

**THE EFFECTIVENESS OF SEWAGE MANAGEMENT BY NATIONAL WATER
AND SEWERAGE CORPORATION IN URBAN AREAS IN UGANDA;
A CASE STUDY OF KAMPALA AREA**

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Abstract

The purpose of this study was to establish how NWSC has effectively managed sewage in Kampala. The study employed a case study design; purposive sampling method was used to collect data from 10 Policy Makers/ Top Managers, 30 Service Beneficiaries, 20 Technical Staff and 10 Private Sector Partners using an interview and FGD-guides. Thematic content analysis method was used to analyse data based on the study objectives.

Results showed and it was concluded that multiple of institutional and governance arrangements, the politics and governance of service provision that put sewage management at a periphery of sanitation strategies, the mismatch between the private actors and the local government budgets and priorities, and structural, managerial, administrative and technical backgrounds, development orthodoxies that involve government, donors and NGOs ideologies, interests and incentives, unclear accountability and transparency initiatives from the side of NWSC in procurement management and community responsibility affect the expansion of the sewer system to benefit more people in Kampala, Polythen bags, pit-latrines and unused building were used as means of disposing off sewage by Kampala residents. However, these make the work for managing sewage and sewer lines difficult, establishment of sewage treatment plants, engagement in private-public partnership and fundraising from government and Agencies like the European Union were the approaches are used in the management of waste by NW & SC and structural, policy, administrative, economic and social recommendations to improve on the existing sewerage system were given to NW& SC as well as partners for their implementation.

It was recommended that more new key beneficiaries of the current sewage system in Kampala should be identified and assisted by the corporation to get connected to the sewage system. This will minimize poor management of sewage by some people in the different parts of Kampala among others.