



NORTHERN REGION WATER BOARD

ACCESS TO INFORMATION MANUAL



2024

www.nrwb.org.mw

CONTENTS

1. Introduction.....4

2. Core Functions of the Board.....5

3. Organization Setup.....5

4. Access to Information Act (ATIA) No 13 of 2017.....7

5. Purpose of the Information Manual.....7

6. Northern Region Water Board Office Location.....7

7. Information Disclosure.....8

8. Name and Contacts of Information Officer.....10

9. Information Management.....10

10. Timeframe for Processing Information.....10

FORMS

Appendix 2: Form 1- Request for access to information.....11

Appendix 3: Form 5- Request for Internal Review of a Decision.....13

Appendix 4: Fees and Charges for Production of Information.....15

ACRONYMS AND ABBREVIATIONS

NRWB:	Northern Region Water Board
ESCOM:	Electricity Supply Corporation of Malawi
MRA:	Malawi Revenue Authority
WHO:	World Health Organization
ATIA:	Access to Information of Act
CEO:	Chief Executive Officer
IO:	Information Officer
HIV/AIDs:	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome

DEFINITION OF TERMS

Information: Includes an original or copy of any material, record or document which communicates facts, opinion, data, or any other matter regardless of its form, characteristics or date of creation, that is in the custody or under the control of any information holder to which the Access to Information Act applies.

The Commission: Means the Human Rights Commission established under Chapter XI of the Constitution.

Public Body: Means the Government, a statutory body, or any other body appointed by the Government to carry out public functions.

Relevant Private Body: Means a body which would otherwise be a private body under this Act, that is –

(a) wholly or partially owned or controlled or financed, directly or indirectly, by public funds or

(b) carries out a statutory or public function or service, but only to the extent of such statutory or public function or service.

Information: Includes an original or copy of any material, record or document which communicates facts, opinion, data, or any other matter regardless of its form, characteristics or date of creation, that is in the custody or under the control of any information holder to which this Act applies.

Information Holder: Means a public body and a relevant private body.

Act: Means the Access to Information Act

Information Officer: Means a person responsible to provide information to the public.

Information Seeker: Means a person looking for information from the NRW.

Information Holder: Means a public body and a relevant private body.

Record: Means any recorded information, in any format, including an electronic format in the possession or control of a public body or relevant private body, whether or not that body created it.

Personal Information: Means information about an individual.

1. Introduction

Northern Region Water Board (NRWB) is wholly owned by Government of Malawi and was created by the Waterworks Act of 1995 of the Laws of Malawi (Cap 72:01). Its mandate is to provide potable water and waterborne sanitation services in all urban and peri-urban centres in the Northern Region of Malawi. With this mandate, the NRWB is supplying water to Mzuzu, Ekwendeni, Mzimba, Nkhata Bay, Rumphu, Chintheche, Karonga, Chitipa, Chilumba, and Songwe.

1.1. Vision

Potable Water and Waterborne Sanitation for All

1.2. Mission Statement

To ensure that all people have safe drinking water and waterborne sanitation' We shall sustainably develop, construct, operate and maintain water and waterborne sanitation works as well as protect the water catchment areas.

1.3. Core Values

- **Customer First**

Our customers come first in everything that we do.

- **Focus on Quality**

Our products and services will be of high-quality standards.

- **Involvement**

We respect and involve our customers, employees, and stakeholders in all that we do.

- **Culture of 4Es**

We nurture a culture of ethics, efficiency, effective and excellence in everything that we do.

- **Forward Thinking**

We pay particular attention to the future in everything we do.

