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 PROFESSIONNAL OF WASH SECTOR ON ITS FIELD STRATEGY AND PREVENT DUPLICATION OF PROJECTS;
THIS IS AN UPDATE VERSION AVRIL 2015
REDACT BY ALUF EO NJERESA SUPPLY CHAIN COORDINATOR
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.
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<td>ADC</td>
<td>Area Development Committee</td>
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<td>AFRIDEV</td>
<td>African Development Pump</td>
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<td>AM</td>
<td>Area Mechanic</td>
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<tr>
<td>CBM</td>
<td>Community Based Management</td>
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<tr>
<td>DWO</td>
<td>District Water Office</td>
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<tr>
<td>FGD</td>
<td>Focus Group Discussions</td>
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<td>MALDA</td>
<td>Malawi Direct Action Pump</td>
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<tr>
<td>MO</td>
<td>Maintenance Officer</td>
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<tr>
<td>O</td>
<td>Organization</td>
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<tr>
<td>PO</td>
<td>Project Officer</td>
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<tr>
<td>PVC</td>
<td>Polyvinyl Chloride (Type of plastic used for special coverings)</td>
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<td>T</td>
<td>Training</td>
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<td>VLOM</td>
<td>Village Level Operation and Maintenance/Management</td>
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<td>WMA</td>
<td>Water Monitoring Assistant</td>
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<td>WASH</td>
<td>Water Sanitation and Hygiene</td>
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<td>RUWASO</td>
<td>Rural Water Solutions</td>
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<tr>
<td>O&amp;M</td>
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GUIDE TO THE SHOP FILE PROFILE

 gez 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

Annex page 14
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.

碇 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…

碇 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

碇 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

碇 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. **FLI ER 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-sal 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 guideline 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

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SHOP SELECTION

Guideline document to the partner shop selection........................................... Page 15
A. **Introduction**¹

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 VLOM² 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.

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

² VLOM – 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[^3] for the Afridev hand pump.
- It also best suits shops which are already doing hardware business.

[^3]: 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 VLOM 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\(^4\) 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.

\(^4\) WMA – Water Monitoring Assistant, from the water department office treated as pump technician.
SHOP OWNER TRAINING

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- Shop Owners Contract ..................................................... page 44
  English and Chichewa translated (Mchinji sample)
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

#### 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

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

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.
## CHECK LIST FOR THE SHOP TRAINING

### CHECK LIST

<table>
<thead>
<tr>
<th>#</th>
<th>LIST</th>
<th>Operation type</th>
<th>Participant(s)</th>
<th>Facilitator(s)</th>
<th>Day(s)</th>
<th>Remark</th>
<th>Preparation phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Starter Pack</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>Consult the Logistician</td>
<td>✓</td>
</tr>
<tr>
<td>2</td>
<td>Pens</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>3</td>
<td>Note books</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>4</td>
<td>Plastic folders</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>5</td>
<td>Pental Markers</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>6</td>
<td>Masking tapes</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>7</td>
<td>Water point for practicals</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>✓</td>
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<tr>
<td>8</td>
<td>Cash sales Books</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Carbon papers</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>10</td>
<td>Hand out for list and function of spare part</td>
<td>T</td>
<td>6</td>
<td>3</td>
<td></td>
<td>PO</td>
<td>✓</td>
</tr>
<tr>
<td>11</td>
<td>Accomodation</td>
<td>O</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>PO</td>
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</tr>
<tr>
<td>12</td>
<td>Lunch</td>
<td>O</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>PO</td>
<td>to buy</td>
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<tr>
<td>13</td>
<td>Supper</td>
<td>O</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>PO</td>
<td>to buy</td>
</tr>
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<td>14</td>
<td>Transport</td>
<td>O</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>PO</td>
<td>to pay back</td>
</tr>
<tr>
<td>15</td>
<td>Soft drinks and snacks</td>
<td>O</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>PO</td>
<td>to buy</td>
</tr>
<tr>
<td>16</td>
<td>Additional………………</td>
<td>All</td>
<td></td>
<td></td>
<td></td>
<td>Consult the MO</td>
<td></td>
</tr>
</tbody>
</table>

