Nhimbe Trust – a rich array of acts which included many other vibrant performances. Conversations were held with writer and historian Phathisa Nyathi, Rev P B Damasane and creative educators Bridget Sayers and Thabani Moyo.

The closing acts for the three days of the online festival featured the renowned and award-winning Selmor Mtukudzi and a highly colourful and energetic performance by the popular singer and dancer Sandra Ndebele. The festival closed with the award-winning band, Ngoma Ingoma, delivering a traditional-modern-urban crossover and highly danceable groove.

Feedback online brought audiences together in real-time. Messages that poured in included those by acclaimed theatre practitioner and Nhimbe partner Memory Kumbota who wrote "Congratulations...We have successfully launched the country's first online festival."

Jibilika Dance Festival's Plot Mhako wrote "Super awesome! Last night I saw great support, sharing, tagging + Flawless performances. We can change our narratives from US & THEM to WE! #BYOArtsFESTIVAL."

On behalf of the main sponsor, the Bulawayo Arts, Culture & Heritage Endowment Fund (BACHEF), Josh Nyapimbi said "Congratulations to City of Bulawayo and

VIEWERSHIP (BULAWAYO COUNCIL AND BULAWAYO ARTS FESTIVAL PAGES COMBINED)	
Day 1	Reach: 44 450 Views: 15 574 Engagement: 12 635 Shares: 229 Comments: 983 Reactions: 2 951
Day 2	Reach: 69 669 Views: 23 835 Engagement: 20 969 Shares: 341 Comments: 2 991 Reactions: 7 703
Day 3	Reach: 30 143 Views: 11 297 Engagement: 11 996 Shares: 229 Comments: 193 Reactions: 6 146

her partner Nhimbe Trust for the successful hosting of the inaugural Bulawayo Day and the Bulawayo Arts Festival 2020

The genres represented were 22 music acts, 3 dance acts, 6 poetry acts, 5 theatre acts, 1 fashion showcase and 3 comedy acts.

Condolence message: Councillor Roniah Mudara (Ward 8)

The City of Bulawayo learnt with sadness of the passing on of Councillor Roniah Mudara on Monday, 13 July 2020. She was 61 (born on the 25th November 1959).

Councillor Mudara was sworn in as a Councillor of the City of Bulawayo (Ward 8) on the 31st August 2018 following the 30th July 2018 harmonised election. During her term of office as Councillor, she served as the Deputy Chairperson for the Health, Housing and Education Committee from August 2018 to July 2019.

She was a member of the Health, Housing and Education Committee from August 2019 to date and the Environmental Management and Engineering Services

Committee from September 2018 to date.

She served as Council's representative on the Zimbabwe International Trade Fair Executive Committee.

In her professional career she worked with the Ministry of Defence and the Ministry of Labour and Social Welfare at Kwekwe Polytechnic and Bulawayo Polytechnic Colleges.

His Worship Solomon Mguni, the Mayor, Aldermen, Councillors, Town Clerk, Mr Christopher Dube, Heads of Council departments and Staff join the City of Bulawayo in mourning the loss of Councillor Mudara and extend our greatest sympathy to her family.

May her soul rest in peace.



Credit Control and Debt Collection Policy

Bulawayo City Council (BCC) has a credit control and debt collection policy that seeks to ensure that all revenues, rates, water, service charges, rentals, and any other charges due to the Municipality are collected timeously in a cost efficient manner.

The Credit Policy seeks to empower the customers with knowledge of Council's procedures on debt management and gives direction on how to access relief when debt is overdue.

The Financial Director, Mr Kimpton Ndimande said that Council had been operating without a documented credit control and debt collection policy and had been relying on Council resolutions, the Urban Councils Act, the Water and Sewerage by-laws and other pieces of legislation.

Objectives of the policy are:

To ensure that the City of Bulawayo's approach to debt recovery/enforcement mechanism is sensitive, transparent and is equitably applied throughout within its boundaries.

- To ensure that all revenues, rates, water, service charges, rentals, and any other charges due to the Municipality are collected timeously in a cost efficient manner

- ensure that all money due and payable to the City in respect of rates, fees for services, charges, tariffs and interest which has accrued on any amounts due and payable in respect of the above and any collection charges are collected efficiently and promptly;

Contents of the Credit Control and Debt Collection Policy are as follows:-

Actions to Secure Payment - Clause 40 – 41 states that the City or its duly appointed agents may, in addition to the normal civil legal procedures to secure payment of accounts that are in arrears, take the following actions within prescribed periods to secure payment for municipal rates and services:

- Sending reminders to debtors e.g. SMS, e-mail, etc
- Termination and/or restriction of the provision of services
- A written final demand
- Handing over for legal action
- Allocating a portion of payments or pre-payments to service charges in arrears or future charges

Credit control will commence from the conclusion of the consumer agreement. Credit control methods will include

- Evaluation of Application;
- Reference Checking;
- Denial of other services if the customer has an outstanding debt with the City
- Credit bureau, Deeds Office, Registrar of Companies

- Securities
- Deposits
- Binding AOD
- Monthly Statements
- Statement Messages
- Telephone Calls
- Final Notices
- Termination or Restriction of Services
- Letter of Demand
- Legal Action

Payment Options - Council will provide different payment platforms. Clause 42 – 46 states how dishonoured or rejected payments will be treated. Customers are expected to pay as per Arrangement

The City will endeavour to establish a payment network to ensure that wherever practically possible customers in receipt of accounts have reasonable and user friendly access to a payment mode/point. Customers have the option of paying using cash and Electronic Funds Transfer.

Where any direct debit or payment made to the City is later dishonoured by the bank, the City:

- Will recover the bank charges incurred relating to that dishonoured payment against the account of the customer and a penalty will be effected as administrative fee;
- May regard such an event as default on payment and the account shall be dealt with as an arrear account,
- Reserves the right to take legal action for recovery of arrears

The methods of payment shall be determined by the Finance Department from time to time and where a customer signs a Payment Plan with the City, payment shall be expected in line with the arrangement.

