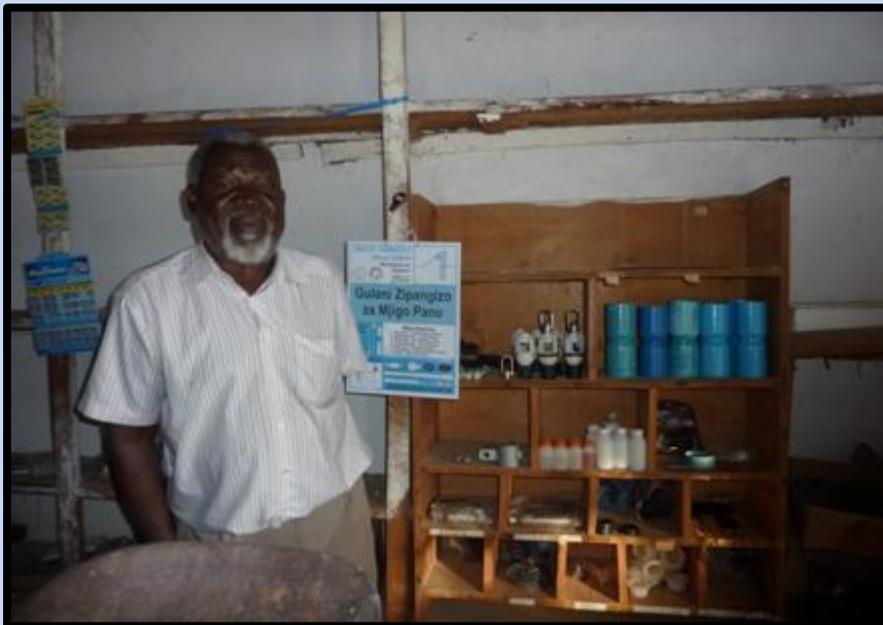


# SHOPS PARTNERS NETWORK

Selection/ Training/ Follow up



From the selection to the training, follow up and evaluation this handbook compile all the documents used by the Inter Aide maintenance program in Malawi to establish a hand pumps spare parts retailers network.

**NOTE**

THIS DOCUMENT IS PRODUCED BY INTER AIDE IN THE AIMS TO COMMUNICATE WITH PROFESSIONAL OF WASH SECTOR ON ITS FIELD STRATEGY AND PREVENT DUPLICATION OF PROJECTS;

THIS IS AN UPDATE VERSION AVRIL 2015

REDACT BY ALUFEYO NJERESA SUPPLY CHAIN COORDINATOR

DRAFT

# PREFACE

Dear readers and leaders,

We are sincerely very thankful for taking much of your time to read this document, in order to understand well what is behind the O&M on supply chain of the Afridev and Malda spare parts.

In Malawi the rate of existing hydraulic structures in rural areas is high. But the reality is that due to a lack of maintenance it was estimated that around the year of 2010 30% of those structures were out of order.

The Maintenance of Water hand pumps is therefore a key component of the access to sustainable drinking water for rural communities.

But we have to keep in mind for safe water to be continuously accessed that can't be free of charge and there is a need to put a cost for the operation and maintenance of the water point functionality

In normal circumstances, the question can be asked that who bears this cost in the rural communities?

The hand pumps are fitted for the communities to use, so these communities are the firsts direct users.

In such case they own the pump and there is need that they take care of the property as communal facility.

**Thus the community is 100% responsible of their own water point**

So for the functionality rate of the hand pumps to be maintained it is of great value if communities perform maintenance fund raising on their own, if they are to understand that each drop is a cost to pay.

At certain time some worn out spares need to be replaced with new ones, As such being case ready stocks of the spare parts must be available close to the pump users in the communities.

**The challenge is how to provide spare parts in the more remote areas?**

**The second question is how to develop a sustainable system which can be managed by local resources independently from any NGO or other interest?**

Inter Aide a French NGO is present in Malawi since 1991. For long time Inter Aide included a dimension of maintenance in its wash project but starting in 2008 to respond to the need of Maintenance Program, came as an independent program.

It aims to durably improve the access to safe water in the rural areas by developing basic water point maintenance services. In Partnership with the public water authorities and the private sector, it is fully involved in the setting up and the strengthening of local repairmen networks and proximity pump spare parts retailers.

By building capacities and create economic activities for freelance rural actors offering paying but affordable maintenance services for water facilities, the project tackles the main cause of the poor access to safe water in the targeted areas.

Maintenance Network is present in the central region since 2008 and now is active in Five Districts:

Salima, Ntchisi, Kasungu, Dowa and Mchinji. (Our local partners Baseda/ Timms also carry out maintenance program according to the same strategy, in the districts of Lilongwe, Zomba, Mulange, and Dedza.)

Essentially spare parts for Afridev and Malda hand pumps are available in all targeted five districts through a network of partner shops who agreed to perform the resale of spare parts; approximately 54 shops are doing this business.

There is a fixed contract of partnership agreement between those shops and Inter Aide, which enables both parties to go in line with what was agreed in the reselling of the spare parts.

Inter Aide used to supply the spares to the partner shops but late 2013 one initiative to permit the supply chain to be autonomous was realized by two inter aide staff members.

They established local micro –enterprise in the name of Rural Water Solution (Acronym RUWASO see the company profile in annexes) to take charge of the supply chain in selling the of Afridev and Malda hand pump spare parts.

Inter Aide has developed a plan to gradually empower micro-enterprise Ruwaso to strongly sustain the system.

Since May 2104 RUWASO is fully operational in the five districts where inter aide used to implement the supply chain.

Actually Inter Aide is still supervising the economic activity of Ruwaso and in collaboration with the company, and it is still making the follow up of the partner shops.

We are confident by working hand in hand with the wash sector professionals the autonomy and independence of the supply chain will be achieved in nearly future.

Once again we appreciate that together we can achieve sustainable access to operation and Maintenance services which can result to sustainable access to safe drinking water for rural communities.

# Table of Contents

LIST OF ACRONYMS .....	p5
GUIDE TO THE SHOP FILE PROFILE.....	p6
<b>PART ONE: SHOP SELECTION</b> .....	p7
Introduction	
Objective and Definition	
Document	
<b>PART TWO: SHOP OWNER TRAINING</b> .....	p8
Introduction	
Objective and Definition	
Documents	
<b>PART THREE: PARTNER SHOP FOLLOW UP</b> .....	p11
Introduction	
Objective and Definition	
Documents	
<b>APPENDICES</b> .....	p13

## List of Acronyms

ADC	Area Development Committee
AFRIDEV	African Development Pump
AM	Area Mechanic
CBM	Community Based Management
DWO	District Water office
FGD	Focus Group Discussions
MALDA	Malawi Direct Action Pump
MO	Maintenance Officer
O	Organization
PO	Project Officer
PVC	Polyvinyl Chloride (Type of plastic used for special coverings)
T	Training
VLDM	Village Level Operation and Maintenance/ Management
WMA	Water Monitoring Assistant
WASH	Water Sanitation and Hygiene
RUWASO	Rural Water Solutions
O&M	Operation and Maintenance

# **GUIDE TO THE SHOP FILE PROFILE**

 **Thematic overview paper (TOP) for the shop file**

## **Introduction**

The guide line has been developed to share and communicate among the actors in WASH to be accountable and transparent enough in promoting the availability of the spares to the rural areas in order to allow rural community use safe in the process of accessing the spares.

The paper has been designed with an aim of guiding the user of the documents that are concerned with shop information gathering; it will also enable the reader of the file to access the exact information regarding the shops. The file has been complied with step by step process towards the development to re sell the Afridev and Malda hand pump spare parts in the rural communities

## **The outline of the file**

Information is more than **data**, which is the depiction the process on how the new shop is contracted as a partner shop to sell the spare parts for hand pumps close to the rural communities in the implementation of the supply chain component on the whole area of the 5 districts where inter aide is conducting activities This section presents definitions of the most important concepts involved in the shop development. It starts with a discussion about how to apply the whole process.

## **Features of the file**

In the file let's explore the steps in which the shop development is seen undergoing all the steps, the feature that have been outlined in the file are in a sequential order to not forget any part when coming up with good partner shop.

Each title has to be treated as an independent action in the implementation process, considering that to come up with a good shop all these steps have to be linked as a procedure to achieve the goal, where we need to see rural communities access spares at an Affordable prices and always Available at the same time reducing number non working hand pumps which will enable communities have portable water all the time.

## **Quickly let's go through the file**

# **PART ONE**

## **SHOP SELECTION**

### **INTRODUCTION**

Partner Shop is a vital component in the Operation and Maintenance as contributes to the availability and accessibility of spare parts for Afridev and Malda hand pumps in the remote areas of the country. This part of the manual has been prepared to guide and support the shop selection process with regards to the other stake holders acting in the same lane, In view of this, the guideline further looks in most needy areas where access of hand pump spares is in critical position.

### **OBJECTIVES**

The interim objective of the guideline is give an overview imminent and definition of the partner shop which can preeminently supply the spares in the rural areas, the guideline has an immediate emphasis to effectively support field officer, stake holders to be strategized on how they select a partner shop on the in the targeted area. In here outlined content is to guide the course actions when coming up with a decree of choosing selling point for spare parts of the most common two types of hand pumps which are in the rural communities of Malawi, these hand pumps are VLOM authenticated by the government

### **DOCUMENT**

#### **GUIDELINE DOCUMENT TO THE PARTNER SHOPS SELECTION**

*The following factors are crucial and take into account during the selection process*

1. Who to involve during the shop selection
2. Qualities of good partner shop
3. Location / placement
4. Capital base and Nature of the business
5. Experience in business
6. Types of the spares to be offered on the market
7. Pillars of the supply chain

# **PART TWO**

## **SHOP OWNER TRAINING**

### **INTRODUCTION**

Partner Shop Owners are a vital component in accessibility of Afridev and Malda pumps in the remote areas of the country. Their strategic position in the supply chain is of importance if the Projects goals of achieving sustainable and eventual achievement of a well organized and independent spare parts supply chain are going to be achieved.

In view of this, the initial training will be provided to the Partner Shop Owners prior to entering into contract.

### **OBJECTIVES**

The training manual has been developed to give focus on ideal knowledge to the shop owners on how they can manage Afridev and Malda hand pump spares and focus entrepreneurial skills based bringing the understanding that hand pump spare parts business is social entrepreneurship business without taking advantage to abuse the local society. The manual will also give an insight to other actors in wash sector doing similar approach in supply chain.

### **DOCUMENTS**

#### **1. SHOP OWNERS TRAINING MANUAL**

This is full version of the shop owner's training manual; it has all the components in training the group of partner shops:

 Annex page 20

## **2. SHOP OWNERS TRAINING GUIDE LINE REVISED**

The shop owners training guideline revised manual is an optional and compressed guide line which fits to train 1 shop when a need arises in case of replacement or opening a shop in a new trading center.

See with the revised version for shop owner s training its quick but very objective to implement the idea of supplying of the spares with new partner shop.

 Annex page 26

## **3. CHECK LIST FOR THE SHOP TRAINING**

The list has been created to allow the facilitator or organizer of the training to lose no time in case the training is in progress while considering other logistical issues which were already looked into by double cross checking the initial organization of the training, for example the pre booking of accommodation, Meals, Stationary needs, the transportation reimbursement needs, etc...

 Annex page 32

## **4. SHOP OWNERS TRAINING TIME TABLE**

The file has been incorporated with the sample of the time table was used during one of the shop owner's trainings, with detailed activities to be covered in 2 days

 Annex page 33

## **5. PUMP SPARES DEFINITION**

This is an explanation of all components found in the pump according to their names, function, location and illustration of each part in the pump.