T = Training  
O = Organization
# TIME TABLE FOR SHOP OWNERS TRAINING

## DAY 1 (15th November 2011)

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Learning method</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 –10:00</td>
<td>• Opening remark</td>
<td>Plenary</td>
<td>PO</td>
</tr>
<tr>
<td></td>
<td>• Introduction and Climate setting</td>
<td></td>
<td>MO</td>
</tr>
<tr>
<td></td>
<td>• Participants Expectations and Fears</td>
<td></td>
<td>MO</td>
</tr>
<tr>
<td></td>
<td>• Introduction to Afrdev pump</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00 –10:15</td>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:15–12:00</td>
<td>Theory explanation of Afrdev pump</td>
<td>FGD Plenary</td>
<td>MO WMA</td>
</tr>
<tr>
<td></td>
<td>• Posters</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Illustration of parts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 –13:30</td>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:30 –15:30</td>
<td>Practical session (field visit)</td>
<td>Field Practical</td>
<td>WMA</td>
</tr>
<tr>
<td></td>
<td>• Dismantling</td>
<td>Group work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Assembling of the pump</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:30 –16:00</td>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16:00–16:30</td>
<td>Question time</td>
<td>Plenary</td>
<td>All facilitators</td>
</tr>
</tbody>
</table>

## DAY CLOSED

## DAY 2 (16th November, 2011)

### Recap for the day 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Learning method</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 –10:00</td>
<td>Entrepreneurship</td>
<td>FGD Plenary</td>
<td>MO</td>
</tr>
<tr>
<td></td>
<td>• Who is an entrepreneur</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Qualities of good entrepreneur</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00 –10:15</td>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:15–12:00</td>
<td>Making receipt</td>
<td>FGD Plenary</td>
<td>MO</td>
</tr>
<tr>
<td></td>
<td>• What is a receipt</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Importance of a receipt</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Details that must be shown on the receipt</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>Exercise for participants on sales made one shop</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 –13:00</td>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:00–14:30</td>
<td>Role play on sales of Afrdev spares</td>
<td>Drama FGD</td>
<td>MO MO</td>
</tr>
<tr>
<td></td>
<td>• Participatory Theatre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:30–14:45</td>
<td>BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:45 –15:30</td>
<td>Question time</td>
<td>Plenary</td>
<td>All MOs 1 Participant</td>
</tr>
<tr>
<td></td>
<td>• Signing of contracts</td>
<td></td>
<td>WMA PO DWO</td>
</tr>
<tr>
<td></td>
<td>• Starter pack distribution</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Closing remarks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>BELOW GROUND COMPONENTS/ ZIPANGIZO ZA PANSI PA MJIGO</th>
<th>FUNCTION / NTCHITO ZAKE</th>
<th>POSITION / MALO OMWE AMAKHALA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Pump and cover / Hedi Pamp ndi chi vindikilo</td>
<td>Housing above parts / Kusunga zipangizo za mmwamba mwa mjigo</td>
<td>On top of pedestal / Pamwamba pa pedesito</td>
</tr>
<tr>
<td>Pump Pedestal / Pampu Pedesito</td>
<td>Housing and uphold head pump and rising main / Kasunga ndi kugwira hedi pampu ndi mapapi</td>
<td>Between apron and head pump / Pakati pa konkileti ndi hedi pampu</td>
</tr>
<tr>
<td>Handle T bar / Handulo yathunthu.</td>
<td>handle for easy pumping / Handulo yomwe imagwiliisidwa ntchito pojiga</td>