Cash Allocation - The City may consolidate any separate accounts of persons liable for payments to the City, credit a payment by such a person against ANY account of that person and implement any of the debt collection and credit control measures provided for in this Policy in relation to any arrears on any of the accounts of such a person. Any amounts paid maybe appropriated to the oldest debt first. Any amount paid by the customer in excess of an existing debt maybe held in credit for the customer in anticipation of future rates and charges for municipal services and no interest will be payable on that amount (Clause 47 – 49).

Refunds – Provided all of the customers' accounts are paid, credits on accounts shall be refunded to the owner, where the account is in credit, on application. Credits shall be forfeited after 3 years if they remain unclaimed and these funds are sent to the Master of High Court as unclaimed balances

with a listing and interest will not be paid by the City on any credit balances reflected on an account (Clause 50 – 52)

Businesses Who Do Business with Council - The City will check whether all of the bidder's Municipal accounts are up to date. No tender will be allocated to a person / contractor until a suitable arrangement for the repayment of arrears over the duration of the contract, has been made. The Tenderer must maintain arrangements and pay current installments as provided for in any contract with the City and where payments are due to a contractor in respect of goods or services provided to the City, any arrear amount owing to the City may be offset as a first charge against such payments as provided for in the contract with the City (Clause 53 – 55)

Agreement with Employers – The City may with the consent of a person liable to the City for the payment of rates or other taxes or fees for municipal services, enter into an agreement with that person's employer to deduct from the salary or wages of the person any outstanding amounts due by that person to the City or such regular monthly amounts as may be agreed. The onus to introduce such arrangements remains with each employer / employee. (Clause 56 – 58).

Interest Charges – Interest will be charged on all overdue accounts 30 days after due date at the prescribed rate of interest stated in the Act under section 274 (2). Payments on assessed or estimated charges, where the final amount has not been determined but which would have been due and payable had the amount been determined, shall attract interest from the date when it would have been so due and payable. Customers with valid arrear arrangement or debtors who enter into payment plan/AOD with the City to pay off arrears will not be charged interest if the debtor adheres to the agreement, should one such installment not be met interest will be charged on all arrear installments. Interest may only be reversed/ waived in specific instances under the following circumstances:

- Exemptions as determined by this Policy from time to time
- If the City has made an administrative error on the account
- Where the City approves such reversal/ waiver in specific instance only from time to time

An administrative charge or legal cost as determined by the Clerk of Court and the Messenger of court shall be levied on arrear rates where the City has instituted legal action against the owner by service of summons and warrant of execution to

recover same (Clause 63 – 67)

Arrangement to Pay Arrears - A debtor may enter into a written agreement with the City to repay any overdue amount to the City under the following conditions;

- The outstanding balance, costs and any interest thereon shall be paid in monthly installment/s
- The current monthly amount must be paid in full on or before due date and
- The written agreement has to be signed on behalf of the City by a duly authorised official.

In order to determine monthly installments, a comprehensive certified statement of assets and liabilities, pay slip or bank statement of the debtor needs to be produced by the debtor. To ensure the continuous payment of such arrangement the amount determined must be affordable to the debtor, taking into account that payment of the monthly current account is a prerequisite for concluding an arrangement. The main aim of an agreement will be to promote full payment of the current account and to address the arrears on a consistent basis. Should any dispute arise as to the amount owing, the debtor will continue to make regular payments, based on the average charges for the preceding three months prior to the dispute, plus interest (Clause 86 – 88).

Senior Citizens and Vulnerable Persons Rebate – Senior citizens or pensioners above 70 years of age and vulnerable persons are exempted after assessment by social worker from payment of 50% rates charges. An application is submitted and the following is considered:

The Senior Citizen or Vulnerable Person should on the time of consideration show proof of ownership of the property and be in physical occupation

The Senior Citizen or Vulnerable Person shall show proof that no other persons other than their bonafide children and grandchildren will be staying at the property and cannot meet the cost of rates and other charges

The Senior Citizen or Vulnerable Person shall not be in receipt of lodgers' fees that can meet Council levies

The Senior Citizen or Vulnerable Person shall show proof that their pension or source of income is insufficient to meet the levies that when transferring properties to the bonafide children and/ or grandchildren, approved pensioners and Senior Citizens shall be exempted from payment of cession fees (Clause 120).

For a detailed City of Bulawayo Credit Control and Debt Collection Policy visit our website at www.citybyo.co.zw

City of Bulawayo Schools continue to excel in Secretary's Bell Merit Awards

"Education is the passport to the future, for tomorrow belongs to those who prepare for it today."- Malcolm X

The City of Bulawayo administers twenty five stand alone Early Childhood Development (ECD) centres, twenty nine primary schools, one secondary school and ten libraries in and around the environs of the city.

The city's vision is to be: "A leading smart transformative City by 2024" and the Education Section aims to provide quality and affordable educational services to the residents of Bulawayo.

Over the years, the City of Bulawayo schools have been consistently producing good

results all round. This has seen five (5) Council schools since 2004 having been nominated and awarded with the prestigious accolade of the Secretary's Bell Merit Award. This is the highest honour that the Ministry of Primary and Secondary Education can bestow to a school. The previous Council school recipients of these awards include:

- Mtshingwe- 2004
- Mganwini- 2005, 2017
- Mahatshula-2007
- Mawaba- 2018

The awards are a reflection of and recognition of all round excellence in schools in the spheres of academics, sports,

art, culture, co-curricular activities and infrastructure development.

"We recognise excellence in areas such as school governance, learner performance, learner retention and the improvement of learner environment", the Permanent Secretary in the Ministry of Primary and Secondary Education Mrs Tumisang Thabela said at a ceremony to reward the recent winners (2017 and 2018).

The two schools each received prizes comprising cash prize money of \$10000 from the Permanent Secretary, \$10000 from the City of Bulawayo, forty five (45) Lenovo learners' laptops, one (1) teacher's laptop, one

(1) projector, one (1) interactive white board and the Secretary's Bell Award plaques that were affixed in the administration offices of the respective schools. The donated equipment was sponsored by FBC Building Society which is an Education partner in these awards.

