



# Service Delivery Update

**Issue 21/2018, Period: 15-30 November 2018,**

**1. Introduction:** The Harare Residents Trust (HRT) compiles a fortnightly service delivery update which highlights the state of service delivery in Harare Metropolitan Province. The key areas of focus in the service delivery updates are waste management, representation by elected representatives, electricity supplies, roads network, drainage, health, environment, safety and security, and education. This Issue of Service Delivery Update focuses on refuse collection, drainages, and sewerage and electricity supplies in Chitungwiza, Mabvuku, Bradfield, Glen View, Highfield and Budiriro. The service delivery update captures the reports that are received from the community through social media platforms, field visits, phone calls, and smses and through community cases recordings done by HRT Community Coordinators and suburban residents' leadership. Therefore this update seeks to notify service providers and other stakeholders of what is happening in the communities so that they can attend to the expressed concerns, and also to share the experiences of the residents.

## **2. Service Delivery Status.**

### **2.1. Refuse Collection:**

2.1.1. Reports from almost every community show that there is inconsistent refuse collection.

In Highfield Cherima residents ended up creating their own dumping sites near Geneva turnoff from Willowvale as the refuse truck has not been collecting refuse for a long time and even if they approach the district office for plastics they are asked to pay their rates first before they can get one which is so unprofessional as the plastic bins belong to residents and are not supposed to be sold to them.

2.1.2. In Glen Norah near Rutsanana Clinic there are dumpsites. Refuse has not been collected for more than three years now and no action is being taken. The Glen Norah District Offices overlooks the dumpsites and they are not doing anything about it. Residents are now dumping their refuse there because they are being charged but are not getting any refuse collection services. The environment needs to be protected and safeguarded from pollution.

2.1.3. In Mabvuku opposite Kamunhu shops as well as Zengeza 4 in Chitungwiza the refuse truck driver will be driving at full speed and leave some bins not emptied. Some of the

residents are senior citizens thus they cannot run after the truck to empty their bins. This results in reoccurring of dumpsites in the area as residents do not have enough plastic bins to store uncollected garbage.

- 2.1.4. **Sewer reticulation:** The Harare City Council is failing to deal with sewer bursts in time. Officials from the sewerage division situated at District Offices give unending excuses not to attend to the reports sewer bursts. They sometimes claim that they do not have money or rods. Residents are then asked to contribute fuel so that they will be attended to. This is most unfortunate. Ratepayers are monthly charged for sewerage which reflects on their household bills, and the money raised from sewerage revenue should be used to address the sewer bursts. This is in direct violation of environmental and health rights which every citizen is entitled to, according to the Constitution of Zimbabwe Amendment Act (No.20) of 2013.
- 2.1.5. In Kuwadzana 5, house number 6620 sewerage is flowing and no one seems to care about it. The house is situated opposite a community borehole which might end up being contaminated. There is an ongoing outbreak of cholera, and 43 lives have been lost in Harare alone, with more diarrhoeal cases being reported in Budiriro 1. The situation needs to be contained now before it gets out of control. The Council workers keep on giving excuses that they do not have fuel yet it is their mandate to deliver services to residents. Are the residents supposed to provide fuel to City of Harare so that they can be attended to? The residents are not asking for much but for the services they are paying for thus service providers must be accountable for their duties.
- 2.1.6. On the same note there are sewer bursts in Highfield Cherima, house number 7195A and Munetsi Street in Mbare they sewer bursts which need attention. Residents have been battling sewer flows in their streets and they want the council to effectively respond. Again, the Council has been giving excuses of fuel and lack of rods to attend to the sewer bursts.

- 2.2. **Electricity Supply:** Power cuts have become a challenge in almost every suburb in Harare metropolitan. Reports from most suburbs show that electrical faults are reported every day. ZESA officials are showing some form of incompetence or negligence by the way they respond to people's reports. They do not attend in time. Residents making their reports are being given reference numbers but the Zimbabwe Electricity Transmission Distribution Company (ZETDC) guys take long to respond or even provide customer care feedback to

show that they care about their customers. Perishable foods are rotting in refrigerators, which is a loss to residents.