<td>On top of the Head pump / Pamwamba pa hedi pampu</td>
</tr>
<tr>
<td>Steel cone plate / Koni Puleti</td>
<td>Minimize pedestal hole To hang up rising main through rope / Kuchepetsa bowo la pedesito Kugwira ma paiip mopgwirizana ndi chingwe</td>
<td>Between head and pedestal / Pakati pa hedi pampu ndi pedesito</td>
</tr>
<tr>
<td>Handle sleeve / Chitsulo chimene chimakhala kunja kwa handulo</td>
<td>Protect the handle from friction with the main bush / Kuteteza handulo kuti isamakhulane ndi chotsekera pakamwa pa pedesito</td>
<td>Between handle and main bush / Pakati pa chopukusira ndi chotsekera pakamwa pa pedesito</td>
</tr>
<tr>
<td>Handle rod / Rodi yaku handulo</td>
<td>Connect the handle to the plunger / Kulumikizitsa handulo ndi pulanja</td>
<td>First rod from the top / Rodi yokhala koyambilira kuchokera mmwamba</td>
</tr>
<tr>
<td>Rods (1m, 2 m or 3 m) /</td>
<td>Connect the handle to the plunger (Can be 1 Meter, 2 Meters or 3 Meters) / Amalumikiza handulo ndi pulanja</td>
<td>Between handle rod and plunger/ Pakati pa rodi yaku handulo ndi pulanja</td>
</tr>
<tr>
<td>Malodi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plunger/foot valve body/ Pulanja kapena chomwe amapangira futu valavu</td>
<td>Up keeping pumped water / Kuthandiza kuti madzi akwere mwamba</td>
<td>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 imakhal directly connect to the suction pipe / Kuika mmalo mwake futu valavu / Kusunga ndi mapapi</td>
</tr>
<tr>
<td>O-ring / O-ring’</td>
<td>Prevents back flow of water inside the cylinder / Kuteteza madzi a mu silinda kuti asapite pansi pa mjigo</td>
<td>Top ring on the footvalve / Imaikidwa pa mwamba pa futuvuval</td>
</tr>
<tr>
<td>Plunger seal / Silu</td>
<td>Seals water above the plunger / Kuthandiza pulanja kutunga madzi. Kusunga madzi opezeka mwamba mwa pulanja</td>
<td>Top ring on the plunger / Pamwamba pa pulanja (pulasiki okha)</td>
</tr>
<tr>
<td>Retain ring / Khoza la pansi</td>
<td>To set in position the foot valve between the cylinder and the suction pipe / Kuika mmalo mwa futu valavu pakati pa silinda ndi paiip yosaka madzi</td>
<td>Lower ring on the footvalve / Imakhal a kupambakalau futu valavu</td>
</tr>
<tr>
<td>Bobbin / Bobini</td>
<td>Allow water to flow in one direction only / Kuthandiza madzi akamalowa kuti atenge njila imodzi</td>
<td>Inside plunger and foot valve / Mkati mwa pulanja ndi futu valavu</td>
</tr>
<tr>
<td>Shock absorber/ Shoko abuzoba</td>
<td>Prevents collision between the handle and the main bush / Imateteza kuhulana kwa handulo ndi</td>
<td>On top of the top rod / Pamwamba pa rodi yomaliza</td>
</tr>
<tr>
<td>PART</td>
<td>FUNCTION / NTCHITO ZAKE</td>
<td>POSITION / MALO OMWE AMAKHALA</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td><strong>Rubber cone / Labala Koni</strong></td>
<td>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</td>
<td>Between head pump and pedestal / Pakati pa hedi pampu ndi pedesito</td>
</tr>
<tr>
<td><strong>Rod connector / Cholumikizira ma rodi</strong></td>
<td>Two side screw used to connect two rods together / Kulumikizitsa ma ma rodi</td>
<td>Between two rods / Pakati pa ma rodi</td>
</tr>
<tr>
<td><strong>Plunger &amp; foot valve connector / Cholumikizira pulanja ndi futu valavu</strong></td>
<td>Two side screw used for Malda plunger to connect with the rod and put in position the bobbin / Kulumikizitsa ma rod ndi pulanja komanso kuika mmalo bobini</td>
<td>Top of footvalve/plunger / Kutsogolo kwa futu valavu</td>
</tr>
<tr>
<td><strong>Handle Rod connector / Cholumikizira handulo ndi ma rodi</strong></td>
<td>Two side screw used to connect the handle rod and the next rod / Kulumikizitsa rodi yaku handulo ndi ma rodi otsatira</td>
<td>Between handle rod and the next rod / Pakati pa rodi yaku handulo ndi ma rodi ena</td>
</tr>
</tbody>
</table>