The City of Bulawayo Councillors, officials and staff extend heartfelt congratulations to the respective Heads of the schools, School Development Committees (SDCs), teachers, learners and the parents of these institutions. It is hoped that the culture of excellence will spread to all the schools and Council look forward to many more awards in the future.

Improving customer experience

COUNCIL acknowledges the importance of Customer Experience Management as it reinforces brand preference, increases the number of loyal customers for example Council clinics receiving more patients and Council schools enrolling more pupils. It further reduces customer churn-increasing the number of loyal customers and lastly inspires customer advocacy leading to an increase in number of loyal customers.

The Customer is king and the City of Bulawayo is geared to be a customer centric institution by equipping Council staff with relevant information and skills on customer care and customer service.

The training was coordinated by the Departments of Human Capital and Town Clerks Department (Public Relations) and conducted by the National University of Science and Technology. Participants were drawn from all departments from the lowest grade to the highest. Training for each group lasted for two days. A total of 401 participants were trained.

The training was done under the Bulawayo Water and Sewerage Services Improvement Project and taught the participants on the differences between customer care and customer services. The participants were shown how customer service and customer care are linked to Bulawayo City Council's vision, mission and core values.

It was noted that in order for Council to restore its customer experience to its former glory, there was need for the organisation to place the customer at the centre of the business and to be deliberate in improving the overall Customer experience.

The mantra 'Customer is the King' or 'the customer is always right' encourages service staff to give a high priority to customer satisfaction. There was need to further

establish clear cross-functional/cross-departmental accountability. Delivering the best service requires strong team work and as such, the Council was encouraged to identify and remove bottlenecks or silo mentality empowering employees with customer insights and knowledge especially for customer-facing staff and the Call Centre which acts as the face of the City Council.

Customer service is categorised into 4 levels – 'basic', 'expected', 'desired' and 'unexpected'. As an organisation Council has to aim to provide the unexpected customer service, one that is outstanding and excellent. To achieve this desired goal, Bulawayo City Council employees must feel that they are well taken care of, be proud to be associated with the municipality as they are also one of the most important customers of the Council. It is important that Council staff go the extra mile to ensure our clients receive exceptional service.

Maintaining openness to feedback is also crucial. It is noted that communication is the lifeblood of the organisation as it entails the circulation of information both internally and externally. It leads to productivity and a decrease in complaints, as well as the smooth running of operations. On the other hand, poor communication leads to low morale and delays or failure to complete projects. Effective communication must therefore include feedback, be clear, be time relevant, and meaningful, to the specific audience.

Dealing with the public entails having to deal with different kinds of clients which include difficult customers that is: angry customers, impatient customers, intimidating customers, talkative customers, demanding customers, rude and insulting customers and indecisive customers. It is therefore, important for Council Staff to know how to deal with these difficult customers. Remaining calm,



Some of the staff members who attended the Customer Care Training

reflective listening, maintaining eye contact, thanking them for bringing their complaint to your attention, setting out a time to follow up with them and being sincere are some of the measures that can be used in dealing with difficult clients.

Customer satisfaction (CSAT) is a measurement that gauges the degree to which an organisation's (BCC's) products or services meet or surpass a customer's expectation. Customer satisfaction is a Key Performance Indicator, and it should be kept top of mind at all times by leadership as well as all other employees throughout the organisation. By continuously measuring customer satisfaction, Council is able to highlight aspects of its products, services, or operational processes that are leaving its

customers less than satisfied.

Knowing an organisation's customer satisfaction benchmark helps to raise a flag when the Customer Satisfaction (CSAT) score dips or spikes compared to the benchmark. This can then inform strategic action when necessary.

Measuring satisfaction comes down to gathering customer feedback via surveys. People's views change continuously and the performance of companies in delivering customer satisfaction also changes. Measuring satisfaction must be a continuous process.

Tracking surveys provides benchmarks of Council's performance and, if competitor City Councils are also being measured, there will be measurements of relative performance.

Application for a shop licence

ANY shop, store or any other fixed place of business that is displaying goods for sale or hire is required by the Shop Licenses Act to take out a licence.

The requirements are as follows:

- One should first of all acquire premises i.e. a proper shop with a shop front.
- Get a tax clearance (ITF 263) from ZIMRA Mhlahlandlela Government Building
- Collect a form for measuring the shop from Room 6 City Hall (Under the clock) Fife Street
- Complete form in duplicate and attach
 - (i) Current Tax Clearance
 - (ii) Water/Rates Bill for the shop
 - (iii) Plan/Sketch Plan of the floor area of the shop.
- Submit form at the Tower Block, 9th Floor, Reception, and Evaluation Section where measurements will be done. (Please note we now charge as per size of the shop)
- Return form to City Hall Room 6 where application forms for temporary and full licence are done and also get a proforma issued.

Application Fee and Inspection Fee is \$315.68 for a shop 300m² and below and \$504, 85 a shop above 300m² respectively. Measurement Fee

- Payment is done at the Revenue Hall (Municipal Building) 8th Avenue/J. Tongogara Street
- Complete and return forms to the City Hall Room 6 together with:
 - (i) Certificate of Incorporation x 2 copies
 - (ii) CR 14 x 2 copies
 - (iii) ITF 263(Tax Clearance) x 2 copies
 - (iv) Manager's I.D. x 2 copies (Please note drivers licence not acceptable)
 - (v) Inspection and application fee

receipts(Original receipts not copies)

(vi) Pay advert Fee for a local paper
Forms are submitted between 8 a.m. – 12 noon or 2 p.m. – 4 p.m.

- Applicant will be given dates for the adverts and will go and make payment at either Chronicle 9th Avenue/G. Silundika Street or Southern Eye Offices (Amtech Building) 12th Avenue/R. Mugabe Way

- Applicant will be given the temporary licence application form to submit at the Tower Block, First Floor, Reception, and Health Services Department

- The temporary licence application is processed by Health Services Department, application takes 2 – 7 days, is valid for 3 months only.