The definition has also been classified according to the pump type like,

- i. Malda hand pump
- ii. Afridev hand pump

 Annex page 34

## **6. SPARES PRICES**

After the shops have trained prices they are given prices that will be used when selling to the communities

- i. Malda hand pump spare parts prices
- ii. Afridev hand pump spare parts price

## **7. FLIER FOR PARTNERS SHOP ADVERTISING**

Small piece of paper with information on it about the shop contacts and on it, is also a min price list for Afridev fast wearing parts.

To increase the visibility and the coverage of the information there are also list of the other shops close and surrounding the advertised shop

These fliers are distributed to the customer who visits the shop to buy other items.

## **8. SHOP POSTER SAMPLE NTCHISI DISTRICT**

Each trained shop is equipped with depicting Afridev picture and some few spare parts that the shop is selling and intentionally is to draw the attention of the people around hence increasing visibility of the shop to the communities surrounding the shop.

The poster has also names of other shops that are in the net in that particular district

## **9. STANDARDIZED DISPLAY SHELVES.**

This is a wooden box open on one side to display few fast wearing parts for both Afridev and Malda hand pumps, it is standardized in the sense that all partner shops are provided with similar shelves to display spares like plastic bush bearings, O – ring , bobbin, u- seal cup seal etc. almost all the shelves are painted light blue. The display shelves give an attention to the customers about the availability of the pump spares

## **10. SHOP OWNERS CONTRACT (English and Chichewa translated Mchinji sample)**

Every partner shop engaged to re-sale the spare parts are bound to the agreement which acts as a memorandum of standing between the shop owner and Tikonze Mjigo maintenance system.

It has been translated into Chichewa language, the contract of agreement is there to regulate the supply chain in terms of pricing, restocking and also overcoming the black market, conversely benefiting the mutual trust of both parties.

# **PART THREE**

## **PARTNER SHOP FOLLOW UP**

### **INTRODUCTION**

Motivation is one of the crucial factors in business development considering all the challenges that partner shop may face in terms of supplying to the communities around; to always put on the check and account the partner shops really stock the spares. It is also in line with the supply chain to ensure that they have ready stock of the spare parts.

### **OBJECTIVES**

This guideline has been prepared with a core value to have an overview on how the partner shops are operating in the catchment areas where communities need to access the spare parts.

The follow up will guarantee the availability of quality spares in the rural areas and that they are compliant to the terms and conditions signed after training.

The guideline has for a goal to critically look at the activities of each shop separately.

The guide line is to help the maintenance officers to understand and analyze the situation of the shop capabilities in the district

### **DOCUMENTS**

#### **1. CURRENT SHOP LIST IN 5 OPERATIONAL DISTRICTS**

Given prevailing prices for the hand pump spares are the sample for 2014 January and April. **See the**

 Annex page **49**

#### **2. GUIDELINE DOCUMENT FOR THE SHOP PERFORMANCES FOLLOW UP**

To monitor the performance for each independent partner shop there is a need to device a mechanism in order to understand the shop situation. Here is shop follow up form designed with series of questions that are depicting the daily routine operation of the shop that is selling the spare parts.

The form is directly linked to the

 Annex page 52

### **3. APPENDIX TO THE SHOP PERFORMANCES FOLLOW UP FORM**

This will only help the field officer to translate the questions and scores on the performance form in to follow the similar model on each district.

 Annex page 54

### **4. SHOP FOLLOW UP DATA BASE**

This is the performance synthesis plan where raw data is entered from the shop follow up guide line which develops indicators by auto calculating the scores for each shop according to the follow up made. See the

 Annex page 56

Attached in the file is a  (CD) with model of working shop follow up database designed on the Micro soft excel workbook

# **APPENDICES**

## **Appendices Part One: Shop Selection.....p14**

- Guideline Document To The Partner Shop Selection

## **Appendices Part Two: Shop Owner Training.....p19**

- Shop Owners Training Manual
- Shop Owners Training Guideline Revised
- Check List For The Shop Training
- Shop Owners Training Time Table
- Pump Spares Definition
- Spares Prices
- Flier For Partner Shop
- Shop Poster Sample Ntchisi District
- Shop Owners Contract –English and Chichewa translated Mchinji sample

## **Appendices Part Three: Partner Shop Follow Up.....p48**

- Current Shop list in 5 Operational Districts
- Appendixes to the Partners Shops Follow up Document
- Partners Shops follow up Document
- Shop Follow up Database
- RUWASO company profile

# SHOP SELECTION

Guideline document to the partner shop selection..... Page 15



---

## *Guideline document to the partner shop selection*

---

### **A. Introduction<sup>1</sup>**

Partner Shop is a vital component in the Operation and Maintenance as contributes to the availability and accessibility of spare parts for Afridev and Malda hand pumps in the remote areas of the country. Their strategic position in the supply chain is of importance if the Project's goals of achieving sustainability on provision of safe water and eventual achievement of a well organized and independent spare parts supply chain are going to be achieved.

In view of this, the Project will provide Partner Shop Owners with training prior to entering into contract with respectively.

### **B. Objective and Definition**

The interim objective of the guideline is give an overview and definition of the partner shop which can best supply the spares in the rural areas.

It will help the officers to identify suitable partner shop which can extensively and adequately supply the spares to the communities around.

The guideline is to define the course of actions when coming up with verdict of choosing selling point for spare parts of the most common two types of hand pumps which are in the rural communities of Malawi, these hand pumps are **VL<sup>2</sup>OM** authenticated by the government.

### **C. Who to involve during the shop selection?**

The selection process is always crucial on how to know which shop is suitable to supply the spares parts in the area considering that everyone needs business to prosper.

The selection process involves maintenance officers, the chair man of the trading center Water Monitoring Assistant, and the area mechanics, which are close to the targeted area

Selecting a shop amongst other shop is a quite crucial exercise to get a good shop which can be reliable in times of needs, careful assessment needs to be employed for how to know on how who is naturally motivated to take the responsibility.

On each trading center there is an authority to where traders go to get support in time of problems, such people are the chiefs and the chairman of the market, in consultation with the chairman you ought to select a good but there is a need to double cross check with other relevant authority and also to interview at least other independent individuals within the trading center setup, Moreover the chairman is close to the traders so much must know better the politics of the market.

---

<sup>1</sup> This part of the manual has been developed to give an ideal situation in the shop identification process (see the details in the Manual)

<sup>2</sup> **VL<sup>2</sup>OM** – Village Level Operation and Maintenance for government standardized hand pumps

#### **D. Qualities of good partner shop**

- Meets targets
- Makes orders more frequently as according to the need
- Opportunity seeker
- Does not default business obligations
- Desire for excellence in quality service
- Risk taker
- Information seeker
- Plans and oversees implementation
- Pleasant, cooperative and likeable character
- Confident
- Should be honest
- Able to read and write
- Must have good capital base

#### **E. Location / placement**

In respect to the easier accessibility of the shop good location is one of the factors that can accelerate the distribution of the spare parts in as far as communities are able to see and reach it.

In most cases people go to the shops that they know and which is also well located

In essence of location let's explore the factors best suit shop that can be accessible to the communities

- Nature of the trading center and economic activities at the trading center it has to be located at the
- Busy trading center where most of the people go and do their shopping.
- Road network in this case the shop must be located along the main road, if passing by the trading center.
- Distance from other existing partner shop, consider also other operational shop to not pose big competition in the provision spare parts. The minimal distance from one partner shop to another is 20 kilometers. Communities need not to travel long distances to buy the spares to avoid paying more with transportation cost

#### **F. Capital base and Nature of the business**

- By looking into the current stock and nature of the commodities that shop is selling can determine if the shop can really afford to start selling pump parts in terms of his capital base.
- In other translation, it really means that the owner of the shop should really accept to help the community around so that they does not move long distances to access the spare parts.
- The selected partner shop should be able to purchase the initial standardized spares in the starter pack<sup>3</sup> for the Afridev hand pump.
- It also best suits shops which are already doing hardware business.

---

<sup>3</sup>Starter pack is a minimum package of spares which gives an assurance that some of the most fast wearing parts are always stocked by the partner shop.

- Hardware: If there is hardware well placed along the good sight to the customers, in most cases people do put spare parts in the category of hardware and hardware is the first option to ask if doesn't know where to buy the spare parts
- Groceries; some groceries are more attractive to the community which can make people consider to find everything they need to buy (these are also a MUST OPTION to select).
- Agro dealer; Most agro dealers tend to mix up items this can also contribute to the exposure of the spares to the community as it is a case in Malawi most of the people in the rural areas are farmers who frequently visit the agro dealer shops.

## **G. Business background**

*(Here there is a need to understand the historic background of the business)*

- How long the business has been operating in terms of years to understand if the shop cannot close for any reason due to unhealthy circumstances that may occur
- How many years has the shop been in operational on that particular trading center? In order to justify the idea if the shop is already well known to the people around
- Understand well the history of the shop.
  - Is it a seasonal shop?
  - How often is the shop open during the week days?
  - On the market day do they open a shop? Even if Sunday or Saturday?
  - Who is often in the shop to sell the item husband /wife/ child/ worker?
  - Do they sell different items apart from hardware?

## **H. Specification of the spare parts**

- Only two hand pumps are standardized for VL0M and these are the only spares for these pumps that are on the market using this model of supply chain.
- The spares are for Afridev and Malda hand pumps.

## **I. Pillars of the supply chain**

During this exercise consideration has to be taken into account on the selling of spare parts as it also depend upon motivation and demand, by making somebody become a partner shop needs collective effort as it involves different actors at different levels in order to build up the net work supply chain.

- **Area Mechanic**

An area mechanic is very important part of all this system because is the one who is very connected with communities where the needs of the spare parts are profound.

These area mechanics are doing the repairs on the water points which create demand of the spares which must be available close to the communities where area mechanics are also based.

- **Partner shop**

These are now very important part of the supply as far as distribution accessibility of the spares parts is concerned, these help communities to not travel long distances to buy the spares which enable the community access safe and portable through local initiatives.

- **Suppliers**

These are directly engaged in making sure that all the spare parts are available on the market and that partner shop does not travel long to purchase the spare parts.

- **Maintenance Officers**

Maintenance officer play very important role in making timely follow ups to the shops, and gives motivation whenever necessary if the shop is not performing well, and also gives the directives on the need to make replacements of the existing shops and possibility to open in other new areas.

Maintenance officers help to collect data of the shop situation and give feedback to the water department and Inter Aide.

- **Water Department**

Water Department is initially at the district council, it is there to regulate the market especially making sure that rural communities have an access to the spares and that spares are available all the time. The WMAs<sup>4</sup> are in most cases always available in the communities which enable them to visit partner shops frequently.

## **J. Conclusion**

Once an eligible shop owner has been identified and agreed upon, the training will follow to initiate the shop into the selling of spare parts for the Afridev and Malda hand pumps.

It has to be agreed in advance that after getting trained, there will be signing of an agreement between Inter Aide and the owner of the shop.

---

<sup>4</sup> WMA – Water Monitoring Assistant, from the water department office treated as pump technician.