2. Organization Objectives

- Achieve 95% water supply coverage in the Board's operating areas by 2025
- Develop a waterborne sanitation master plan by 2024
- Attain 98% compliance to drinking water quality standards (MS214:2013/WHO) by 2025
- Reduce non-revenue water to 27% by 2025
- Grow water sales volume by 5% annually
- Attain a 95% cash collection efficiency by 2025

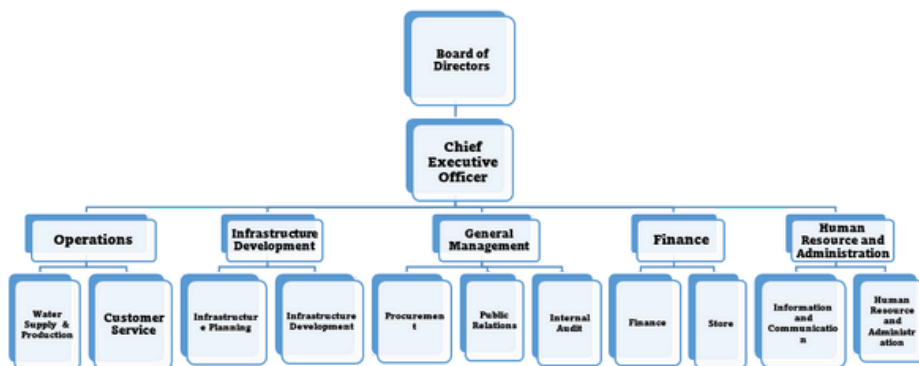
- Attain customer satisfaction level of 87% by 2025
- Attain a minimum net profitability level of 5% by 2025 and
- Increase percentage of female employees to 24% by 2025.

2. Core Functions of the Board

NRWB has four main pillars of water supply and waterborne sanitation coverage, which encompass future business growth, water quantity and quality management including water treatment and distribution, customer service facilitating interaction with customers, and business support covering all supportive functions of the business. The business support pillar is further divided into three sub-pillars: Financial Management and Governance, Performance Management and Innovation, and Corporate Culture and Training.

3. Organization Setup

NRWB is headed by the Chief Executive Officer who is appointed by and reports to the Board of Directors. The Board of Directors are appointed by the President. NRW line ministry is the Ministry of Water and Sanitation. The following is the organogram of NRW.



3.1 Directorates

The operations of the Board are directed by the CEO under four (4) departments as follows: Department of Finance, Department of Operations, Department of Infrastructure Development and Department of Human Resource and Administration.

Apart from the four departments, the office of the CEO also manages Internal Audit, Procurement, Public Relations and Monitoring and Evaluation functions.

The main functions of the departments include:

3.1.1 Department of Operations

The department of operations is responsible for overseeing technical operations of the Board to ensure smooth delivery of potable water supply services, water catchment protection and ensure that customers are satisfied.

3.1.2 Department of Infrastructure Development

Responsible for infrastructure planning and development to ensure expansion and rehabilitation of water supply systems and reticulation systems. This also includes carrying out feasibility studies for targeted projects.

3.1.3 Department of Finance

The finance department takes in-charge of all financial management systems by promoting compliance to internal controls particularly in budgetary control. It also instils a culture of integrity and financial discipline across the Board.

3.1.4. Department of Human Resource and Administration

This department provides and promotes ethical and efficient human resource management, administration and Information Communication Technology services delivered with passion and within agreed deadlines through cross-functional corroboration. The department also implements the zero-tolerance on corruption and ensures integrity.

4. Access to Information Act (ATIA) No 13 of 2017

i. The Act complements the constitutional right of access to any information held by The Act complements the constitutional right of access to any information held by public and relevant private bodies, provides processes and procedures related to obtaining that information, and addresses matters connected therewith or incidental thereto, which are required for the exercise or protection of any rights.

ii. In granting the right to access information requested from institutions, the ATIA outlines the necessary procedures for fulfilling the obligation to provide information, except in cases where it expressly states that the information may not be released.

iii. The Act aims to strike a balance between the interests of information seekers and those of private entities needing to safeguard trade secrets and confidential information.

iv. To ensure consistency in the provision of information under the custody of NRW, the ATIA includes provisions for the development of an institution specific manual.

5. Purpose of the Information Manual

The objectives of this manual are:

- Detail the information in the custody of NRW.
- Comply with the requirements of the ATIA.