- Applicant to submit the advert fee receipt at the City Hall, Room 6

- Please note that applicant will be issued with a temporary licence after inspection, processing of a full licence takes 3 months

- Applicant should buy a newspaper and check for errors on the first advert and to have errors corrected if any before the second advert appears.

- Applicant should take cutting and receipt to Chronicle/Southern Eye so as to collect proof of publication, thereafter submit the proof at the City Hall, Room 6.

- Applicant should collect an Enabling Certificate from City Hall, room 6 (3 months time from date of application.)

- Applicant on presentation of the Enabling Certificate and payment of the appropriate fee at the Licensing Section, Revenue Hall 8th Avenue, will be issued with a licence renewable annually.

- If applicant has been issued with a conditional Enabling Certificate, applicant

given 3 months to comply and advise the inspector.

After the notification from Health Dept. that the applicant has complied, the applicant shall call in at the city hall, Room 6 where the condition will be removed and a licence issued after payment of the appropriate fee at the Revenue Hall, Licensing Section.

Application for transfer of premises/additional classes

Same process except that there is no advert and attachments are:

- (i) Current licence
- (ii) Current tax clearance
- (iii) Managers I. D.

Temporary licence will be issued

An enabling certificate will be issued in 2 to 3 months time and applicant to submit the certificate at the Revenue hall (Licensing Section) for the transfer/additional classes at a fee of:

- (i) up to 250m² - \$374.40
- (ii) 501m² - 2000m² = \$750
- (iii) 2001m² & above = \$870

Application for Change of Manager/Trading Name

Applicant to write letter to Chamber Secretary, Box 591 Bulawayo and attach

- (i) Current licence
- (ii) Current tax clearance

A letter will be written to the applicant, which the applicant should take to licensing section (Revenue Hall) together with licence and amendments will be done at a fee of: \$15,60/\$26,00 for a shop 300m² and below and a shop above 300m² respectively.

Application for issue of new licence (shop licence) requirements

1. Stand number of Shop

2. Current Tax Clearance/ITF 263

3. Water/Rates Bill for the shop

4. Plan/Sketch Plan for floor area of the shop

5. Certificate of Incorporation (If it is a company)

6. CR 14 (If it is a company)

7. Managers' I.D./Passport (Note: drivers licence not acceptable.)

8. Advertising Fee

Please note that application for a shop licence is done at the City Hall, Room 6 (under the clock) Municipal Buildings, Fife Street.

Application for change of manager/change of trading name

Applicant will write a letter and attach copies of

- (i) Current Licence
- (ii) Current tax clearance

Cancellation and renewal of licences

Please note that when you cease trading you are required to notify the Chamber Secretary Box 591 Bulawayo in writing and attach your original licence for cancellation or submit the above mentioned at the City Hall, Room 6 (Licensing, under the clock) Fife Street.

If you do not do so Council will assume you are still trading and will continue billing you. Also note that shop licences are renewed annually in December for the following year. Applicant to take current licence, licence fee and following years' tax clearance to the Financial Services Department (Licensing Section) Revenue Hall 8th Avenue/J. Tongogara Street.

Delay in renewing licences will attract a penalty of 1/12th of the licence fee for every month you delay.

'Water Is Worth It' campaign

Below are water conservation tips for schools and learners:

Water Conservation Tips

1. If not using the tap, turn it off
Turn the tap off as soon as you have washed your hands. Put signs near the basins to remind students to do the same.
Use a container to wash your brushes
Avoid flushing the toilet unnecessarily.
2. Limiting use
Day schools can further save water by locking up restrooms/ toilets at night and over the weekend.
3. Do not flush the toilet.
"If it is yellow let it mellow, if it is brown flush it down." If you have not learned this rhyme, then now is the time (another rhyme!). What this little rhyme means is that when you are at home, do not flush the toilet if it is just pee... otherwise... flush it down! However, when out in public, it is good manners to flush the toilet regardless of yellow or brown.

4. Re-Wear those clothes.
Let your clothes get nice and dirty before actually throwing them in the washing basket. Check your clothes at night time and re-wear clothes that are still mostly clean. Undies should not be worn twice without washing.
5. Reuse your bath water for plants.
Don't let your bath water go down the drain. Scoop it up with buckets and use it to water plants and trees.
6. Take speedy showers.
Showers use way less water than baths. Learn how to take a speedy shower.
7. Reuse your towel.
Use the same towel for at least a week. Remember you should be clean after your shower and if you hang your towel to dry it will be ready and waiting.
8. Turn off the water while brushing your teeth.
Don't let the water run while you're

brushing your teeth. Turning off the tap saves a lot of water. Use a tumbler.

9. Be a leak detective!
Train your ears to pick up the sound of dripping water and become water saving super heroes by tightening up leaking taps.
10. Have a special water cup or bottle.
Don't grab a new cup every time you feel thirsty, instead have a special water cup or bottle that you can refill throughout the day. This way there will be fewer dishes to wash.
11. Fill your cup half-ways.
When you reach for a cup of water, only fill it half-way to avoid wasting water.
12. Get cold water from the fridge.
Running the tap for cold water is wasteful, instead learn to fill a pitcher with water and cool it in the fridge.
13. Do not throw out old water.
Do not waste old water from cups and water bottles by pouring it down the drain. Instead, use it to water plants (inside or

outside).

14. Wash your fruits in a bowl of water.
Instead of washing your fruits and vegetables under running water use a container or bowl filled with water instead. When you are done use the water for plants.
15. Grow your own food.
Stop watering the lawn and use that water for growing things you can eat instead. Growing your own food is a lot of fun and a better way to use water.
16. Collect rain water.
Set up a rain water barrel, drum, and bucket to catch rain water. Plants love rain water.
17. Wash your bike with a bucket and rag.
Save water by using a bucket and a rag to wash your bike instead of spraying it with water from the hose.
18. Remember that YOU are a water saver!
Even if you are a child you can save water just like grown-ups!