- 2.2.1. In Zengeza 4, Chitungwiza they reported a dysfunctional transformer nearly three years ago, they have been reporting for some time now yet they are never attended to. Reports indicate that some ZETDC officials use other residents to raise money promising to bring the transformer but nothing happens afterwards. Transformers are vandalized and ZESA takes up to three years to attend to their stakeholders. This is totally unacceptable yet the residents would have paid for their electricity tokens to ZETDC. In these days of unreasonable price hikes and scarcity of resources residents struggle to make ends meet. They cannot continuously spend more money on paraffin and liquefied petroleum gas on the parallel market. The HRT urges the service provider to be more responsive and act on electricity consumers' concerns.
- 2.2.2. The residents of Canaan, Highfield spent more than one week reporting about a fault in their community which took too long to be attended. The residents accuse ZETDC officials of not fully resolving reported problems. The ZETDC should simply invest in securing all their infrastructure using the revenue they generate from selling electricity. The Zimbabwe Electricity Supply Authority (ZESA) Holdings is not accountable to the electricity consumers, but it is high time that they account. There is need for more transparency in how they handle funds and the issue of burnt transformers.

**2.3. Public Toilets:** The number of toilets has not increased to cater for the majority of people that are in the city centre daily.

- 2.3.1. Pay toilets at Market Square Bus termini, Jason Moyo Avenue and First Street and the other pay toilet at Rezende Street and Nelson Mandela are insufficient to cater for all the people in the CBD. The public toilet at Copa Cabana bus termini serves a lot of people in the CBD yet the toilet at this rank is very smelly and dirty water is always flowing from the toilet.
- 2.3.2. The public toilet at Charge Office bus terminus is stinky and has got a disgusting smell as they lack cleaning. Commuter omnibus crews including touts and travellers are urinating everywhere. There is need to expand the infrastructure either as partnerships between the residents and the City of Harare or with private business people as part of contributions to decent sanitation facilities.

**2.4. Representation by elected representatives:** The elected representatives have recently been inducted on their roles and responsibilities thus they cannot be evaluated yet thus it is

difficult to know if residents are being represented. They have done very little to show their presence in the communities. The HRT continues to monitor their activities and will keep residents updated.

**2.5. Drainage systems:** As we are reaching the rain season the storm drains need to be cleared so as to avoid flooding in roads and streets in the communities. Mbare and Kuwadzana Extension and the Central Business District always flood whenever there are heavy rains. It is the duty of the City fathers to make sure that the drains are cleared so that the residents and motorists will not be disadvantaged when the rain season finally arrives as it is also a challenge to those near these storm drains as they will spend most of their time brushing out water as it can get into houses at some instances and cause damage to properties and loss of lives. The storm drains in suburbs all over Harare needs to be cleared before rains worsens so as to prevent the worst from happening this rain season therefore it is the responsibility of the City fathers to act accordingly in these issues.

**2.6. Health facilities:** The human right to health means that everyone has the right to the highest attainable standard of physical and mental health, which includes access to all medical services, sanitation, adequate food, decent housing, healthy working conditions, and a clean environment. However ,the City Council Clinics in Harare do not have adequate resources to give to those that are sick ,their consultation fee of five dollars is too much since one is not given proper medication after paying the five dollar ,there is no different medication to different sicknesses as when one has a headache, stomach ache ,malaria or typhoid the only pill available is the **paracetamol** and this does not make any sense thus this should be revisited as it is the right of every Zimbabwean citizen to access health facilities without being limited.

**3. Conclusion:** The services are not being delivered efficiently and effectively to residents thus the service providers may need to revisit their work and provide residents with best services they deserve for the rates they are paying or the residents will only pay for services that will be delivered to them. Service delivery in Harare is deteriorating day by day as the service providers are failing to do their jobs and sometimes take too long to attend to their stakeholders. Service providers are finding excuses by putting the blame on the economy as they say they do not have foreign currency to purchase equipment from outside Zimbabwe. A total change of mind set is required for services to improve. Therefore a collective intervention is needed as a matter of priority as residents keep on paying for services they will never get which is daylight robbery by these service providers because they are not

transparent and responsible. The service providers always show negligence in the way they do their work.

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