6. Northern Region Water Board Office Location

6.1. Head Office

- NRW Head Office – Northern Region Water Board, Kawiluwilu House, BloemWater Street, P/B 94, Mzuzu

6.2. Zone Offices

- South East Zone
- Northern Zone
- Central Zone

6.3.. Water Supply Schemes

- Mzuzu
- Mzimba
- Chintheche
- Rumphi

- Nkhatabay
- Ekwendeni
- Karonga
- Chitipa
- Nsongwe
- Chilumba

6.4. Customer Service Centres and Pay Points

- Kawiluwilu Centre Customer Service Centre – Kawiluwilu House
- City Centre Customer Service Centre – Mzuzu Mall
- Luwanga Customer Service Centre – M1 Road opp Tahiti Filling station
- Ekwendeni Centre Customer Service Centre – Along M1 Road – Near Ekwendeni Trading Centre
- Nkhata Bay Centre Customer Service Centre – Chipopoma office near Nkhata Bay District Hospital – Along M5 road
- Mpamba Centre Customer Service Centre – Near Mpamba Trading Centre - Along Road
- Chintheche Centre Customer Service Centre -
- Mzimba Centre Customer Service Centre – Opp Mzimba Magistrate Court
- Rumphi Centre Customer Service Centre – Behind Puma Filling Station
- Karonga Customer Service Centre – Near ESCOM office
- Chitipa Customer Service Centre – Near MRA office
- Chilumba Customer Service Centre – off M1 Road
- Songwe Customer Service Centre – Near Songwe Boarder

7. Information Disclosure

This section provides categories of information that the public can access from NRW in accordance with the ITA. The following are the categories of information:

7.1. Corporate Governance Documents

- Water Works Act no 17 of 1995
- Strategic Business Plan
- Disaster Recovery Plans

7.2. Guidelines and Policies

- Conditions of Service
- Code of Ethics
- Corruption Prevention Policy
- HIV/AIDS Workplace Policy
- Information, Communication and Technology Policy
- Training Policy
- Asset Management Policy
- Procurement and Disposal Policy Security Policy

- Customer Service Charter
- Corporate Social Responsibility

7.3. Operational Documents:

- Standard Operating Procedures (SOPs)
- Training manuals and materials
- Meter Shifting Policy
- Vehicle Maintenance
- Prepayment policy

7.4. Agreements and Forms

- New Water Connection
- Change of Ownership
- Payment agreements

7.5. Contracts:

- Refer to appendix 12.1.5.1.

7.6. Acts and Regulations

- Corrupt Practices Act No,17, 2004
- Employment Act 2000
- Environmental Management Act 1996
- Forestry Act 1997
- Labour Relations Act 1996
- Local Government Act 1998
- Malawi Growth and Development Strategy III
- Malawi Vision 2063
- National HIV & AIDS Policy 2003
- National Water Policy 2005
- Public Procurement and Disposal of Public Assets Act 2016
- Reforms Agenda
- Occupational Safety, Health and Welfare Act 1997
- Pension Act 2011
- Public Audit Act 2003
- Public Finance Management Act 2003
- Public Health Act 1948
- Public Officers Declaration of Assets, Liabilities and Business Interests Act 2013
- Sanitation Policy 2008
- Water Resources Management Act 2013
- Water Works Act Cap 72:01

8. Name and Contacts of Information Officer

Name	Contact details
Sellina Kawinga	Postal: Northern Region Water Board P/B 94 Mzuzu
	Mobile Phone: +265 995 515 178
	Email: skawinga@nrwb.org.mw
	Physical address: Kawiluwilu House Along Bloemwater Street, Opp National Bank of Malawi

9. Information Management

- The institution employs a systematic approach of documenting, classifying, indexing, and storing records efficiently.
- This includes both physical and electronic formats, to ensure their security, confidentiality and integrity.
- The Board also adheres to legal and regulatory requirements concerning record retention and disposal, ensuring compliance with relevant laws and guidelines.
- Other sources

10. Timeframe for Processing Information

- The request for the information shall be processed within fifteen (15) working days, however an information seeker is given a receipt of acknowledgement within five (5) working days.
- When the Information Seeker is granted an access to information requested s/he is supposed to access that particular information within thirty (30) days.
- Further details on processes and procedures for accessing information, users are guided to refer to the Access to Information Act (ATIA) or Information Guide by The Commission.