Dialogue and civic engagement are key to enhancing good governance and ensuring continued collaboration and support for service delivery

The City of Bulawayo is implementing an institutional outreach plan that facilitates active participation and stakeholder dialogue. Emphasis is given to enhancing social accountability through sustained dialogue and participation by organised groups of civic association, residents and the private sector.

Bulawayo is faced with frequent severe water shortages due to its location in a drought prone region with the City's average annual rainfall ranging between 590 to 600mm per annum. Furthermore, Matabeleland region is close to the Kalahari Desert making it vulnerable to droughts with rainfall varying from one year to another.

It is against this background that in 2015, the Government of Zimbabwe solicited funding from the African Development Bank (AFDB) for the improvement of municipal water supply and sewerage services for the City of Bulawayo, with the aim of contributing to the improvement in health and social wellbeing of the population of Bulawayo.

The City of Bulawayo, with support from AFDB sought to reduce Non-Revenue water, upgrade and rehabilitate water distribution systems, improve the sewer drainage capacity, rehabilitate waste water treatment facilities as well as strengthen community participation and buy-in. Bulawayo Water and Sewerage Services Improvement Project (BWSSIP) focused on the provision of clean and safe water and adequate sanitation services for Bulawayo residents

The project further supports the restoration and stabilisation of essential water supply and sanitation services in the City through urgent repairs, rehabilitation and upgrading of critical installations.

One of the programmes under institutional outreach is aimed at educating residents on the importance of saving water for the City's resilience and future generations. Subsequently, in 2019 Council embarked on a "Water Is Worth It" campaign set to raise awareness to encourage citizens to conserve water.

The campaign targeted school children in recognition of the fact that water conservation is a culture and by educating learners we ultimately educate the community on how to use water sparingly.

The campaign also aims at creating an understanding and appreciation of the water situation in Bulawayo and further engages all stakeholders in the City by bringing awareness on the need to conserve water.

The City of Bulawayo has a Water Crisis Committee as part of ensuring continual



Water Crisis Committee members during a Water Crisis Meeting

collaboration and support for service delivery with regards to the water situation in the City.

The Committee is divided into clusters that are responsible for monitoring the water crisis, recommending possible solutions and contributing material, finances and expertise towards the management of the crisis. The clusters are the Resource Mobilisation Cluster, Monitoring Consumption and Compliances Cluster, the Advocacy as well as the Information Dissemination and Public

Education Cluster.

The Water Crisis Committee is made up of government departments and ministries, Councillors and staff, business community and top corporate water users, Residents Associations, security, parastatals, banks, hotels, churches, education institutions, health institutions, non-governmental organisations, informal traders' organisations and the media.

In 1984 Council introduced water rationing

by stipulating a certain amount of water each household should consume per day. The water ration is reviewed as and when the need arises, depending on the amount of water available in the city dams.

The current water rationing limits for each household is 450 litres per day for high density areas, 650 per day for low density houses inclusive of cottages and servants quarters and 400 litres per day for residential flats with individual meters.

Bulawayo libraries activities

Entumbane Makeshift Library established

The City of Bulawayo opened the Entumbane Makeshift Library in November 2019, designed to fulfill the library and information needs of Entumbane community. The residents had expressed urgent need for a library within their residential area but due to lack of funds the City of Bulawayo resolved to convert old armory buildings into a makeshift library. The makeshift library provides information services whilst funds to construct a proper library proposed next to Entumbane Hall are still being sought.

The armory buildings were previously rented as shops, Council then resolved that the old armory buildings be renovated to create space for adults and children's library sections as is the norm in all other ten Council libraries. Two shops were combined to form the adult and children's section. One shop is used as a workroom and one was successfully converted to ablutions for male and female.

The book collection for Entumbane library comprises books donated by Book Aid International, a strategic partner of Council for over 40 years. The library opened to the public in November 2019, with 2762 children's books and 2502 adults' books. The collection will increase regularly as new books are systematically added to all libraries.

Council has over the years established libraries in Mzilikazi, Mpopoma, Njube, Luveve, Tshabalala, Magwegwe, Pumula, Nketa and Nkulumane. The information resources in these libraries are largely in print and a few e-readers. Mzilikazi, Nketa, Tshabalala offer internet services to the public and it is hoped that all libraries will offer affordable Wi-Fi services soon.

Mpopoma library hosts training

Mpopoma Library ran a four-day First Aid Training Workshop for youths of ages 15-35, where a total of 20 youths were imparted First Aid Skills in theory and practice in basics on the Human Body, Principles and Priorities of First Aid, Wound Types and Management, Fracture types and management, Disorders of the Brain, Heat injuries and Causes of Unconsciousness. The training was a partnership between Mpopoma Library and the City of Bulawayo Emergency Services.

The advantages of having a reading culture were explained and participants touched on the need to seek information and use it appropriately. In the selection of the desired career path, the participants were advised to choose jobs that enhance their lives, are personally fulfilling and reflect who they are while allowing them to use their innate strengths.

On completion of the four day course, participants were awarded certificates by the Ward Councillor, Donaldson Mabutho who emphasized the need for more community building projects and challenged librarians to spread this program to all Bulawayo Municipal Libraries.

Public Libraries serve the community through information provision. Due to change of reading culture influenced by new technology, many people are no longer keen to read in libraries. Nonetheless, the Bulawayo Municipal Library Services (BMLS) runs a very vibrant library service which over the years has supported the school curriculum and tertiary institutions.

The Bulawayo Municipal Library Services courtesy of the International Network of Emerging Library Innovators (INELI) also offered training to Librarians to adopt new trends in information provision through Innovative Programs and Services.



Participants watch as first aid demonstrations are conducted



Some of the youths who underwent First Aid Training

Inspiring Readers Hub

Council has established Inspiring Readers Hubs at Njube, Nketa, Nkulumane, Pumula and Tshabalala Public Libraries, following the signing of a Memorandum of Understanding between Book Aid International (BAI) in 2018. All five hub libraries partnered with schools in the Inspiring Readers program.

The reading promotion events were successfully held to mark the third phase of the Inspiring Readers (IR) School Library Project which was established in January

2019 sponsored by Book Aid International in partnership with the City of Bulawayo.