# **SHOP OWNER TRAINING**

- 
- Shop Owners Training Manual ..... page 20
  - Shop Owners Training Guideline Revised ..... page 26
  - Check List For The Shop Training ..... Page 32
  - Shop Owners Training Time Table ..... page 33
  - Pump Spares Definition ..... Page 34
  - Spares Prices ..... page 39
  - Flier for Partner Shop ..... page 41
  - Shop Poster Sample Ntchisi District ..... page 42
  - Shop Owners Contract ..... page 44  
English and Chichewa translated (Mchinji sample)
-

---

## SHOP OWNERS TRAINING MANUAL

---

(Full version)



INTER AIDE

OPERATION AND MAINTENANCE PROJECT

## INTRODUCTION

Partner Shop Owners are a vital component in accessibility of Afridev and Malda pumps in the remote areas of the country. Their strategic position in the supply chain is of importance if the Projects goals of achieving sustainability and eventual achievement of a well organized and independent spare parts supply chain are going to be achieved.

In view of this, the Project will provide a Partner Shop Owners Training prior to entering into contract with prospective partner shop owners.

The aim of the training is to provide the selected shop owners with adequate skills in management of pump spares and relevant entrepreneurial skills so as to enable them manage the spare part business.

## AIMS AND OBJECTIVES OF THE TRAINING

The main objective of the training is to impart partner shop owners with the skills to manage Afridev and Malda spares, increase the knowledge base of the pump and how it functions and to improve their entrepreneurial skills. The training will last for a period of two days.

## EXPECTED OUTCOMES OF THE TRAINING

- Participant will improve their knowledge base of an Afridev pump
- Participants will improve their entrepreneurial skills
- Participants will gain basic hygiene and sanitation knowledge and practice it.
- Participants will identify and differentiate long wearing and fast wearing parts
- Understand their role in the community as suppliers of pump spares

## CONTENT OF THE TRAINING

### **Activity 1:**

#### **Introduction and Climate setting**

### **Activity 2:**

#### **Theory Components of the Afridev pump**

- i. Afridev pump poster and stickers,
- ii. Dismantle and reassemble the pump to know the parts

### **Activity 3:**

#### **Entrepreneurship**

- i. Who is an entrepreneur?
- ii. Qualities of a good entrepreneur
- iii. How to do a receipt
- iv. Planning for an order
- v. Role play sales of Afridev parts

## Activity 1: Introduction and Climate setting

**Aim:** To allow participants to know each other, settle and gain confidence

**Method:** Plenary

**Materials:** Flip charts and markers

*Ask one participant to open the session with a prayer and allow participants to introduce themselves and where they are coming from.*

**The facilitator will start this session by raising the following topics;**

1. What are their expectations
2. What are their fears
3. Formulate with the participants norms and agree on the given timetable

*The facilitator will write the answers given on a flip chart and address the relevant issues raised by participants in plenary session.*

**The Facilitator will ask these questions;**

1. Why do they want to be trained?
2. What do you expect from the training?

*The facilitator will write the answers for questions 1 and 2 above on a flip chart without undue discussion and later align the answers with the outlined expected outcomes of the training.*

## Activity 2: Theory explanation of the pump and Dismantling of the pump

**Objectives:** To explain the parts of the pump and their function and to allow participants gain basic knowledge of parts of the Afridev pump.

**Methods:** Focus Group Discussion and Plenary session.

**Materials:** List of spare parts and function, Flip charts, markers, Poster of Afridev pump, Stickers, Poster of plunger and foot valve.

*The facilitator will start by asking participants what they see in the poster.*

*By illustration of the poster the facilitator will explain the two segments of the pump i.e. THE TOP PART and THE BOTTOM PART of the pump;*

1. Paste a poster showing the Afridev pump and ask participants to identify the picture on the poster,
2. Give each participant a blank piece of paper and ask him to write on any part of the pump he knows,

3. The facilitator will ask participants to paste the papers on the part they feel is the name of the part on the poster,
4. Nickname participants using the parts they have written on the stickers
5. In plenary ask participants to discuss if the stickers have been pasted on the appropriate parts.

*Handout the list of spare parts and function paper.*

*Give time to allow participants read it and later ask each participant to mention at least two parts and its function.*

*The Facilitator will mention **THE FAST WEARING PARTS** emphasis should be on the importance of stocking these parts.*

Dismantling and reassembling of the pumps

Participants will dismantle the pump with ***the Facilitator taking the lead.*** The facilitator should always remember to ask participants to mention the part being dismantled and encourage participants to mention the function of the part.

### Activity 3. Entrepreneurship<sup>5</sup>

**Objectives:** To make participants understand the meaning of an entrepreneur/businessperson, and their role in the spare part distribution Business in the community and record keeping.

**Method:** Focus group discussion, Group work, plenary session and role play

**Material:** Flip charts, markers, Receipt book, Price list, Display shelf, Bobbin, U-seals, Cup Seals, Fulcrum Pins, Hanger pin, Hanger ass, Bus Bearings, Rod centralizer, Pump rod, Top rod, Plunger rod, Hook, Plunger body plastic, Plunger body Brass, Double end socket, Rubber flapper, Rubber cone and Steel cone

- **Who is an entrepreneur/businessperson?**

*Ask participants who an entrepreneur/business person is?*

*Record what they describe on a flip chart without undue discussion.*

The word entrepreneur/business person describes a person who perceives an opportunity, exploits it by putting together resources and initiates a business enterprise with an idea of making a profit.

- **Qualities of a good entrepreneur**

Ask participants to go into groups to list down qualities of a good entrepreneur

Paste their answers and discuss the answers then compare with answers from the facilitator.

Answers for question 2

1. Opportunity seeker
2. Meets targets
3. Does not default business obligations
4. Desire for excellence in quality service
5. Risk taker
6. Information seeker
7. Plans and oversees implementation
8. Pleasant, cooperative and likeable character
9. Confident
10. Should be honest

- **How to do a receipt**

*In plenary ask participants what a receipt is? List down the answers and prompt a discussion from participants and give one right answer.*

Answer: A receipt is a legal proof of payment

*Ask participants to go in groups and do the following exercise;*

1. Why it is important to make receipts
2. Details required on a good receipt.

*Answer for question 1*

1. for record keeping
2. acts as a way to know if a customer bought an item from your shop in case he wants to return it
3. to trace goods turnover and know which goods are fast selling

*Answer for question 2*

1. should have a serial number
2. should have a stamp
3. should have a phone number and address
4. should have a date
5. should have a signature of the issuer

- **Role play sales of Afridev Spares**

*Ask 2 or more participants to role play a grocer and customers to purchase spare parts.*

*The rest of the group should be instructed to act as observers and make their comments on what they have seen in the role play.*

*The facilitator should observe the following and discuss his observations with the participants;*

1. Ability to recognize the appropriate part asked by the customer
2. Ability to make a correct receipt
3. Ability to make a plan for an order with emphasis on fast wearing parts

4. *Display of good attitude towards the customer and communication skills*
5. *Ability to make a receipt.*

## **EXERCISE**

*Distribute copies of sales receipts from August 2010 from Siyasiya shop. Ask participants to do the following exercise;*

*Make an analysis of the sales to come up with the following;*

1. Sales for the month of August
2. Which product sold the most?
3. Calculate profit
4. Make an order for the next consignment.

Note: Information on **entrepreneurship** has been sourced from **Training manual for Food Processing and Entrepreneurship Development Skills.**

(Commonwealth Secretariat for OVOP Program in Malawi)

# SHOP OWNERS TRAINING MANUAL

## REVISED VERSION AND ADAPTED TO 1 DAY<sup>6</sup>



### INTER AIDE

### OPERATION AND MAINTENANCE PROJECT

<sup>6</sup> The content for full manual version resemble similar, the only difference is that the revised version is used to train one at his own business place and without conducting practical session to dismantle the real pump on the field.

## INTRODUCTION

*Partner Shop Owners are a vital component in accessibility of Afridev and Malda pumps in the remote areas of the country. Their strategic position in the supply chain is of importance if the Project's goals of achieving sustainability and eventual achievement of a well organized and independent spare parts supply chain are going to be achieved.*

*In view of this, the Project will provide a Partner Shop Owners Training prior to entering into contract with prospective partner shop owners.*

*The aim of the training is to provide the selected shop owners with adequate skills in management of pump spares and relevant entrepreneurial skills so as to enable them manage the spare part business.*

## AIMS AND OBJECTIVES OF THE TRAINING

*The main objective of the training is to impart partner shop owners with the skills to manage Afridev and Malda spares, increase the knowledge base of the pump and how it functions and to improve their entrepreneurial skills. The training will last for a period of one day at the shop's site.*

## EXPECTED OUTCOMES OF THE TRAINING

- *Participant will improve their knowledge base of an Afridev Spares*
- *Participants will improve their entrepreneurial skills*
- *Participants will identify and differentiate long lasting and fast wearing parts*
- *Understand their role in the community as suppliers of pump spares*

## CONTENT OF THE TRAINING

### ***Theory Components of the Afridev pump***

- *Afridev pump poster and (other spares for Afridev).*

### ***Entrepreneurship***

- *Who is an entrepreneur?*
- *Qualities of a good entrepreneur*
- *How to do a receipt*
- *Planning for an order and turn up of the order*
- *Role play sales of Afridev parts*

## ACTIVITY 1: INTRODUCTION AND CLIMATE SETTING

**Aim:** To allow participants gain confidence

**Method:** Plenary

**Materials:** Flip charts and Pental markers

**Attendants:** at least 2 (those who usually attend to the customers)

Ask one participant to open the session with a prayer and allow participants to introduce themselves.

**The facilitator will start this session by raising the following topics;**

1. What are their expectations
2. What are their fears
3. Formulate with the participants norms and agree on the given timetable

The facilitator will write the answers given on a flip chart and address the relevant issues **raised by participants in plenary session.**

**The Facilitator will ask these questions;**

1. Why do they want to be trained?
2. What do you expect from the training?

**The facilitator will write the answers for questions 1 and 2 above on a flip chart without undue discussion and later align the answers with the outlined expected outcomes of the training.**

## ACTIVITY 2: THEORY EXPLANATION OF THE PUMP

**Objectives:** To explain the parts of the pump and their function and to allow participants gain basic knowledge of parts of the Afridev pump.

**Methods:** Plenary session.

**Materials:** List of spare parts and function, Flip charts, markers, Poster of Afridev pump, Stickers, Poster of plunger and foot valve.