FORMS

Appendix 2: Form 1- Request for access to information

FORM 1

REQUEST FOR ACCESS TO INFORMATION

PART A _PARTICULARS OF INFORMATION HOLDER

Name of the institution/ information holder.....

Address of the institution/ information holder.....

Location (District/Town/City/TA/Village.....

PART B _PARTICULARS OF INFORMATION SEEKER

Full Name:.....

Date of birth..... Sex.....

National ID Number:.....

Postal address:.....

.....

Physical address.....

Telephone number.....

Email address.....

PART C _PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE

(To be completed if request is being made on behalf of another person)

Particulars of person on whose behalf the request is made (Please attach any documentation

that indicates that you are authorized to act for the other person)

Name:

Address:

.....

.....

Identity Number:

PART D _PARTICULARS OF INFORMATION BEING SOUGHT

Provide details about the nature of information being sought and justification.

Include relevant details that can help in retrieving the information, such as source, author,

date of publication, etc.

.....

.....

.....

.....

.....

.....

Explain the purpose for which you seek this information and why it is important that the information should be provided to you.

.....

.....

.....

.....

.....

.....

.....

PART E__FORMAT OF INFORMATION BEING REQUESTED

State the format in which you want to access the information, e.g. print, electronic etc.

- 1. Normal print version (.....)
- 2. Braille print version (.....)
- 3. Other (state other preferred format)

Signed atthis... day of 20

.....

Signature of the information seeker

Appendix 3: FORM 5 - REQUEST FOR INTERNAL REVIEW OF A DECISION

FORM 5 (reg. 23)

REQUEST FOR INTERNAL REVIEW OF A DECISION

PART A PARTICULARS OF INSTITUTION/INFORMATION HOLDER WHOSE DECISION IS A SUBJECT OF THIS REQUEST

Name of institution/information holder.....
Address of Institution/information holder.....
Location (District/Town/City/.).....
Email Address.....
Telephone.....

PART B PARTICULARS OF THE INFORMATION SEEKER

Full Name:.....
Date of birth..... Sex.....
National ID Number.....
Postal address.....
.....
Physical address.....
Telephone number.....
Email address.....

PART C PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE

(To be completed if a request is submitted on behalf of another person)

Particulars of person on whose behalf the request is made

Full Name:.....
Date of birth..... Sex.....
National ID Number

Postal address.....
.....
Physical address.....
Telephone number.....
Email address.....
Reason(s) for representing the information seeker.....
.....
.....
.....
.....

PART D__SUMMARY OF REQUEST

(provided to you. Give reasons why you disagree with the decision of the information officer) Provide a summary of your request for information and why the information should be

.....
.....
.....
.....

PART E__TYPE OF ASSISTANCE REQUESTED

whom the request for information was addressed) (Describe the type of assistance that you are looking for from the Head of the Institution to

.....
.....
.....
.....

Signed atthis.... day of 20
.....Signature of the information seeker

Attach copies of the following documents if available__

- 1. The request for information Form
- 2. The information officer’s response to the request for access to information

APPENDIX 4: FEES AND CHARGES FOR PRODUCTION OF INFORMATION.

SERVICE	CHARGE (MK)
Reproduction of copy of the Commission Guide	10,000. 00
Reproduction of copy of Information Manual	10,000. 00
Standard reproduction fees	5,000. 00
Reproduction over and above (3)	
For photocopying, per page	30. 00
Where the record or part thereof is provided in an:	
Alternate format, a fee not to exceed	50. 00
Per page of braille	00. 00
Per page of large print	100. 00
Per CD	1,000. 00

Northern Region Water Board
Kawiluwilu House
Bloemwater Street
Private Bag 94
Mzuzu, Malawi
Tel: (+265) 1310 254/255
Fax: (+265) 1 310 082
E-mail: kawiluwilu@nrwb.org.mw