Participants comprised Councillors of respective wards or their representatives, parents, learners, teachers, authors and librarians attended the reading events.

The Reading Events were intended to inform communities served by the hub libraries about benefits of reading in all aspects of life.

The promotion provided the librarians with an opportunity to inform the communities

on how they can be involved in library activities and benefit from reading.

The hub libraries provided a showcase for all age groups including parents.

Benefits of reading were portrayed through activities such as drama, word games, poetry, spelling games, reading, storytelling, quiz competitions, song and dance.

Participants won prizes and tokens of appreciation for attendance in the form of books, exercise books, pens, pencils and crayons.

All about prostate cancer

PROSTATE cancer is one of the most common types of cancer in men which grows slowly and is initially confined to the prostate gland, where it may not cause serious harm. However, while some types of prostate cancer grow slowly and may need minimal or even no treatment, other types are aggressive and can spread quickly.

The prostate is a small gland, about the size of a walnut found only in men. It surrounds the first part of the urethra (the tube which carries urine from the bladder through the penis to be excreted from the body). The prostate cancer affects the gland in men that produces the seminal fluid that nourishes and transports sperm.

Initially prostate cancer may show no signs or symptoms but once advanced, may show signs and symptoms such as:

- Trouble urinating
- Decreased force in the stream of urine
- Blood in semen
- Discomfort in the pelvic area
- Bone pain
- Erectile dysfunction.

These symptoms are caused by the enlarged prostate pressing on the urethra and blocking the flow of fluids.

Prostate gland

It's not clear what causes prostate cancer patients but doctors know that prostate cancer begins when some cells in your prostate become abnormal. Mutations in the abnormal cells' DNA cause the cells to grow and divide more rapidly than normal cells do. The abnormal cells continue living, when other cells die. The accumulating abnormal cells form a tumor that can grow to invade nearby tissue. Some abnormal cells can also break off and spread (metastasis) to other parts of the body.

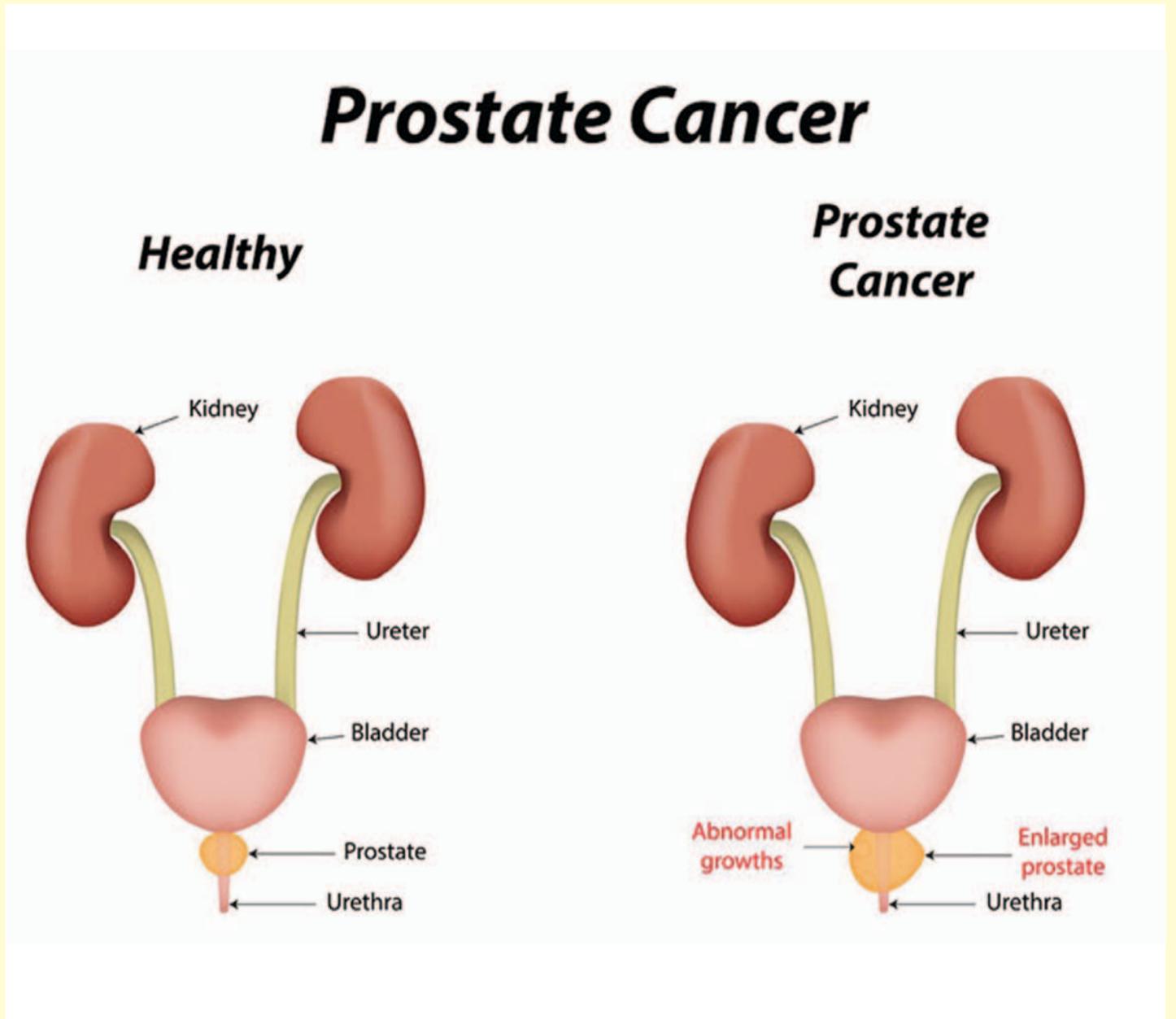
Complications

Complications of prostate cancer and its treatments include:

- Cancer that spreads (metastasizes). Prostate cancer can spread to nearby organs, such as your bladder, or travel through your bloodstream or lymphatic system to your bones or other organs. Prostate cancer that spreads to the bones can cause pain and broken bones. Once prostate cancer has spread to other areas of the body, it may still respond to treatment and may be controlled, but it's unlikely to be cured.

