**Pilot Project for the Introduction of Franchise System and Heightening of Public Awareness**

**Background of this project:**
This is a bilateral governmental project between the Government of Kenya and the Government of Japan to improve urban environment of Nairobi City and strengthen the capacity of solid waste management (waste collection and transportation) of Nairobi City in cooperation with Public Service Providers (PSP).

Nairobi City County (NCC), Ministry of Devolution and Planning, Kenya and the Japan International Cooperation Agency (JICA) are the implementing agencies of this project. The project is planned to be conducted for four years from February 2012 to March 2016.

**Start of the project:**
After a project preparation phase collectively undertaken by NCC and JICA Expert Team, a kick-off meeting “Seminar on Capacity Development of Solid Waste Management of Nairobi City” was held at Sarova Panafric Nairobi on 18th April 2012. It was well attended by various stakeholders from both public and private sectors and also broadcasted on NTV of Kenya.

**Project sites:**
The implementing agencies of this project divided Nairobi City into 9 zones according to the population, area size, income level and its ratio. Three zones were selected, namely Kilimani, Kileleshwa and Kangemi, to implement this Pilot Project for the fiscal years 2013 and 2014.

<table>
<thead>
<tr>
<th>Area</th>
<th>Population</th>
<th>Waste amount (ton/day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kilimani</td>
<td>44,000</td>
<td>61</td>
</tr>
<tr>
<td>Kileleshwa</td>
<td>31,000</td>
<td>25</td>
</tr>
<tr>
<td>Kangemi</td>
<td>92,000</td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td>167,000</td>
<td>126</td>
</tr>
</tbody>
</table>

Note: This table is for reference only since the figures are based on Kenya Census 2009 and some estimates.

**Project official website:** [http://www.nairobi-swm-project.or.ke/](http://www.nairobi-swm-project.or.ke/)
Outline of the Franchise System:
The franchise system is designed to provide a waste collection and transportation framework that allows for efficient collection of waste from designated points. This will be achieved by granting a tender to one successful franchisee and raising public awareness on proper solid waste management. The successful tenderer or “Franchisee” shall be a single PSP or a single joint venture (JV) that is the exclusive authority to provide waste collection and transportation services in Kilimani, Kileleshwa and Kangemi.

Responsibilities of waste collection and transportation in the Pilot Project zone:
The Franchisee shall collect and transport the waste discharged from the following places:

1. Households
2. Restaurants
3. Hotels
4. Shops
5. Offices
6. Private schools
7. Public markets in Kangemi
8. Public facilities (Schools, Parks, Social halls, etc.)
9. Road sweeping
10. Carcass of animal on the streets

Waste collection frequency and liner bag:
Waste collection and transportation shall be conducted **twice a week**. The Franchisee shall prepare the following three (3) types of liner bags prior to the commencement of the operation.

- **Green liner bag**: Organic waste
- **Blue liner bag**: Recyclable waste
- **Brown liner bag**: Others

The Franchisee’s details (Name, Address, Phone number) must be printed clearly on the liner bag. Dimension of the liner bag will be about 34×36 inches.

**No collection shall be made if the residents do not use the designated liner bags.**

Also, **non-segregated waste shall not be collected**.

Waste charge:
The waste collection fee charged by the Franchisee to the residents shall be decided according to the tender result.

Waste collection time:
The Franchisee shall collect and transport the waste from 6am to 6pm.
Waste collection points:
The Franchisee shall collect and transport the waste from the following points:
Detached house : Door to door/ Curbside
Apartment : Designated point
Informal : Designated point
Others : Based on negotiation between the Franchisee and the customer

Time schedule of the Pilot Project:
The Pilot Project will start from 1st November 2014.

Penalty for offender/ violator:
Any resident who illegally dumps waste will be charged a fine in the range of 500-100,000 KSh according to the Nairobi City County by-law.

Key players of this project:
Residents (each household)
- Residents must make a contract with the designated Franchisee for waste collection. They are requested to check that the Franchisee has an official license for collection issued by NCC.

- Residents are encouraged to segregate waste and recover recyclable waste which can be sold in the market.

Franchisee
- The Franchisee will be expected to collect waste from each household properly and transport waste to the designated dumping site.
- The Franchisee must provide designated liner bags to each resident.
- Any PSP operating in the Pilot Project area after the implementation of the Pilot Project will have their authority letter revoked and their misconduct announced to the public.

NCC
- NCC will diligently monitor and carry out inspections to identify non-licensed PSPs in order to secure the exclusive right of the Franchisee.
- NCC will consult CBOs for successful collaboration in the Pilot Project.

Project official website: http://www.nairobi-swm-project.or.ke/
Role of Nairobi City County (NCC) in this project

Mandate of the Nairobi City County:
To provide and manage basic social and physical infrastructure services to the residents of Nairobi.

Role of Nairobi City Government in this project:
As the Kenyan implementing agency of this bilateral governmental project with the Government of Japan, NCC is playing a role as project coordinator and focuses on the following particular activities:

1. **Public awareness raising**
   - Awareness campaign on “Well-managed waste is a resource”
   - Emphasis on avoidance of illegal waste dumping

2. **Solid waste management across the city**
   - Collection of the waste at designated points in the slums
   - Transportation of the waste and management of final disposal
   - Expansion of the practice of the solid waste management from this pilot project area to other areas across the city

3. **Facilitation of events**
   - Logistical support to CBOs (workshop, clean-up day, explanatory meeting, exchange of best practices with CBOs, environmental competition for city schools, etc.)
   - Representation of the Government of Kenya

**Contact:**
For more information, please contact:

**Ministry of Water & Environment, NCC**
- Mr. James Otiende, Chief Environment Officer
- Tel: 0724-463463
- Email: jotiende2004@yahoo.com

**JICA Expert Team**
- Tel: 020-2587057
- Email: http://www.nairobi-swm-project.or.ke/index.php/online-inquiry

Project official website: [http://www.nairobi-swm-project.or.ke/](http://www.nairobi-swm-project.or.ke/)