**The facilitator will start by asking participants what they see in the poster.**

**By illustration of the poster the facilitator will explain the two segments of the pump i.e. THE TOP PART and THE BOTTOM PART of the pump;**

1. Paste a poster showing the Afridev pump and ask participants to identify the picture on the poster,
2. Give participant blank pieces of papers and ask to write on any part of the pump he knows,

3. *The facilitator will ask participants to paste the papers on the part they feel is the name of the part on the poster,*
4. *Nickname participants using the parts they have written on the stickers*
5. *In plenary ask participants to discuss if the stickers have been pasted on the appropriate parts.*

**Handout, the list of spare parts and function – spares definition**

**Give time to allow participants read it and later ask each participant to mention at least two parts and its function.**

**The Facilitator will mention THE FAST WEARING PARTS emphasis should be on the importance of re-stocking these parts.**

### ACTIVITY 3. ENTREPRENEURSHIP

**Objectives:** *To make participants understand the meaning of an entrepreneur/businessperson, and their role in the spare part distribution Business in the community and record keeping.*

**Method:** *plenary session and role play*

**Material:** *Flip charts, markers, Receipt book, Price list, Display shelf, Bobbin, U-seals, Cup Seals, Fulcrum Pins, Hanger pin, Hanger ass, Bush Bearings, Rod centralizer, Plunger rod, Hook, Plunger body plastic, Plunger body Brass, Double end socket, Rubber flapper, Rubber cone and Steel cone*

#### WHO IS AN ENTREPRENEUR/BUSINESSPERSON?

*Ask participants who an entrepreneur/business person is?*

*Record what they describe on a flip chart without undue discussion.*

**The word entrepreneur/business person** *describes a person who perceives an opportunity, exploits it by putting together resources and initiates a business enterprise with an idea of making a profit.*

#### QUALITIES OF A GOOD ENTREPRENEUR

*Ask participants to list down qualities of a good entrepreneur*

*Paste their answers and discuss the answers then compare with answers from the facilitator.*

#### Answers for question 2

1. *Meets targets*
2. *Makes orders more frequently as according to the need*
3. *Opportunity seeker*
4. *Does not default business obligations*
5. *Desire for excellence in quality service*

6. Risk taker
7. Information seeker
8. Plans and oversees implementation
9. Pleasant, cooperative and likeable character
10. Confident
11. Should be honest

## **HOW TO DO A RECEIPT**

*In plenary ask participants what a receipt is? List down the answers and prompt a discussion from participants and give one right answer.*

**Answer: A receipt is a legal proof of payment**

**Ask participants the following questions;**

1. *Why it is important to make receipts?*
2. *Details required on a good receipt.*
3. *How can you use Area mechanics to promote your sales?*

**Answer for question 1**

- *for record keeping*
- *acts as a way to know if a customer bought an item from your shop in case he wants to return it*
- *to trace goods turnover and know which goods are fast selling*

**Answer for question 2**

- *should have a serial number*
- *should have a stamp*
- *should have a phone number and address*
- *should have a date*
- *should have a signature of the issuer*
- *Quantity of the goods*
- *Grand total*

**Answer for question 3**

- *By asking communities to use area mechanics*
- *Distributing the fliers and them contacts for area mechanics*

## **ROLE PLAY SALES OF AFRIDEV SPARES (DEMONSTRATION)**

*Facilitator role plays with the owner of the grocery to purchase spare parts.*

*The other participant should be instructed to act as observer and make the comments on what has been observed in the role play.*

**The facilitator should observe the following and discuss his observations with the participants;**

1. *Ability to recognize the appropriate part asked by the customer*
2. *Ability to make a correct receipt*

3. Ability to make a plan for an order with emphasis on fast wearing parts
4. Display of good attitude towards the customer and communication skills
5. Ability to make a receipt.

### **Exercise**

*Distribute copies of sales receipts. Ask participants to do the following exercise;*

***Make an analysis of the sales to come up with the following;***

1. Sales for the month
2. Which product sold the most?
3. Calculate profit
4. Make an order for the next consignment.

DRAFT

## CHECK LIST FOR THE SHOP TRAINING

CHECK LIST							
#	LIST	Operation type	Participants	Facilitators	Days	Remark	Preparation phase
1	Starter Pack	T	6	3		Consult the Logistician	<input checked="" type="checkbox"/>
2	<b>Pens</b>	T	6	3		PO	to buy
3	<b>Note books</b>	T	6	3		PO	to buy
4	<b>Plastic folders</b>	T	6	3		PO	to buy
5	<b>Pental Markers</b>	T	6	3		PO	to buy
6	<b>Masking tapes</b>	T	6	3		PO	to buy
7	<b>Water point for practicals</b>	T	6	3		PO	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
8	<b>Cash sales Books</b>	T	6	3		PO	
9	<b>Carbon papers</b>	T	6	3		PO	to buy
10	<b>Hand out for list and function of spare part</b>	T	6	3		PO	<input checked="" type="checkbox"/>
11	<b>Accomodation</b>	O	6	3	2	PO	to pay for
12	<b>Lunch</b>	O	6	3	2	PO	to buy
13	<b>Supper</b>	O	6	3	2	PO	to buy
14	<b>Transport</b>	O	6	3	2	PO	to pay back
15	<b>Soft drinks and snacks</b>	O	6	3	2	PO	to buy
16	<b>Additional.....</b>	All				Consult the MO	.....

T = Training  
O = Organization

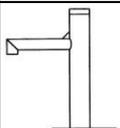
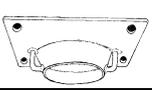
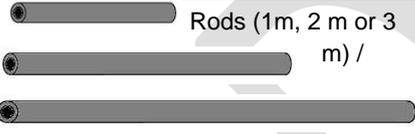
## TIME TABLE FOR SHOP OWNERS TRAINING

Time	Activity	Learning method	Facilitator
<b>DAY 1 (15th November 2011)</b>			
8:00 –10:00	<ul style="list-style-type: none"> <li>Opening remark</li> <li>Introduction and Climate setting</li> <li>Participants Expectations and Fears</li> <li>Introduction to Afridev pump</li> </ul>	Plenary	PO MO MO
<b>10:00 –10:15</b>	<b>BREAK</b>		
10:15–12:00	<b>Theory explanation of Afridev pump</b> <ul style="list-style-type: none"> <li>Posters</li> <li>Illustration of parts</li> </ul>	FGD Plenary	MO WMA
<b>12:00 –13:30</b>	<b>LUNCH</b>		
13:30 –15:30	<b>Practical session (field visit)</b> <ul style="list-style-type: none"> <li>Dismantling</li> <li>Assembling of the pump</li> </ul>	Field Practical Group work	WMA
<b>15:30 –16:00</b>	<b>BREAK</b>		
16:00–16:30	<b>Question time</b>	Plenary	All facilitators
DAY CLOSED			
<b>DAY 2 (16<sup>th</sup> November, 2011)</b>			
<b>Recap for the day 1</b>			
8:00 –10:00	<b>Entrepreneurship</b> <ul style="list-style-type: none"> <li>Who is an entrepreneur</li> <li>Qualities of good entrepreneur</li> </ul>	FGD Plenary	MO
<b>10:00 –10:15</b>	<b>BREAK</b>		
10:15–12:00	<b>Making receipt</b> <ul style="list-style-type: none"> <li>What is a receipt</li> <li>Importance of a receipt</li> <li>Details that must be shown on the receipt</li> <li><b>Exercise for participants on sales made one shop</b></li> </ul>	FGD Plenary	MO
<b>12:00 –13:00</b>	<b>LUNCH</b>		
13:00–14:30	<ul style="list-style-type: none"> <li>Role play on sales of Afridev spares</li> <li>Participatory Theatre</li> </ul>	Drama FGD	MO MO
<b>14:30–14:45</b>	<b>BREAK</b>		
14:45 –15:30	<ul style="list-style-type: none"> <li>Question time</li> <li>Signing of contracts</li> <li>Starter pack distribution</li> <li>Closing remarks</li> </ul>	Plenary	All MOs 1 Participant WMA PO, DWO

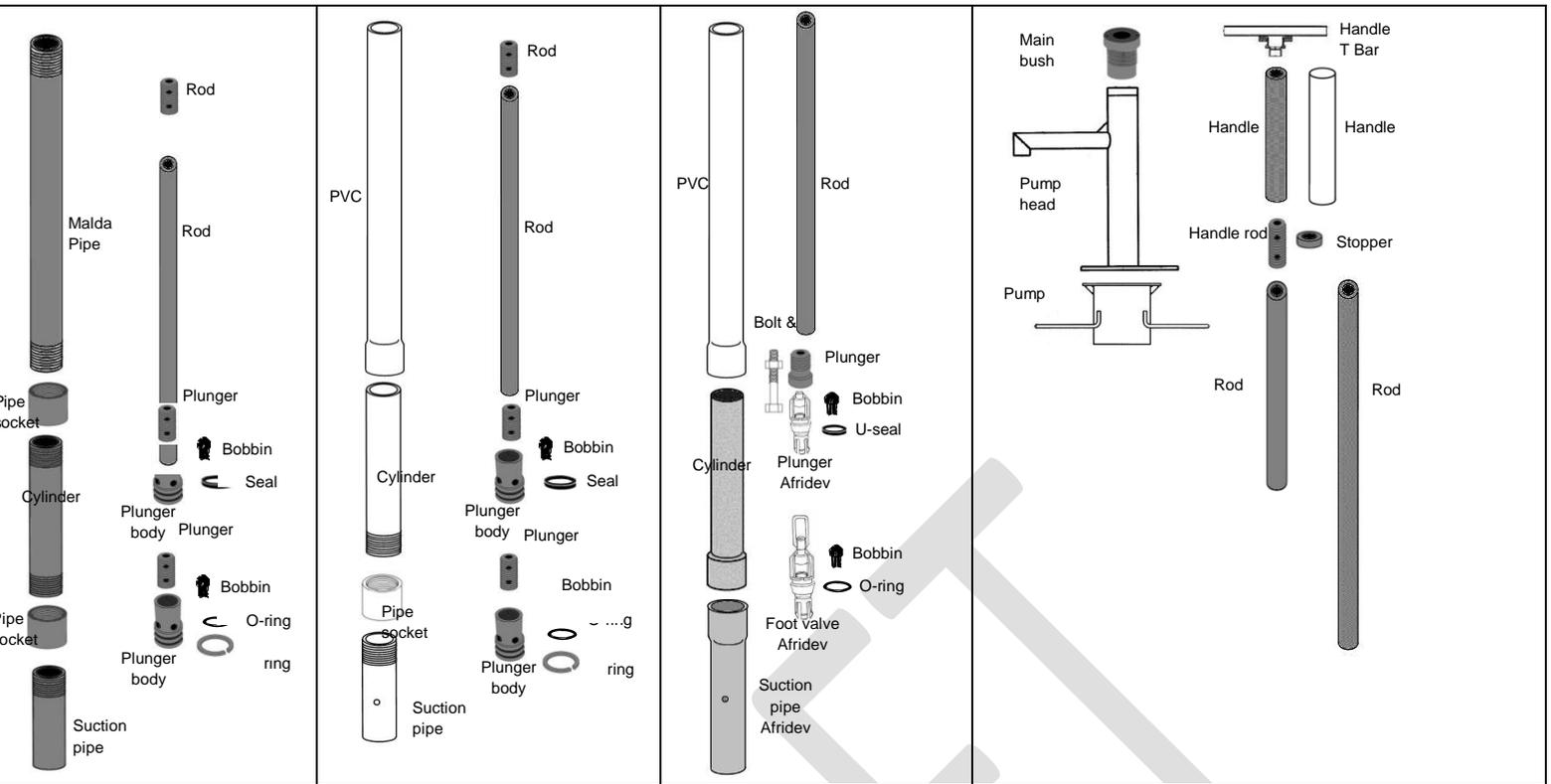
## PUMP SPARES DEFINITION

Look at the tables below where all the spares parts are classified according to their function, where can be found in the pump and also the appearance.

