



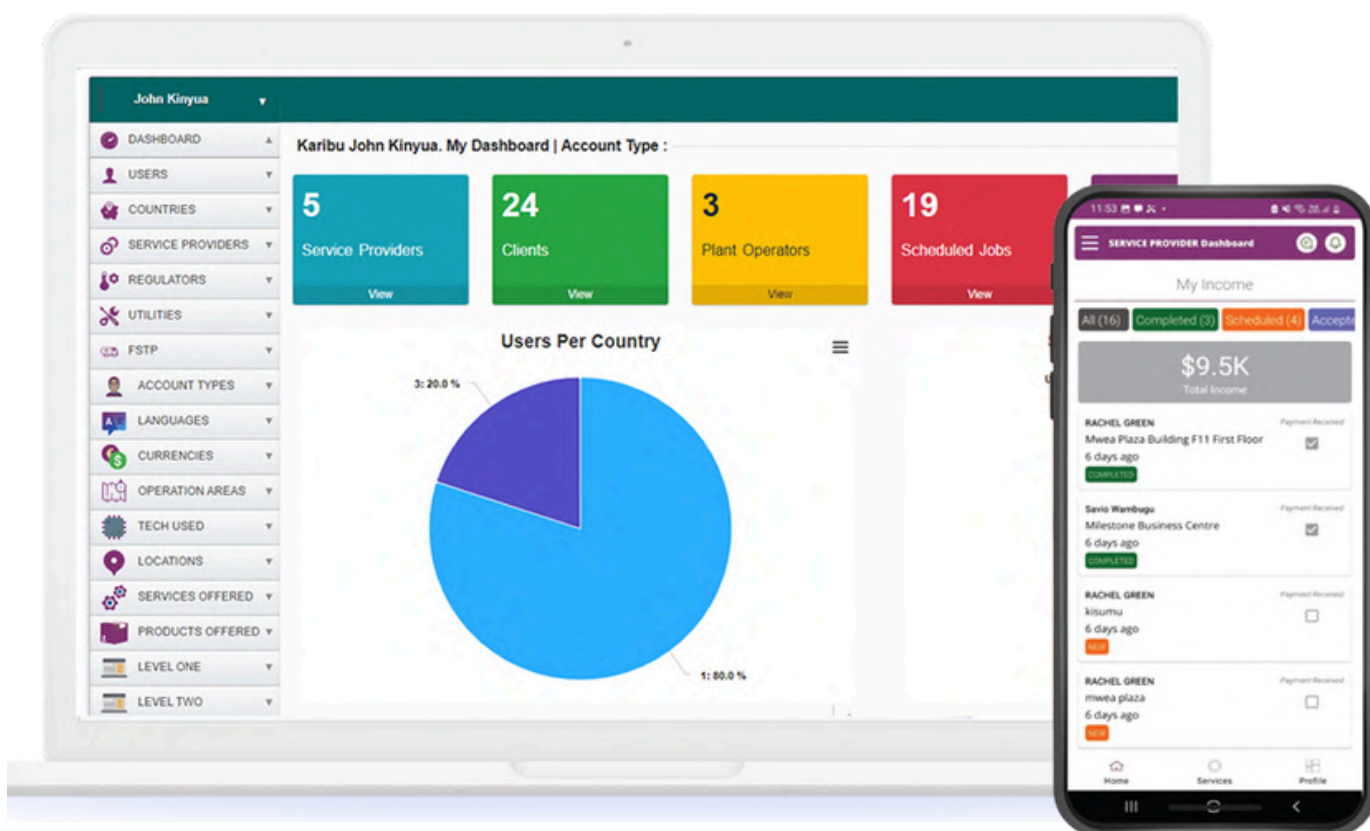
Sanitracker Digital System

A fit-for-purpose sanitation data tool



Sanitracker is a digital system that allows residents/clients within a utility or municipality service area to request septic tank cleaning, pit emptying, or wastewater disposal from accredited and licensed sanitation service professionals/providers.

Developed by the Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association, Sanitracker aims to revolutionize how residents connect with fecal sludge service providers. Sanitracker is a user-friendly platform with an on-demand service model that enables service providers to access a large client base and connect with fecal sludge treatment plants in a service area.



Dev-Afrique Development Advisors, a DevGlobal partner, is currently implementing a BMGF-funded project called Public Service Data Systems: Landscaping, Learning, and Technical Assistance. The project aims to strengthen WSH public data systems - focusing on non-sewered sanitation - for effective performance management at the municipal and utility levels in selected countries across Africa.