**BELOW GROUND COMPONENTS/ ZIPANGIZO ZA PANSI PA MJIGO**

<table>
<thead>
<tr>
<th>PART</th>
<th>FUNCTION / NTCHITO ZAKE</th>
<th>POSITION / MALO OMWE AMAKHALA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stopper (Rock nut) / Sitopa</strong></td>
<td>Set up handle movement / Imateteza kaimidwe ka handulo</td>
<td>On the Handle rod connector / Polumikira rodi yaku handulo</td>
</tr>
<tr>
<td><strong>Plunger Afridev adaptor / Cholumikizira pulanja ya Afridev</strong></td>
<td>Connect Malda rod and Afridev plunger / Imalukizitsa pulanja ya afridev ndi rodi ya malda</td>
<td>Between Malda rod and Afridev plunger / Pakati pa rodi ya malda ndi ya afridev</td>
</tr>
<tr>
<td><strong>Main bush (Guide bush) / Chitseko cha pakamwa pa pedesito</strong></td>
<td>Set the handle position in the pump head. Two types are existing / Kuthandiza handulo kulowa mkati mwa pampu hedi.Zilipo zamitundu iwiri</td>
<td>On top of the head, between the head and the handle / Pakati pa pampu hedi ndi handulo</td>
</tr>
<tr>
<td><strong>Pipe / Paipi</strong></td>
<td>For carrying water from the cylinder on to the top level / Kutenga madzi kuchokera mu silinda kupita mmwamba</td>
<td>Connects cylinder and top level / Kulumikizitsa silinda ndi zida za mmwamba</td>
</tr>
<tr>
<td><strong>Pipe coupling (Socket) / Cholumikizila ma paipi</strong></td>
<td>To connect two Malda pipes. Can be used as a top sleeve / Kulumikizila ma paipi, chitha kugwira ntchito ngati topu silivi (kolala)</td>
<td>Between two pipes / Pakati pa ma paipi</td>
</tr>
<tr>
<td><strong>Top sleeve (collar) / Topu Silivi</strong></td>
<td>It prevents the rising main from slipping through the rubber cone / Kuteteza paipi kuti isafumphuke kugwela mkati kudzela pa labala koni</td>
<td>At the top end of the rising main / Pamwamba pa mapaiapi. Pa bowo la pedesito</td>
</tr>
<tr>
<td><strong>Cylinder assembly / Silinda Asembule</strong></td>
<td>Cylinder part where the plunger is moving. It takes in water from the borehole and pumps up / Ndimmene plunger imayendayenda kutenga madzi a pansi pa Mjigo ndi kwawopopela mwamba</td>
<td>Bottom of the rising main / Pansi pa mapaiapi</td>
</tr>
<tr>
<td><strong>Suction pipe / Paipi yosaka madzi</strong></td>
<td>Minimize incoming sand in the cylinder / Kuteteza kuti mchenga usalowe mu silinda</td>
<td>Bottom of the cylinder / Pansi pa silinda</td>
</tr>
</tbody>
</table>

**Cylinder Malda & Black pipes (PipeCo old) / Silinda ya yakale (yamaipi akuda)**

**Cylinder Malda & PVC pipes (PipeCo New) / Silinda yatsopano ya mapaiapi a Afridev**

**Cylinder Afridev & PVC pipes / Silinda ya Afridev**

**Tool**

Spanner with special welding / Sipanala yopasulira mjigo wa malda
2. Afridev hand pump