### 1. MALDA hand pump

BELOW GROUND COMPONENTS/ ZIPANGIZO ZA PANSI PA MJIGO	FUNCTION / NTCHITO ZAKE	POSITION / MALO OMWE AMAKHALA
 Head Pump and cover / Hedi Pampu ndi chi vindikilo	Housing above parts / Kusungo zipangizo za mmwamba mwa mjigo	On top of pedestal / Pamwamba pa pedesito
 Pump Pedestal / Pampu Pedesito	Housing and uphold head pump and rising main / Kasungo ndi kugwira hedi pampu ndi mapaipe	Between apron and head pump / Pakati pa konkileti ndi hedi pampu
 Handle T bar / Handulo yathunthu.	handle for easy pumping / Handulo yomwe imagwilitsidwa ntchito pojiga	On top of the Head pump / Pamwamba pa hedi pampu
 Steel cone plate / Koni Puleti	Minimize pedestal hole To hang up rising main through rope / Kuchepetsa bowo la pedesito Kugwira ma paipi mopgwirizana ndi chingwe	Between head and pedestal / Pakati pa hedi pampu ndi pedesito
 Handle sleeve / Chitsulo chimene chimakhala kunja kwa handulo	Protect the handle from friction with the main bush / Kuteteza handulo kuti isamakhulane ndi chotsekera pakamwa pa pedesito	Between handle and main bush / Pakati pa chopukusira ndi chotsekera pakamwa pa pedesito
 Handle rod / Rodi yaku handulo	Connect the handle to the plunger / Kulumikizitsa handulo ndi pulanja	First rod from the top / Rodi yokhala koyambilira kuchokera mmwamba
 Rods (1m, 2 m or 3 m) / Malodi	Connect the handle to the plunger (Can be 1 Meter, 2 Meters or 3 Meters) / Amalumikiza handulo ndi pulanja	Between handle rod and plunger/ Pakati pa rodi yaku handulo ndi pulanja
 Plunger/foot valve body/ Pulanja kapena chomwe amapangira futu valavu	Up keeping pumped water / Kuthandiza kuti madzi akwere mwamba	Plunger: Inside the cylinder, at the end of the pump rods - Foot valve: At the bottom of the cylinder / Mkati mwa silinda pomwe pamathera ma rodi - Futu valavu imakhala pamapeto pa silinda
 O-ring / O-ring'i	Prevents back flow of water inside the cylinder / Kuteteza madzi a mu silinda kuti asapite pansi pa mjigo	Top ring on the footvalve / Imaikidwa pa mwamba pa futuvavu
 Plunger seal / Silu	Seals water above the plunger / Kuthandiza pulanja kutunga madzi. Kusungo madzi opezeka mwamba mwa pulanja	Top ring on the plunger / Pamwamba pa pulanja (pulasiki okha)
 Retain ring / Khoza la pansi	To set in position the foot valve between the cylinder and the suction pipe / Kuika mmalo mwake futu valavu pakati pa silinda ndi paipi yosaka madzi	Lower ring on the footvalve / Imakhala kumapeto a futu valavu
 Bobbin / Bobini	Allow water to flow in one direction only / Kuthandiza madzi akamalowa kuti atenge njila imodzi	Inside plunger and foot valve / Mkati mwa pulanja ndi futu valavu
 Shock absorber/ Shoko abuzoba	Prevents collusion between the handle and the main bush / Imateteza kukhulana kwa handulo ndi	On top of the top rod / Pamwamba pa rodi yomaliza

		chomwe chimatseka pakamwa pa pedesito	
	Rubber cone / Labala Koni	To uphold the rising main and seal the gap between pedestal and head pump / Kugwila ma paipi ndi kuchepetsa bowo pakati pa pedesito ndi hedi pampu	Between head pump and pedestal / Pakati pa hedi pampu ndi pedesito
	Rod connector / Cholumikizira ma rodi	Two side screw used to connect two rods together / Kulumikiza ma ma rodi	Between two rods / Pakati pa ma rodi
	Plunger & foot valve connector / Cholumikizira pulanja ndi futu valavu	Two side screw used for Malda plunger to connect with the rod and put in position the bobbin / Kulumikizitsa ma rodi ndi pulanja komanso kuika mmalo bobini	Top of footvalve/plunger / Kutsogolo kwa futu valavu
	Handle Rod connector / Cholumikizira handulo ndi ma rodi	Two side screw used to connect the handle rod and the next rod / Kulumikiza rodi yaku handulo ndi ma rodi otsatira	Between handle rod and the next rod / Pakati pa rod yaku handulo ndi ma rodi ena
<b>BELOW GROUND COMPONENTS/ ZIPANGIZO ZA PANSI PA MJIGO</b>		<b>FUNCTION / NTCHITO ZAKE</b>	<b>POSITION / MALO OMWE AMAKHALA</b>
	Stopper (Rock nut) / Sitopa	Set up handle movement / Imateteza kaimidwe ka handulo	On the Handle rod connector / Polumikira rodi yaku handulo
	Plunger Afridev adaptor / Cholumikizira pulanja ya Afridev	Connect Malda rod and Afridev plunger / Imalukizitsa pulanja ya afridev ndi rodi ya malda	Between Malda rod and Afridev plunger / Pakati pa rodi ya malda ndi ya afridev
	Main bush (Guide bush) / Chitseko cha pakamwa pa pedesito	Set the handle position in the pump head. Two types are existing / Kuthandiza handulo kulowa mkati mwa pampu hedi. Zilipo zamitundu iwiri	On top of the head, between the head and the handle / Pakati pa pampu hedi ndi handulo
	Pipe / Paipi	For carrying water from the cylinder on to the top level / kutenga madzi kuchokera mu silinda kupita mmwamba	Connects cylinder and top level / Kulumikiza silinda ndi zida za mmwamba
	Pipe coupling (Socket) / Cholumikizira ma paipi	To connect two Malda pipes. Can be used as a top sleeve / Kulumikizira ma paipi, chitha kugwira ntchito ngati topu silivi (kolala)	Between two pipes / Pakati pa ma paipi
	Top sleeve (collar) / Topu Silivi	It prevents the rising main from slipping through the rubber cone / Kuteteza paipi kuti isafumphuke kugwela mkati kudzela pa labala koni	At the top end of the rising main / Pamwamba pa mapaipi. Pa bowo la pedesito
	Cylinder assembly / Silinda Asemble	Cylinder part where the plunger is moving. It takes in water from the borehole and pumps up / Ndi mmene plunger imayendayenda kutenga madzi a pansi pa Mjigo ndi kuwapopela mwamba	Bottom of the rising main / Pansi pa mapaipi
	Suction pipe / Paipi yosaka madzi	Minimize incoming sand in the cylinder / Kuteteza kuti mchenga usalowe mu silinda	Bottom of the cylinder / Pansi pa silinda
Cylinder Malda & Black pipes (PipeCo old) / Silinda ya yakale (yamaipi akuda)	Cylinder Malda & PVC pipes (PipeCo New) / Silinda yatsopano ya mapaipi a Afridev	Cylinder Afridev & PVC pipes / Silinda ya Afridev	<b>Tool</b> Spanner with special welding / Sipanala yopasulira mjigo wa malda 

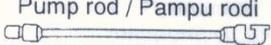
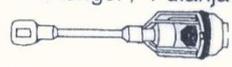
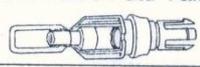
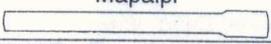
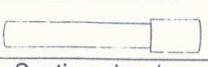
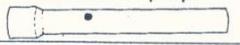


DRAFT

## 2. Afridev hand pump

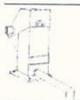
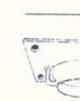
### Tikonze Mjigo – Maintenance System



BELOW GROUND COMPONENTS / ZIPANGIZO ZA PANSI PA MJIGO	FUNCTION / NTCHITO ZAKE	POSITION / MALO OMWE AMAKHALA
 <p>Pump rod / Pampu rodi</p>	To help plunger in pumping system / Kuthandiza pulanja kupopa madzi	Inside the rising main / Mkati mwa mapaipi
 <p>Rod Centralizer / Rodi Senteleza</p>	To centralize pump rods To prevent friction between rods and rising main / Kukhazikitsa ma rodi chikatikati Kuteleza kuti marodi ndi mapaidi zisamakhulane	Rod joints /  Molumikizila ma rodi
 <p>Plunger / Pulanja</p>	To pump water up /  Kutunga madzi kupititsa mwamba	Inside the cylinder, at the end of the pump rods./ Mkati mwa silinda kumapeto kwa marodi
 <p>Foot-Valve Futu Valavu</p>	Up keeping pumped water / Kusunga madzi a mwamba nwa silinda kuti asasike pansi	At the bottom of the cylinder / Pansi pa silinda
 <p>U-seal / U-Silu</p>	Seals water above the plunger (plastic plunger only) / Kuthandiza pulanja kutunga madzi. Kusunga madzi opezeka mwamba mwa pulanja (pulanja pulasiki okha)	On the plunger(plastic plunger only) / Pa pulanja (pulasiki okha)
 <p>Cup-seal / Cup-Silu</p>	Seals water above the plunger (brass plunger only) / Kuthandiza pulanja kutunga madzi. Kusunga madzi opezeka mwamba mwa pulanja (pulanja ya chitsulo)	On the plunger(plastic plunger only) / Pa pulanja (ya chitsulo okha)
 <p>O-ring / O-ring'i</p>	Prevents water inside the cylinder for going back to the bottom / Kuteteza madzi a mu silinda kuti asapite pansi pa mjigo	On the footvalve / Pa futu valavu
 <p>Bobbin / Bobini</p>	Allow water to flow in one direction only. Kuthandiza ndi kulola madzi kuti atenge njila imodzi	Inside plunger and foot valve / Mkati mwa pulanja ndi futu valavu
 <p>Rising main / Mapaipi</p>	For carrying water from the cylinder on to the top level / Modutsa madzi kuchoka mu silinda kupita pamwamba pa mjigo	Connects cylinder and top level / Imalumikiza silinda ndi. Pamwamba pa mjigo
 <p>Double end socket</p>	To join two rising mains after repairing (use solvent cement) / Kulumikizila ma paipi pamene Mjigo waonongeka (pogwilitsila ntchito soventisementi)	Between two rising mains Pakati pa mapaipi
 <p>Solvent cement / soventisementi</p>		
 <p>Rising main Centralizer / Senteleza wa ma paipi</p>	Positioning the rope or acts as rope holder / Kuthandiza chingwe kuti chikhale pa malo ake komanso kugwila chingwe kuti chisachoke mmalo mwake	Rising main joints / Molumikizila mapaipi
 <p>Cylinder assembly / Silinda Asembule</p>	Cylinder part where the plunger is moving. It takes in water from the borehole and pumps up / Ndi mwene plunger imayendayenda kutenga madzi a pansi pa Mjigo ndi kuwapopela mwamba	Bottom of the rising main / Pansi pa mapaipi
 <p>Suction pipe / Sakishoni paipi</p>	Minimize incoming sand in the cylinder / Kuchepetsa / Kuteteza kuti mchenga usamapite wambiri mu silinda	Bottom of the cylinder / Pansi pa silinda
 <p>Rope (nylon rope 6 mm) / Chingwe</p>	For strengthening and upholding the rising main  Kulimbikitsa ndi kugwila mapaipi kuti asagwele pansi pa mjigo	From the suction pipe joined to steel cone plate / Kunja kwa mapaipi kuchokela mu sakishoni papi mpaka pa koni plate mwamba.