MOBILE APPLICATION

Residents/Clients; Open Registration

Functionality

- **Request Service:** The system enables clients to request a service by either selecting from the list of service providers or allowing the system to suggest the nearest service providers.
- **Review Order and Services:** The system allows clients to review orders (ongoing, scheduled, and completed), view total expenditure, provide details of facilities, i.e., septic tanks, toilets, etc., provide feedback and rate service providers, and check the history of jobs and service providers.
- **Pay for Services:** Sanitracker does not facilitate direct online payments between clients and service providers. Instead, it calculates the total service cost, leaving the payment arrangements to be handled independently between the client and service provider.

Service Providers:

Registration is reviewed and approved by the utility/municipality and regulator.

Functionality

Receive/Accept Jobs: The system sends service request alerts within a utility/municipality's service area to accredited and licensed service providers to accept or reject. Upon accepting a job, the system prompts the service provider to schedule a service delivery date job.

Manage Jobs: The system allows service providers to schedule jobs; communicate with clients using an in-built chat, phone call, or WhatsApp; receive payment; and locate services with in-built Google Maps navigation. After completing the sanitation service, the system prompts service providers to click "complete job," which activates the job for dumping.

Request/Execute Dumps: Service providers can request dumps from eligible wastewater treatment plants using the system, which will send alerts of upcoming disposals. Providers will input the cumulative volume of the intended dump.

Request: Sanitracker allows service providers to request license renewals or applications from utilities/municipalities and regulators.

WEB APPLICATION

Utilities/Municipalities:

- **Oversight/Enforcement:** Using the Sanitracker system, utilities/municipalities can monitor and track non-sewered sanitation operations by service providers and wastewater treatment plants on a dedicated Sanitracker dashboard in real-time. Based on service delivery data, utilities/municipalities can assess the quality of services provided by service providers and make decisions to improve service delivery.
- **Dispute Resolution:** The system enables utilities/municipalities to resolve client complaints and disputes on a sanitation service provided by one of its professionals.
- **Licensing:** Sanitracker can simplify the licensing process. The utility or municipality can approve licensing requests or add licensing status directly from its centralized dashboard.

Regulators:

- **Industry Oversight:** The user service data provided by Sanitracker helps regulators and utilities/municipalities effectively manage and oversee non-sewered sanitation operations in their respective countries.
- **Access to Country Data:** Regulators can access operational data from multiple utilities, service providers, and clients through a centralized dashboard.
- **Accreditation of Utilities:** Sanitracker provides regulators with data to accredit service providers, such as utilities and municipalities, in line with their mandate to guide sanitation service delivery.

ESAWAS is open to collaborating with regulators, service providers, and other stakeholders to design customized modules for fecal sludge management. By partnering with regulators, ESAWAS aims to facilitate the implementation of the Sanitracker digital system across Africa and provide tools adoption training and support.

- **Work Better:** Eliminate market inefficiency for clients to source sanitation services and for service providers to deliver sanitation services.
- **Manage Better:** Make service delivery more convenient for service providers and practical for utilities/municipalities to have sanitation service delivery oversight.
- **Plan Better:** Provide regulators and utilities/municipalities with real-time non-sewered sanitation data for effective policy development, planning, and investment.



SANITRACKER DIGITAL SYSTEM: VALUE PROPOSITION

SECURITY



The system protects client privacy by encrypting transactions and secure communication channels. It also provides different access levels to users, whereby only accredited utilities/municipalities and licensed and certified service providers can access client data.

COMPETITIVE EDGE



Sanitracker provides service providers with a systematic process of generating data, analyzing data, and operationalizing it for more informed decisions.

INCREASE COLLABORATION



Data captured on Sanitracker enables water and sanitation stakeholders to coordinate more effectively towards improving sanitation service delivery.

REPORTING



The system provides internal and external reporting data for sanitation service delivery.

COST EFFICIENCY



The system ultimately enables utilities and municipalities to save operation costs, which in turn would increase revenue.

REGULATORY COMPLIANCE



It encourages service providers to comply with regulatory requirements, given that service provision is monitored by regulators and assessed by clients.

REDUCE REDUNDANCY



The system enables utilities/municipalities to improve their productivity as they monitor and assess the efficiency and effectiveness of service delivery.

FORECASTING



Utilities/municipalities and regulators can analyze sanitation service data to forecast and make plans to meet the service area's needs.

DECENTRALIZED SYSTEM



The system provides an integrative and decentralized platform for utilities/municipalities, regulators, and service providers to access real-time data from anywhere and at any time.

CUSTOMIZATION



Sanitracker is a customizable digital system designed to meet different countries' specific sanitation service needs. This means the tool can be tailored to fit the requirements of the host countries, including customization for sanitation service mandate holders, integrated payment systems and platforms, and system maintenance cost models.



This document was developed by Dev-Afrique Development Advisors in collaboration with the Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS), and Global Water Operators' Partnerships Alliance (GWOPA).