- Both prostate cancer and its treatment can cause urinary incontinence. Treatment for incontinence depends on the type you have, how severe it is and the likelihood it will improve over time. Treatment options may include medications, catheters and surgery.

- Erectile dysfunction can result from prostate cancer or its treatment, including surgery, radiation or hormone treatments. Medications, vacuum devices that assist in achieving erection and surgery are available to treat erectile dysfunction.



Prevention

You can reduce your risk of prostate cancer if you:

- Choose a healthy diet full of fruits and vegetables. Avoid high-fat foods and instead focus on choosing a variety of fruits, vegetables and whole grains. Fruits and vegetables contain many vitamins and nutrients that can contribute to your health. Whether you can prevent prostate cancer through diet has yet to be conclusively proved. But eating a healthy diet with a variety of fruits and vegetables can improve your overall health.

- Choose healthy foods over supplements. No studies have shown that supplements play a role in reducing your risk of prostate cancer. Instead, choose foods that are rich in vitamins and minerals so that you can maintain healthy levels of vitamins in your body.

- Exercise most days of the week. Exercise improves your overall health, helps you maintain your weight and improves your mood and men who exercise may have a lower risk of prostate cancer. Try to exercise most days of the week. If you are new to exercise, start slow and work your way up to more exercise time each day.

- Maintain a healthy weight. If your current weight is healthy, work to maintain it by exercising most days of the week. If you need to lose weight, add more exercise and reduce the number of calories you eat each day. Ask your doctor for help in creating a plan for healthy weight loss.

- Talk to your doctor about increased risk of prostate cancer. Men with a high risk of prostate cancer may consider medications or other treatments to reduce their risk. If you're concerned about your risk of developing prostate cancer, talk with your doctor.

Exercise most days of the week. Exercise improves your overall health, helps you maintain your weight and improves your mood and men who exercise may have a lower risk of prostate cancer.

Profile of Bulawayo Home Industries

Bulawayo Home Industries was registered in 1982 as a Handcraft and Factory Company. It has four sections, the Mohair, Décor and Basketry, Weaving and Batik. The recruitment of beneficiaries is done through various organizations including the Social Work section of the City of Bulawayo, and at the centre where individuals are trained according to one's need or interest.

After acquiring the skills, the beneficiaries are provided with material which they use to produce quality products for sale. Amongst the trained people, some prefer taking materials home and later bring the finished products for dispatch. This arrangement is

usually considered gender appropriate and friendly to some women and girls as it gives them time to look after their children, the sick and also allows them to provide security to their properties whilst producing their merchandise. Others may opt to work from the Centre which also markets the products and pays the producer 65% of the profit, with the remainder used for administration purposes and for procuring raw materials.

Under the mohair section, the City of Bulawayo has a small flock of angora goats at the Luveve Gum Plantation. Shearing of the goats is done twice a year depending on the nutritional health of the goats which guarantees the quality of the fleece. The

fleece needs to be teased and for this process, the Bulawayo Home Industries distributes to individuals to tease. For dying, spinning and plying a selected few members work on that while the knitting and weaving is done by other interested members.

Since 2015 after the basket making workshop, Basket Case II which was sponsored by European Union National Institute for Culture (EUNIC) to assist in product development and in new designs, baskets produced at the Bulawayo Home Industries increased exposure to local, regional and international markets. Bulawayo Home Industries has trained more weavers in basketry through collaborating

with the social workers who assist in the identification of the less privileged members of the community. These form the majority of beneficiaries and are from the following suburbs: Mzilikazi, Njube, Entumbane, Emakhandeni, Lobengula, Magwegwe, Trenance, Tshabalala, Pumula, Luveve, Mpopoma and Cowdray Park. More than 600 women benefit from this programme.

Countries that regularly buy our products are Netherlands, Spain, South Africa and Zimbabwe. The project is therefore directly relevant in the empowerment agenda of the less privileged whilst contributing towards sustainable improved livelihoods and poverty reduction.

Pavement rehabilitation programme

Council embarked on an extensive pavement rehabilitation programme in 2018 meant to replace all pavements in the Central Business District that were either broken, uprooted, missing or had outlived their lifespan.

Rehabilitation of CBD pavements was carried out by community groups under the Ward Retention Programme. Each group has 12 members who are members of the Ward One community.

The groups have completed works on the following:

- 10th Avenue between Hebert Chitepo and Basch Street (400m2)
- George Silundika between 4th and 5th Avenues (400m2)
- Corner J Nkomo street and 11th Avenue (525m2)
- Corner J Moyo and 4th Avenue. (250m2)

- Corner Fort street and 3rd Ave. (300m2)
- Corner J Moyo and 4th Avenue.(300m2)
- Corner J Nkomo street and 14th Avenue(575m2)
- Chitepo and 3rd Ave(400m2)
- Corner J Nkomo street and 3rd Avenue. (300m2)
- Corner Fife street and 12th Avenue (600m2)
- R.G.Mugabe and 8th Avenue (City Hall) (800m2)
- Corner J Nkomo street and Leopold Takawira Avenue. (Art Gallery)(250m2)

The progress of works continues to be adversely affected by the delay in the supply of construction materials which include cement and quarry dust and the erratic supply of diesel. The delay in supply of materials is attributed to price volatility of construction materials.

Inter-Governmental Fiscal Transfer of Funds to Council

Section 301 of the Constitution of Zimbabwe provides for intergovernmental fiscal transfers from Central to provincial and local tiers of Government to support devolution of governmental powers and responsibilities. It further stipulates that not less than 5% of the national revenues raised in any financial year must be allocated to the provinces and local authorities.

The 2019 funds for Bulawayo were used on rewinding two Sulzer Electric Motors at Fernhill Pump Station resulting in enhanced raw water delivery and improved quality of life due to improved sanitation. The rehabilitation of Aisleby 1 & 2 Treatment Plants Rehabilitation was also done for enhanced treatment of raw sewage resulting in improved quality of effluent.