## Tikonze Mjigo – Maintenance System



ABOVE GROUND COMPONENTS / ZIPANGIZO ZA MMWAMBA MWA MGIGO	FUNCTION / NTCHITO YAKE	POSITION / MALO OMWE ZIMAKHALA
 Head Pump and cover / Hedi Pampu chi vindikilo	Housing above parts / Kusunga zipangizo za mmwamba mwa mjigo	On top of pedestal / Pamwamba pa pedesito
 Pump Pedestal / Pampu Pedesito	Housing and uphold head pump and rising main / Kasunga ndi kugwira hedi pampu ndi mapaipi	Between apron and head pump/ Pakati pa ndi hedi pampu
 T/Bar / Handullo	Part of the handle that can be adjusted for easy pumping / Handulo yomwe imatha kuitalikista kapena kuifupikitsa yomwe imagwilitsidwa pojiga	At the back of the Head pump / Kumbuyo kwa hedi pampu
 Hanger Assembly / Hang'a Asembule	To hang rods Housing Hanger pin and Bush Bearings / Kugwira ma rodi Kasunga hang'a pini ndi ma bushi 'beling'i	Handle forks / Kumafoloko a handulo Kumwamba kwa hedi pampu
 Fulcrum Pin / Falakalamu pini	To join handle with head pump / Kugwirizanitsa handulo ndi hedi pampu	Fulcrum handle / Pa bowo la pa handulo Kumbuyo kwa hedi pampu
 Hanger pin / Hang'a pini	To join handle with hanger assembly / Kugwirizanitsa handulo ndi hang'a asembule	Inside the hanger assembly / Nkati mwa hang'a asembule
 Bush Bearing / Bushi Beling'i	To prevent friction and corrosion between hanger ass, fulcrum handle and both pins / Kuteteza kuti hang'a asembule ndi bowo la pa handulo zisamakahulane ndi mapini	Fulcrum handle and Hanger Ass / Pa bowo la pa handulo komonso nkati mwa hang'a asembule
 Rubber flapper / Labala Fulapa	Prevent fallen bodies / Kuteteza kuti zinthu zisagwele mu paipi	On top of the top rod / Pamwamba pa rodi yomaliza
 Rubber cone / Labala Koni	To uphold the rising main and seal the gap between pedestal and head pump / Kugwila ma paipi ndi kuchepetsa bowo pakati pa pedesito ndi hedi pampu	Between head pump and pedestal / Pakati pa hedi pampu ndi pedesito
 Steel cone plate / Koni Puleti	To minimize pedestal hole To hang up rising main through rope / Kuchepetsa bowo la pedesito Kugwira ma paipi mopgwirizana ndi chingwe	Between head and pedestal / Pakati pa hedi pampu ndi pedesito
 Top sleeve (collar) / Topu Silivi	It prevents the rising main from slipping through the rubber cone/ Kuteteza paipi kuti isafumphuke kugwela mkati kudzela pa labala koni	At the top end of the rising main / Pamwamba pa mapaipi Pa bowo la pedesito
TOOLS / MASIPENALA	FUNCTION / NTCHITO YAKE	
 Socket spanner / Spanner ya bowo	To remove head cover and to hold the hanger assembly when removing rods / kumasulila kavala ndi kugwira marodi tikamamasula	
 Flat spanner	To remove the bolts between head and pedestal / Kumasulila mabauti apakati pahedi ndi thunthu	
 Fishing tool / Mbedza	To fish the foot valve and pump rods / Kuwedzela marodi ndi futuvavu	

---

## SPARES PRICES

---

### 1. Malda hand pump

MALDA PRICES January, 2014	
Items	Price in Mk
M_12 *40 bolts and nuts	250
M_19mm Comb spanner	1010
M_1m pipe (hdp)	3130
M_1m Rod	3540
M_2m pipe (hdp)	4270
M_2m Rod	4610
M_3m pipe (hdp)	5130
M_3m Rod	5530
M_bobbin	450
M_Cylinder Assembly	14800
M_Cylinder Naked	4930
M_Handle Sleeve	7850
M_Handle Rod	1810
M_Handle Rod connector	690
M_Main Bush	3950
M_O-ring	1010
M_Pedestal	17960
M_Pipe coupling	800
M_Plunger Adaptor	780
M_Plunger body	1300
M_Plunger connector	740
M_Plunger Rod	3070
M_Plunger-seal	890
M_Pump body only	40890
M_Retain ring	640

M_Rock Nuts	1120
M_Rod connector	740
M_Rope	7820
M_Rubber Cone	2050
M_Seal Cone	1010
M_Shock Absorber	1200
M_Steel Cone plate	4960
M_Stopper	1070
M_Suction Pipe	1620
M_T Handle Bar	7350

## 2. Afridev hand pump

<b>AFRIDEV PRICES April, 2014</b>	
<b>Items</b>	<b>Price in Mkw</b>
Bobbin	450
Bolt and nut (12x40)	250
Bush bearing	850
Cup seal	690
Cylinder complete	45100
Cylinder naked	34050
Double end socket	1750
Fishing tool	6580
Flat spanner	1280
Fulcrum pin	6950
Hanger assembly	8200
Hanger pin	6550
Hook for foot valve	3260
O-ring	280
Pipe centraliser	750
Plunger body brass	9550
Plunger body plastic	2950
Pump handle	43,000
Pump head	45,250
Pump head cover	14,340
Pump pedestal	58,900
PVC raising main pipe	9420
Rod centraliser	750
Rod plunger stainless steel	9950
Rod stainless steel	10740
Rope	7820
Rubber cone	3150
Rubber flapper	1100
Security system	5200
Socket spanner	6540
Solvent cement 100ml	1120
Solvent cement 200ml	2120
Steel cone plate	6460
Top sleeve	550
U-seal	650

---

## FLIER FOR SHOP ADVERTISING

---

### Sample shop from Ntchisi district

Gulani zipangizo za mjigo ya  
Afridev malo wa :

**PAMTENGO**

**WOTSIKA**

### Chagalawanda-Panganani Shop

Malo enanso:

**Boma**-Amwayi Alinafe Shop  
**Malomo**- Tiyenazoni Hardware  
**Malambo**- J.Banda Shop  
**Chagalawanda**-Panganani Shop  
**Khuwi**-Khalidwe Nchuma Shop  
**Mwansambo**-Mulungu Akanena  
**Chitawo**- Chikondi Shop  
**Kamsonga**- Wanzeru Alibe Nsanje  
**Nthondo**-Ekaria Orama Shop

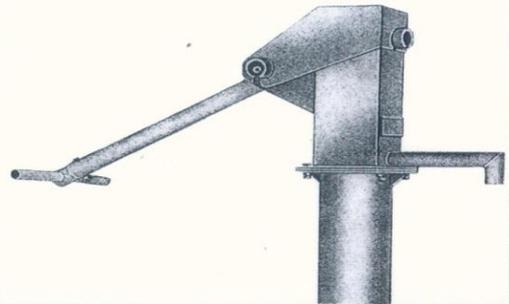
Mitengo ya zipangizo zina  
mukauzidwa ku sitolo komweko

MITENGO	
U-seal	650 MK
O-ring	280 MK
Cup seal	690 MK
Bobbin	450 MK
Rod Centralizer	750 MK
Bush bearing	850 MK
Plunger body plastic	2950 MK
Fulcrum pin	6950 MK
Hanger pin	6550 MK
Stainless pump rod	10740 MK
Double end socket	1750 MK
PVC pipe	9420 MK
Solvent cement (200ml)	2120 MK



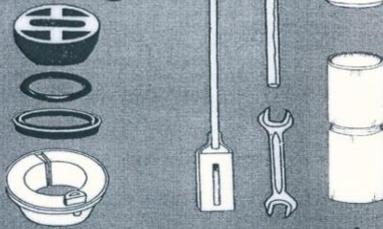
**A komiti ndi udindo  
wanu kukonza mjigo  
ndi kuteteza mjigo ku  
mbava !!!**

# Tikonze Mjigo Maintenance System



## Gulani Zipangizo Za Mjigo Pano:

### Zipangizo Zotha Nsanga



Masipenala

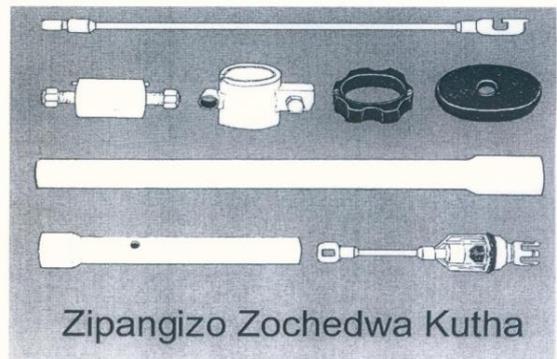


### Malo Ena:



inter aide

Mwinama – Mr J Banda shop  
Nthondo – Ekari Orama  
Kamsonga – Wanzeru Alibe Nsanje  
Khuwi – Khalidwe Mchuma  
Mzandu – Ganizani  
Chagalawanda – Panganani  
Mwansambo – Mulungu Akanena  
Malomo – Chipiku Store  
Ntchisi Boma – Chipiku Store



Zipangizo Zochedwa Kutha

BOMA LA  
NTCHISI

# Display Shelves



DRAFT

---

## Shop owners contract of agreement

---



### CONTRACT OF COLLABORATION BETWEEN

**AND** Mr./Ms \_\_\_\_\_ The shop owner  
Based in \_\_\_\_\_ Trading centre Cell:  
Box \_\_\_\_\_

### DUTIES OF INTER-AIDE MCHINJI

- Inter-Aide Mchinji will train the shop owner to have knowledge of spares of Afridev handpump and of the procedures of business.
- Inter-Aide Mchinji provides to the shops two ways to stock spare parts:
  - To buy at the main store in Mchinji during opening hours set by the project,
  - If the shop owner buy spares, Inter-Aide Mchinji can deliver to the shop but it depends on time, quantity and distance from the office to the partnership.
- Inter-Aide Mchinji will sell the spares to shop owners or to the people of community on the price fixed by the project
- Inter-Aide Mchinji will advertise the shops selling pump spare parts by putting posters, providing flyers or other ways.
- Inter-Aide provides presentation shelves for spares, receipt books, and advertisement when it is necessary.
- Inter-Aide promotes partnerships at District and TA level.

### DUTIES OF GROCERY

- Shop owner has the responsibility to answer to the demand from communities in spare parts of Afridev handpump and Malda handpump if spares are available at the Inter Aide office.
- Shop owner must be well stocked: fast wearing spares must especially be available, but other spares have to be available also.
- Shop owner must use triplicate receipt book when selling spares (first receipt should be given to the buyer, second receipt should be given to Inter-Aide Mchinji and the last receipt is for owner of the shop)
- The shop owner must sell the spare parts for pump on the price agreed with Inter-Aide Mchinji. The partner shop makes a profit between 20 and 25%.
- Shop owner has the responsibility to make sure that Maintenance assistant from Inter-Aide Mchinji is able to make follow ups on goods and receipts.
- The partner shop must be open at least 6 days per week. If there is a need to close the shop, it must be communicated to Inter Aide project.

- The partner shop will be only supplied by Inter-Aide project. If any other spares are appearing in the partner shop, Inter Aide is out of responsibility about their coming from.
- Black market does exist on Afridev spares, and selling second hand spares is encouraging the vandalism of water points. It has already come on police case, so Inter Aide insists for the partner shop to buy in our stock where all spares are traceable.

**DISAGREEMENT AND TERMINATION OF CONTRACT**

If duties of one part or both parts are not respected, this contract should take an end.

If one of the parts wants to stop collaboration, it has to be said to second part.

In case of disagreement and misunderstandings, both parties will try to settle their differences amicably.

On failure, they will call in an agreed upon arbitrator.

