

## **SERVICES**

### **Division Infrastructure Development**

#### **Sub Division: Planning and Design**

- Responsible for the strategic and operational planning, the planning of major rural water supply infrastructural projects.
- Responsible for the design and development of rural water supply schemes, the tendering process.
- Responsible for the design and development of sanitation facilities and the tendering process.

#### **Sub Division: Ground Water Supply**

- Carries out groundwater siting for new borehole drilling
- Provide project management services during the siting, drilling and rehabilitation of boreholes by consultants and contractors.
- Coordinate and implement the drilling of boreholes in communal and resettlement areas
- Coordinate the installation of boreholes and waterpoint infrastructure in communal and resettlement areas
- Coordinate and implement the rehabilitation of boreholes and water point infrastructure in communal and resettlement areas

#### **Sub Division: Project Management and Quality Assurance**

- Provide project management services through supervision of projects carried out by external consultants and contractors.
- Responsible for the Preparation of annual capital budget

### **Divisions: DWSSC Regional Offices**

- Responsible for the operation and maintenance of the rural water supply infrastructure.
- Responsible for the implementation of the Community Based Management of Rural Water Supply.
- Provide project management services, policy advice,
- Provide training for water point committees and ensures establishment of water point associations
- Management of inter-regional pipelines and advice and support in water supply operations.

### **Process of acquiring a community borehole in communal areas.**

- Community to lodge request with local Councillor
- Councillor to write a request letter to DWSSC Regional Office
- Councillor to fill in form AS-1
- Community to be added to the list of applicants for new boreholes

**Or**

- Visit the DWSSC Regional Offices or download form AS-1
- Complete and submit form AS-1 to DWSSC Regional Offices
- Community to be added to the list of applicants for new boreholes.

### **Process of acquiring private off take from a community water point**

#### **1. From a borehole**

- Request for permission from the Local Water Point Committee (fill in a form obtainable from the committee).
- Bring the form to the DWSSC Regional Offices
- DWSSC Regional Offices sends out a technical team to assess if the yield is enough to sustain a private off take
- Obtain list of material to purchase for the connection from DWSSC Regional Office
- Purchase and bring the material to DWSSC Regional Office to confirm the accuracy.
- Pay 500 for connection fee to DWSSC Regional Office
- DWSSC Regional Office sends out team to do the connection

#### **2. Connection from a pipeline**

- Request for permission from the Local Water Point Committee (fill in a form obtainable from the committee).
- Bring the form to the DWSSC Regional Offices
- Obtain list of material to purchase for the connection from DWSSC Regional Office
- Purchase and bring the material to DWSSC Regional Office to confirm the accuracy.
- Pay 500 for connection fee to DWSSC Regional Office
- DWSSC Regional Office sends out team to do the connection

### **Process of application for water tanker services**

- Visit Regional DWSSC Offices or download form CR-1
- Complete and submit the complaint request form CR-1
- Pay N\$150.00 to Namwater (note that this is per load of water to be delivered).

- Submit receipt to DWSSC Regional Offices.
- Community to be added to the list of water tanker delivery services applications

#### **Process of applying for waterpoint repair**

- Visit Regional DWSSC Offices or download forms CR-1 and AS-2
- Complete and submit form CR-1 and AS-2.
- Community to be added to the list of water point repair applications

#### **Process of acquiring a private borehole in communal areas**

##### **1. If you are located in a water controlled area, these are the procedures to follow:**

- Download the application for drilling form WA-001
- Submit to Policy, Water and Law Administration division
- If the purpose of water use is for irrigation of more than 1 hector or bulk water use
- Download the application for abstraction form WA-002
- Submit to Policy, Water and Law Administration division

##### **2. If you are located in a non water controlled area, these are the procedures to follow:**

- Obtain authorization letter from traditional authority
- Download and fill application for drilling form WA-001 .
- Submit to Policy, Water and Law Administration division
- Obtain borehole no and other forms required (DF-1, MD-1, SD-1)to be filled by the driller
- After borehole is drilled, return completed forms to Geohydrology Division for record keeping

#### **How to Register a pre-existing borehole to MAWLR**

- Ensure that you have your completed borehole completion report form, step test data, constant discharge test data, water quality analyses report
- Apply for legalization, by filling in form WA-001 and submitting to Geohydrology Division