The funds were used to rehabilitate Matshobana outfall sewer leading to

enhanced collection of raw sewage resulting in improved quality of effluent. Council supplied 6.6kv Vacuum Contactors at Fernhill Pump Station for enhanced raw water delivery to the City and improved quality of life resulting from improved sanitation. To link Cowdray Park with the rest of the existing areas, a 40m Road was constructed in the area.

Council installed soft starters at Inyankuni Pump Station for enhanced raw water delivery to the City, and also installed Pressure Reducing Valves for the reduction of water bursts. Funds were also used for construction of Vulindlela Primary School in Cowdray Park to provide ease of access to education and provide quality education (work on the school is still on going).

The 2019 Intergovernmental Fiscal Transfers (Devolution fund) has been used as follows:

Description of Project	Amount ZWL
Construction of Vulindlela Primary School -Cowdray Park	6,697,830.12
Computer Equipment	429,538.43
Aisleby 1 & 2 Treatment Plants Rehabilitation	3,946,597.99
Sewer outfall Rehabilitation Project - Matshobana	2,505,752.63
Rewinding of 2 Sulzer Electric Motor- Fernhill Pump Station	5,407,802.24
Vacuum Contactors at Fernhill Pump Station	487,540.18
40m Road Cowdray Park	9,329,048.11
Installation of Soft Starters - Inyankuni Pump Station	2,120,137.13
Pressure Reducing Valves/ Water Kiosk	400,000.00
Covid-19 related expenses	3,510,552.54

Basic info on Covid-19

Case definitions. (How can one tell if they suspect it?)

The case definitions are based on the current information available and will be revised as new information accumulates.

Suspected case

A. A patient with acute respiratory illness (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness of breath), AND a history of travel to or residence in a country/area or territory reporting local transmission of Covid-19 disease during the 14 days prior to symptom onset.

OR

B. A patient with any acute respiratory illness AND having been in contact with a confirmed or probable Covid-19 case in the last 14 days prior to onset of symptoms;

OR

C. A patient with severe acute respiratory infection (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness of breath) AND requiring hospitalization AND with no other etiology that fully explains the clinical presentation.

Confirmed case

A person with laboratory confirmation of Covid-19 infection, irrespective of clinical signs and symptoms.

If you suspect you have Covid-19 or know someone with Covid-19 what do you do?

Contact the City of Bulawayo on;

- 08004700 (Toll Free Telone Only)
- 08084700 (Toll Free Econet Numbers Only)
- 02922 71290 for all networks
- WhatsApp – 0774 668 432

What is Covid -19?

1. What is Covid-19?

It is a virus that can cause flu like symptoms such as fever, cough, and difficulty in breathing. It spreads quickly and through being near someone who has the virus or touching surfaces that they have touched, sneezed or coughed on.

2. Stay Clean

Corona Virus likes to live on things we touch. Wash your hands with soap for at least 20 seconds or use a hand sanitiser to make the virus go away! If you need to sneeze, do it into your elbow.

3. Why do I need to stay at home and not visit my friends?

Even if you are not sick, stay at home so that you do not catch or spread the virus to others. For now, we can call and video chat with our friends!

4. Physical Distancing

Remember not to hug or kiss your friends for now. Remember to keep a distance of 1 – 2 metres away at all times so that we prevent the spread of Covid-19.

5. If you feel sick ...

Facebook: The City of Bulawayo

Twitter: @CityofBulawayo

Instagram:@CityofBulawayo

Youtube:cityofbulawayo

Whatsapp: +263 774 668 432

Contact the Call Centre on

08084700

(Econet Numbers Only)

08004700

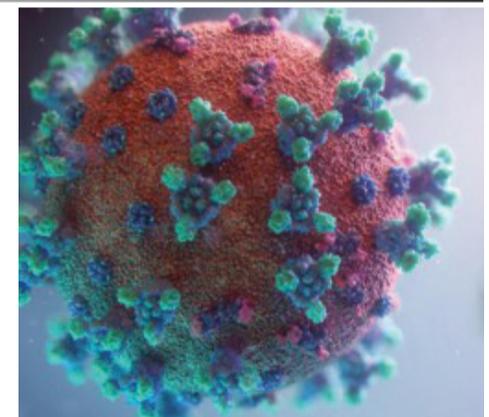
(Telone Numbers only)

02922 71290 (for all networks)

Email: callcentre@citybyo.co.zw

6. How to help

Wash your hands regularly with soap and water, stay home and keep social distancing



and help spread the right information on Covid -19.

If everyone does their best to stay healthy, there is a better chance that people around them can stay healthy too!

Protect yourself and others from the spread of Covid-19?

You can reduce your chances of being infected or spreading Covid-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- Maintain at least 1 metre (3 feet) distance between yourself and others. Why? When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the Covid-19 virus if the person has the disease.
- Avoid going to crowded places. Why? Where people come together in crowds, you

are more likely to come into close contact with someone that has Covid-19 and it is more difficult to maintain physical distance of 1 metre (3 feet).

- Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately in the toilet and wash your hands. Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and Covid-19.

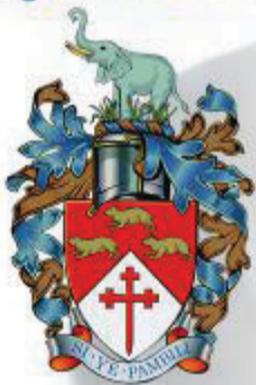
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others. Why? Avoiding contact with others will protect them from possible Covid-19 and other viruses.
- If you have a fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area.

Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

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Online Bill Payments



COUNCIL BILL PAYMENT ONLINE

Bulawayo City Council & Paynow are excited to bring all residents of Bulawayo the ability to make Council Bill Payments Online.

Paynow allows residents to conveniently settle their Council Bills from the comfort of their homes using VISA, MasterCard, Ecocash, OneMoney and more.

Simply visit paynow.co.zw/bcc to pay Your Council Bill.

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www.paynow.co.zw

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