Date and signature of  
Inter-Aide Maintenance Officer

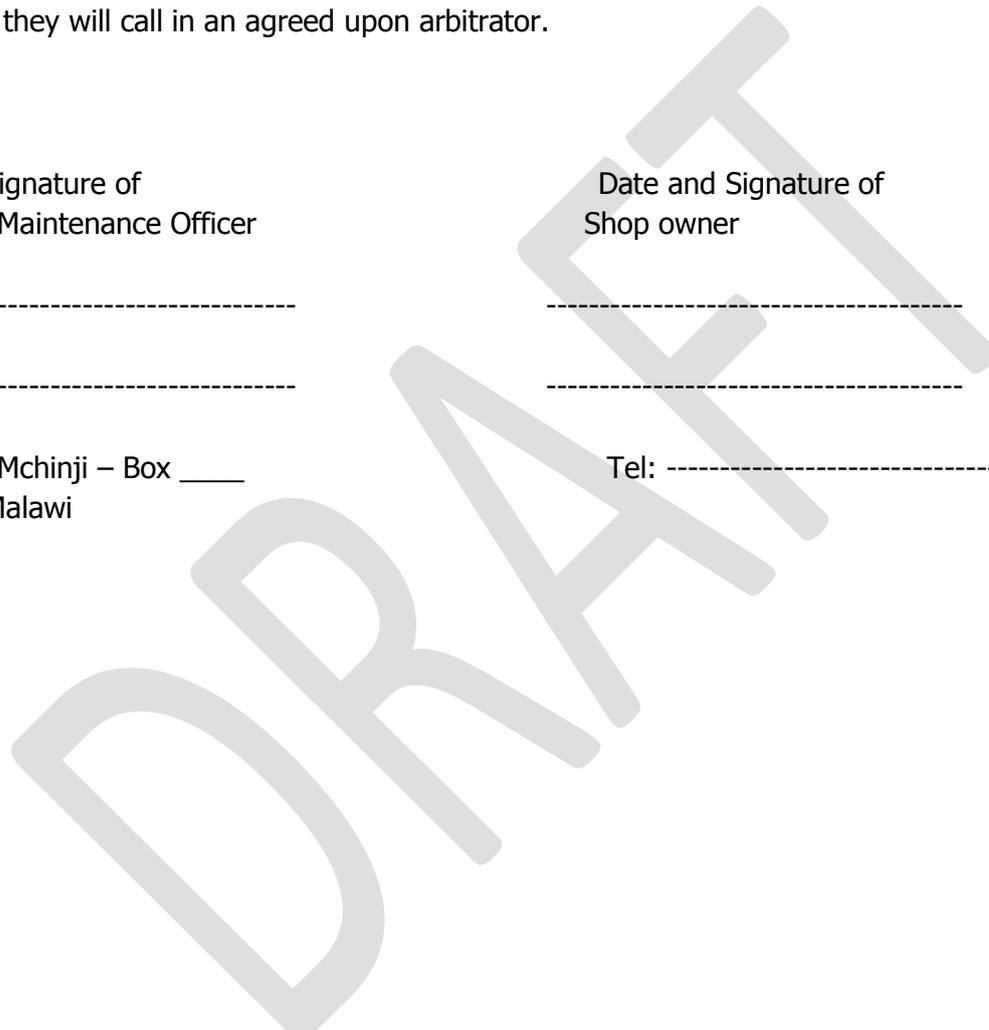
-----  
-----

Date and Signature of  
Shop owner

-----  
-----

Inter-Aide Mchinji – Box \_\_\_\_  
Mchinji – Malawi

Tel: -----





## M'MGWIRIZANO<sup>7</sup> PAKATI PA

Inter-Aide Mchinji  
Box 134

**NDI**

Mr/Ms \_\_\_\_\_ Eni Golosale

Malo ake \_\_\_\_\_ Trading centre

Cell: 0999772792

Box \_\_\_\_\_

### NTCHITO ZA TIKONZE MJIGO MCHINJI

- Tikonze Mjigo Mchinji aphunzitse Eni magolosale mu CBM1 ndinso ndondomeko yakayendetsedwe ka malonda.
- Tikonze Mjigo Mchinji idzatsogolera Eni magolosale munjira ziwiri zowodera katundu wawo motero:
  - Ku sitolo lalikulu la ku Mchinji, nthawi yotsegulira angaidziwe ndi abungweli.
  - Eni golosale akagula, Tikonze Mjigo Mchinji akhoza kukawatulira molingana ndi nthawi ndinso kuyanganira mtunda
- Tikonze Mjigo Mchinji adzagulitsa katundu kwa Eni Golosale kapena kwa anthu a m'mudzi pa mitengo yomwe anakhazikitsa mosachepera miyezi isanu ndi umodzi asanakwere.
- Tikonze Mjigo Mchinji udzapititsa patsogolo ntchito za ma golosale wogulitsa zipangizo za mijigo poika zikwagwani kapena kugwiritsa ntchito njira zina ndi zina.

### NTCHITO YA ENI GOLOSALE

- Mwini Golosale alindiudindo wowonetsetsa kuti zipangizo za mijigo zipezeke mu golosale yake ngati akupezeka ku tikonze mjigo Mchinji, Nthawi eni Golosale awonetsetse kuti katundu otha msanga apezake nthawi zones ngakhaleso zipangizo zina.
- Eni Golosale agwiritse ntchito buku la magawo atatu pamene agulitsa zipangizo (pepala loyamba ampatse wogulayo, lachiwiri Tikonze Mjigo Mchinji ndipo linalo likhale la mwini golosale)
- Eni Golosale agulitse zipangizo za mijigo pamtengo womwe anagwirizana ndi Tikonze Mjigo Mchinji. (Mtengo wa chipangizo ukhale mtengo omwe Eni Golosale anagulira ku Tikonze Mjigo Mchinji kuphatikiza polofiti)
- Eni Golosale ndi udindo wanu kuonetsetsa kuti Mlangizi wochokera ku bungwe la Tikonze Mjigo Mchinji akhale omasuka kukuyenderani kuti aone momwe zinthu zikuyendera, ndinso awone ngati muli ndi katundu wokwanira ndiponso apatsidwe mwayi wotenga mapepala a mbuku logulitsira zipangizo za mijigo.
- Golosale ikhale yotsegula tsiku lililonse makamaka tsiku la Sabata ngati ndi tsiku la msika mudela lanulo, ngati golosale itsekedwa mwini golosale ayenera kudziwitsa a Tikonze Mjigo.
- Eni Golosale ayenera kugula katundu wawo ku tikonze Mjigo kokha koma agula katundu kwinanso kupatula ku Tikonze Mjigo, udzakhala udindo wanu ngati mudzakumana ndi vuto linalililonse
- Kugulitsidwa kwa zipangizo zogwiritsidwapo ntchito kungalimbikitse kubedwa kwa mijigo ndipo izi zingapangitse kuti mumangidwe, mchifukwa chake Tikonze Mjigo imakulimbikitsani kuti kugula katundu ku ofesi yawo chifukwa ndi katundu amadziwika komwe amachokera

<sup>7</sup> Translated contract of agreement between inter aide Tikonze Mjigo and the partner shop in Chichewa.

## KUSAGWIRIZANA NDI KUTHETSEDWA KWA MGWIRIZANO

- Ngati mmodzi mwa mbali ziwiri salemkeza zomwe zomwe adagwirizana, mgwirizanowu uyenera kuthetsedwa.
- Ngati wina akufuna kuthetsa mgwirizanowu ayenera kufotokozera mbali yokhudzidwa mumgwirizanowu
- Ngati pali kusagwirizana kulikonse pakati pa mbali ziwirizi ayenera kuyitanirana munthu wina ayima payekha kuti athandize pa zokambirana kuti ubale uputilire.

Ine, mwini golosale, ndikubvomereza zonse zomwe zalembedwazi ndinso ndikulonjeza kutsatira malamulo onsewo.

Tsiku ndi siginatcha  
Tikonze Mjigo Mchinji Maintenance Officer

Tsiku ndi siginatcha  
Mwini Golosale

-----

-----

-----

-----

Tikonze Mjigo Mchinji – Box.....  
Mchinji - Malawi

Tel: -----

DRAFT

# **PARTNER SHOP FOLLOW UP**

- 
- Current Shop list in 5 Operational Districts ..... page 49
  - Partners Shops follow up Document ..... page 52
  - Appendixes to the Partners Shops Follow up Document ..... page 54
  - Shop Follow up Database ..... page 56
  - RUWASO company profile ..... page 57
-

## Current Shop list in 5 Operational Districts

### MCHINJI DISTRICT

AFRIDEV SPARE PARTS SELLING POINT IN MCHINJI			
T/A	Trading Center	Shop Owner	Contact Number
Mawwere	1- Bua	NKHUKUZIPATSA	0999 245 133
	2- Walirangi	ZUZE SHOP	0991 276 779
	3- Chithumba	Olivala	
Mduwa	4- kayigwazanga	VICTORIA SHOP	0994 761 517
Mkanda	5- Mkanda	MKUTE HARDWARE AND GENERAL DEALERS	0994 860 110
Mlonyeni	7- Mchinji	COMPLEX HARDWARE	0999 213 360 / 0994 761 551
SC Dambe	8- Kapiri	YANUYANU SHOP	0999 309 849
SC Mduwa	9- Matutu	RK HARD WARE	0999 150 744
	10- Mikundi	LESTER SHOP	0884 512 555
Zulu	11- Chiosya	ROBERT SHOP	0991 219 043
	12- Kamwendo	GECLAME INVEST	0999 438 034

### SALIMA DISTRICT

AFRIDEV SPARE PARTS SELLING POINT IN SALIMA			
T/A	Trading Center	Shop Owner	Contact Number
Chiwere	1- Nalunga	Ganizani Salela	0999 724 209
kalonga / Chiwere	2- Maweru	Samusoni Banda	0999 034 939
Kambalame	3- Ngodzi *	Pofela Konza	0999 712 960
Khombedza	4- Siyasiya *	James Phiri	0995 797 351
Maganga	5- Sengabay *	Mr Kalinde	0995 843 027
Mkukula	6- Chezy	Amosi Chimpeni	0999 325 287
Mwanza	7- Makioni *	Henery Chiombamza	0995 930 742
	8- Kamuona	Chibwe Muombo	0999 802 364
Ndindi	9- Lifidzi *	Nicholas Mwale	0999 467 685
	10- Salima		

## NTCHISI DISTRICT

AFRIDEV SPARE PARTS SELLING POINTS IN NTCHISI			
T/A	Trading Center	Shop Owner	Contact Number
Chikho	1-Chitawo	Gedion shop	0999 474 189
	2-Mwiwnama	Langitoni	0995 228 775
	3-9 MILES	Lukasi	0999 087 995
Kalumo	4-Khuwi	OBVIOUS	0999 106 392
	5-Nthesa	Chisoso shop	0995 766 448
	6-MBUYEDZIKO	Julius Banda	0996 027 894
Malenga	Kamsonga	WANZERU ALIBE NSANJE	0884 053 006
Nkhotakota - Kasakula	7-Mwansambo	KEPHAS MASTER	0999 352 671
Nthondo	8-Nthondo	PEARSON JOSEPH	0991 038 732
	9-MSUMBA	M Phiri	0992 016 674
Vusojere	10-Chagalawanda	Tsogolani	0995 154 870
Chilooko	11-Malomo	STEPHEN MAPONDELA	0999 366 470

## KASUNGU DISTRICT

AFRIDEV SPARE PARTS SELLING POINT IN KASUNGU			
T/A	Trading Center	Shop Owner	Contact Number
chambe	1- Chambwe	White Mdala Shop	0993 705 972
Chilowamatambe	2- Chilowamatambe	Moyenda Shop	0999 407 235
chitanthamapiri	3- Lupapya	Yohane Mangulu shop	0999 696 008
Chulu	4- Mphomwa	Mr Nyirenda Shop	0999 715 205
Kapelura	5- Kapelura	Matekwe Shop	0996 837 660
Kawamba	6- Kawamba	Kabowa Shop	0999 335 401
	7- Nthunduwala	Alick Banda Shop	0999 410 802
Mwase	8- Kaphaizi	Yohane/Kaula shop	0999 189 480
Njombwa	9- Bua	Chiyambi Cha Nzeru	0888 551 199
Santhe	10- Santhe	MZ Hardware	0999 392 669
SC Nyanja	11- Chatoloma	Zamalazamala	0999 407 673
Wimbe	12- Chamama	Chamama Central Hard ware	0999 490 776
	13- Wimbe	Daudi Shop	0999 170 877

## DOWA DISTRICT

AFRIDEV SPARE PARTS SELLING POINT IN DOWA			
T/A	Trading Center	Shop Owner	Contact Number
Mponela	1-Chimwaza	Tayamika James Shop	0999 678 595
	2-Mponela	Watali general suppliers	0994 190 331/0991 427 869
Chakhaza	3-Madisi	Kanyundo shop	0999 342 902/ 0881 346 772
	4-Bowe	Levison Shop	0999 186 215
Mkukula	5-Dzaleka	Josephy shop	0995 453 202
	6-Lumbadzi	Chibwe	0999 639 195/ 0884 604 604
Dzoole	7-Lipili *	Hurry Kankwamba shop	0999 143 367
Chiwere	8-Mvera	L C Nkhoma	0999 330 879
kayembe	10-Nambuma	B.M Kawese	0999 261 682
Msakambewa	11-Mwangala	Isaac difineti	0991 088 279

## PARTNER SHOP FOLLOW UP FORM

### 1. PARTNERS SHOPS PERFORMANCE REVIEW FORM

	Tasks of general view	Specifications	Measurement/ indicator		Maximum points	Score	Remarks
			Starter pack	Fill in quantity			
1	Stocking	U-seal	13		0,1,2,3		
		O- Ring	5		0,1,2,3		
		Bobbin,	5		0,1,2,3		
		Rod centralizer,	10		0,2,3		
		Double end socket,	2		0,1,2,3		
		Cup seal,	5		0,1,2,3		
		Bush bearing,	8		0,1,2,3		
		Plunger body plastic,	2		0,1,2,3		
		Stainless steel rod,	1		0,3		
		PVC rising main pipe	1		0,3		
		Solvent cement 100ml	2		0,2,3		
		Solvent cement 200 ml	1		0,3		
		Fulcrum pin	1		0,3		
		Bolt and Nuts	4		0,1,2,3		
		Blue shelves	1		0,3		
	Does he also stock other spares for other pumps Malda, Elephant Etc?	Yes/No	2,0				
2	Ability to recognize the spare part asked by the community	Is the shop owner able recognize all the spares that he has in stock	All / few / none	2,1,0			
8	Quality of the spare parts	spares parts displayed, Are they of new or fairly used or bad	New/ bad	2,0			
		Is the storage place suitable to maintain the quality of spares	Yes/ Average/ No	2,1,0			
		Do they still use display shelves	Yes / no	2,0			
4	-Receipt Book -Purchasing the spares -Volume of sales	cross check the purchasing receipt if it is really from RUWASO.	RUWASO / Other	2,0			
		How many times during that month did they purchase the spares	1/2/3	1,2,3			
		Apart from RUWASO, Do they supplied by other suppliers.	Yes / No	0,2			
		Check prices that are offered not over-charging	Normal/ False	2,0			
		Check the receipt book if it is properly written	Properly/ Average / Not properly	2,1,0			
5	Area mechanics relationship with the shop	Does he know the area mechanic linked to his shop	Yes / No	2,0			
		Does he have their contacts	Yes / No	2,0			
		Does he communicate with them - phone	Yes / No	2,0			
		Does he distribute the fliers for area mechanics	es / No / Never received	2,0,1			
6	Advertise of the shop	Is the shop well known in the area about the selling of pump parts	Yes / No	2,1			
		Do the shop have any advertising materials	Yes / No	2,1			



---

## *Appendix to the Partners Shops Follow up Document*

---

### **Objective**

This guideline has been prepared with a core value to have an overview on how the partner shops are operating in the catchment areas where communities need to access the spare parts.

The guideline has for a goal to critically look at the activities of each shop separately.

The guide line is to help the maintenance officers to understand and analyze the situation of the shop capabilities in the district

The guideline will also give a clear view on the weak, strong, Opportunities based on the existing shops trained by inter aide if we are to maintain sustainable supply chain system in areas where inter aide has been active, the guideline has insight to help the Maintenance Officers to acknowledge their duty to do report on the shop follow ups.

### **Checks during the follow up**

#### 1. Stocking

✓ Checking the stock if the shop has some spares more especially the fast wearing parts and others i.e.

1) <i>U seal</i>	0 = 0,	1-5 = 1	6-12 = 2	13 and more =3
2) <i>O- Ring</i>	0 = 0	1-2 = 1	3-4 = 2	5 and more =3
3) <i>Bobbin,</i>	0 = 0	1-2 = 1	3-4 = 2	5 and more =3
4) <i>Rod centralizer,</i>	0 = 0	1-5 = 1	6-9 = 2	10 and more =3
5) <i>Double end socket,</i>	0 = 0	1 = 2	2 and more =3	
6) <i>Cup seal,</i>	0 = 0	1-2 = 1	3-4 = 2	5 and more =3
7) <i>Bush bearing,</i>	0 = 0	1-2 = 1	3-7 = 2	8 and more =3
8) <i>Plunger body plastic,</i>	0 = 0	1 = 2	2 and more =3	
9) <i>Stainless steel rod,</i>	0 = 0	1 and more =3		
10) <i>PVC rising main pipe</i>	0 = 0	1 and more =3		
11) <i>Solvent cement 100ml</i>	0 = 0	1 = 2	2 and more =3	
12) <i>Solvent cement 200 ml</i>	0 = 0	1 and more =3		
13) <i>Fulcrum pin</i>	0 = 0	1 and more =3		
14) <i>Bolt and Nuts</i>	0 = 0	1-2 = 1	3 = 2	4 and more =3
15) <i>Blue shelves</i>	0 = 0	1 =3		

✓ Does he also stock other spares for other pumps like Malda, Elephant Etc?

#### 2. Ability to recognize the spare part asked by the community

✓ Is the shop owner able recognize all the spares that he has in stock

#### 3. Quality of the spare parts

- ✓ spares parts displayed,
- ✓ Are they of new or fairly used or bad
- ✓ Is the storage place suitable to maintain the quality of spares

4. Receipt Book Purchases by the shops from Ruwaso

- ✓ The maintenance Officers has to physically check the receipt book to the following
- ✓ pricing of the spares (not over charging the prices)
- ✓ Quantities sold to communities
- ✓ Sales for the month
- ✓ To check if the shop owner is still keeping receipts written at the Ruwaso branch for the orders of the spares
- ✓ To check the frequency turnover at which the shop orders the spares
- ✓ To check if the shop is supplied by other suppliers

5. Area mechanics relationship with the shop

- ✓ Does the shop have their contacts
- ✓ Does he communicate with them - phone
- ✓ Does he distribute the fliers for area mechanics

6. Advertise of the shop

- ✓ Is the shop well known in the area about the selling of pump parts
- ✓ Do the shop have any advertising materials

7. Challenges met by the shop owner during the month of sales

- ✓ Black market possibility in the area, if any news of this gets the information as possible as you can.
- ✓ Where do they source the spares?
- ✓ What is the shop owner's opinion on this?

8. Problems that the shop owner encountered, does he need special assistance

- ✓ To advertise the shop to the community
- ✓ In filling the receipt book and the name of spares.

9. Results

- ✓ The maintenance officer will be able to evaluate the performance of the based on the guideline procedure
- ✓ The guideline has a score card which is to help the maintenance officer to put points for the shop based on the findings of the globe calculations. This will help us to determine if the shop has to be closed to select a new shop.



---

## COMPANY PROFILE

### RURAL WATER SOLUTIONS

---



<b>LEGAL NAME:</b>	<b>RURAL WATER SOLUTIONS</b>
<b>BUSINESS NAME:</b>	<b>RUWASO</b>
<b>POSTAL ADDRESS:</b>	<b>C/O BOX 31045</b>
<b>BANKERS:</b>	<b>NBS BANK MPONELA</b>
<b>PHONE:</b>	<b>+265999067699/+265991427869</b>
<b>EMAIL ADDRESS:</b>	<b><a href="mailto:ruwaso14@gmail.com">ruwaso14@gmail.com</a></b>
<b>MALAWI REVENUE AUTHORITY TIPN No:</b>	<b>30969268</b>
<b>COMPANY REGISTRATION No:</b>	<b>165648</b>

#### 1.0 DIRECTORS

##### PACHARO CHIUMIA:

Contact phone No +265999067699

Email address [pachachiumia@gmail.com](mailto:pachachiumia@gmail.com)

##### ALUFEYO NJERESA:

Contact Phone No +265991427869

Email address [alufeyo.njeresa@gmail.com](mailto:alufeyo.njeresa@gmail.com)

## 2.0 COMPANY BACKGROUND

**Rural Water Solutions** is a Malawian local social entrepreneurship initiative founded to provide a reliable supply chain for Afridev and MALDA hand pumps spare parts in rural areas. Our core business is the supply and distribution of Afridev and MALDA hand pumps spare parts. We have been operational since 2013.

Currently we are operating 5 branches in Kasungu, Mchinji, Salima, Dowa and Ntchisi. We have a network of 60 partner shop owners spread in all Trading Centers in the 5 districts.

## 3.0 STRATEGY AND VISION

### 3.1 Vision Statement

To be a leading social entrepreneur geared at providing practical solutions in Operation and Maintenance of hand pumps in Malawi.

### 3.2 Mission Statement

Our goal is to reach rural communities with affordable and quality Afridev and MALDA pump spares through a reliable supply chain.

### 3.3 Business Goals and Objectives

The supply of borehole spare parts in rural communities is an unexplored opportunity in Malawi with major importers concentrated in major towns and cities catering for new borehole installations with NGOs and Donors as main customers. **Rural Water Solutions** will work on the immediate needs of borehole spare parts in the rural areas where the services are needed.

## 4.0 WHAT WE DO

In Malawi, rural water supply is mostly provided by NGOs and other donors who come in to assist communities with repairs. While these interventions allow communities have safe water sources, in most cases it is difficult to sustain. Water point users depend on assistance for recurrent maintenance, because access to the required parts is difficult.

**Rural Water Solutions** saw this as an opportunity to develop a social entrepreneurship business in Malawi. Our product portfolio fits well with the population setup in Malawi. 80% of the population lives in rural areas where the source of water is boreholes. 60% of the boreholes face operational challenges after a period of 2 years. Our market share is directly linked to the needs of this population. In 2012 repairs and maintenance accounted for 90% of spares sold through the partner shops strategically placed in the trading centers

## 5.0 STRATEGY

### 5.1 Services

There is a parallel network of trained borehole repairmen who assist communities with advice and information on location of partner shops, price of spares and eventual repair of the boreholes. These repairmen act as advertisement agents for the shop owners.

### 5.2 Growth Strategy

Having operated for a year, we are currently analyzing our market base. There is need to train more partner shops. This will improve coverage and allow **Rural Water Solutions** to reach more communities.

The combined population in the five operational districts is 2,605,220 with a total number of 8300 boreholes (Population and Housing Census 2008).

Currently planning is in progress to expand to other district of Nkhotakota and Kasungu north which is partially covered. These districts have a potential of adding 6000 boreholes serving a population of 1,031,590. This will guarantee a market access penetration of 81% from the current market territory.

### 5.3 Affirmative Action Initiatives

We work in collaboration with District Water Officers in the 5 districts to let communities know about our services through sharing of information.

We have engaged leading organizations in Water and Sanitation like JICA and Pump Aid in promoting our social entrepreneurship ideas.

We have provided our Partner Shop owners with training, on entrepreneurial skills and advertisement tools, i.e. posters, fliers and display shelves.

**It is our conviction that if this enterprise is nurtured through your moral support and business linkages it could be an answer to part of the operation and maintenance challenges facing our rural communities.**

**Thank you for taking your time to read our company profile.**

**If there are any questions or comments, please feel free to contact us.**