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

<table>
<thead>
<tr>
<th>Components / Components /</th>
<th>Function / Ntchito Yake</th>
<th>Position / Malo Omwe Zimakhala</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above Ground</td>
<td>Housing above parts / Kusunga zipangizo za mmwamba mwa mjigo</td>
<td>On top of pedestal / Pamwamba pa pedesito</td>
</tr>
<tr>
<td>Zipangizo Za Mmwamba Mwa</td>
<td>Housing and uphold head pump and rising main / Kasunga ndi kugwira hedi pumpu ndi mapapi</td>
<td>Between apron and head pump / Pakati pa ndi hedi pumpu</td>
</tr>
<tr>
<td>Mwango Mjigo</td>
<td>Part of the handle that can be adjusted for easy pumping / Handulo yomwe imatha kutaliika kapena kufupikitsa yomwe imagwilitsidwa pojiga</td>
<td>At the back of the Head pump / Kumbuyo kwa hedi pumpu</td>
</tr>
<tr>
<td>Hanger Assembly / Hang'a</td>
<td>To hang rods / Housing Hanger pin and Bush Bearings / Kasunga hang'a pin ndi ma bushi beling'i</td>
<td>Handle forks / Kumafoloko a handulo Kumwamba kwa hedi pumpu</td>
</tr>
<tr>
<td>Asemble</td>
<td>To join handle with head pump / Kugwirizanitsa handulo ndi hedi pumpu</td>
<td>Fulcrum handle / Pa bovo la pa handulo Kumbuyo kwa hedi pumpu</td>
</tr>
<tr>
<td>Fulcrum Pin / Falakalamu</td>
<td>To join handle with hanger assembly / Kugwirizanitsa handulo ndi hang'a asembule</td>
<td>Inside the hanger assembly / Nkati mwa hang'a asembule</td>
</tr>
<tr>
<td>Pini</td>
<td>To prevent friction and corrosion between hanger ass, fulcrum handle and both pins / Kuteteza kuti hang'a asembule ndi bowo la pa handulo zisamakhulane ndi mapini</td>
<td>Fulcrum handle and Hanger Ass / Pa bowo la pa handulo komanso nkati mwa hang'a asembule</td>
</tr>
<tr>
<td>Rubber Flapper / Labala</td>
<td>Prevent fallen bodies / Kuteteza kuti zinthu zisagwele mu paipai</td>
<td>On top of the top rod / Pamwamba pa rodi yomaliza</td>
</tr>
<tr>
<td>Fulapu</td>
<td>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 pumpu</td>
<td>Between head pump and pedestal / Pakati pa hedi pumpu ndi pedesito</td>
</tr>
<tr>
<td>Rubber Cone / Labala</td>
<td>To minimize pedestal hole / To hang up rising main through rope / Kuchepetsa bowo la pedesito Kugwira ma paipi mpopwirizana ndi chingwe</td>
<td>Between head and pedestal / Pakati pa hedi pumpu ndi pedesito</td>
</tr>
<tr>
<td>Koni</td>
<td>It prevents the rising main from slipping through the rubber cone / Kuteteza paipi kuti isafumphuke kugwela nkati kudzela pa labala koni</td>
<td>At the top end of the rising main / Pamwamba pa mapapi Pa bowo la pedesito</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tools / Masipenala</th>
<th>Function / Ntchito Yake</th>
</tr>
</thead>
<tbody>
<tr>
<td>Socket spanner</td>
<td>To remove head cover and to hold the hanger assembly when removing rods / Kumasulula kavala ndi kugwira marodi tikamamasula</td>
</tr>
<tr>
<td>Spanner ya bowo</td>
<td></td>
</tr>
<tr>
<td>Flat spanner</td>
<td>To remove the bolts between head and pedestal / Kumasulula mabauti mapakati pahedi ndi thunthu</td>
</tr>
<tr>
<td>Fishing tool / Mbedza</td>
<td>To fish the foot valve and pump rods / Ktwezela marodi ndi futhuva</td>
</tr>
</tbody>
</table>

![Image](image_url)
## 1. Malda hand pump

<table>
<thead>
<tr>
<th>Items</th>
<th>Price in Mk</th>
</tr>
</thead>
<tbody>
<tr>
<td>M_12 *40 bolts and nuts</td>
<td>250</td>
</tr>
<tr>
<td>M_19mm Comb spanner</td>
<td>1010</td>
</tr>
<tr>
<td>M_1m pipe (hdp)</td>
<td>3130</td>
</tr>
<tr>
<td>M_1m Rod</td>
<td>3540</td>
</tr>
<tr>
<td>M_2m pipe (hdp)</td>
<td>4270</td>
</tr>
<tr>
<td>M_2m Rod</td>
<td>4610</td>
</tr>
<tr>
<td>M_3m pipe (hdp)</td>
<td>5130</td>
</tr>
<tr>
<td>M_3m Rod</td>
<td>5530</td>
</tr>
<tr>
<td>M_bobbin</td>
<td>450</td>
</tr>
<tr>
<td>M_Cylinder Assembly</td>
<td>14800</td>
</tr>
<tr>
<td>M_Cylinder Naked</td>
<td>4930</td>
</tr>
<tr>
<td>M_Handle Sleeve</td>
<td>7850</td>
</tr>
<tr>
<td>M_Handle Rod</td>
<td>1810</td>
</tr>
<tr>
<td>M_Handle Rod connector</td>
<td>690</td>
</tr>
<tr>
<td>M_Main Bush</td>
<td>3950</td>
</tr>
<tr>
<td>M_O-ring</td>
<td>1010</td>
</tr>
<tr>
<td>M_Pedestal</td>
<td>17960</td>
</tr>
<tr>
<td>M_Pipe coupling</td>
<td>800</td>
</tr>
<tr>
<td>M_Plunger Adaptor</td>
<td>780</td>
</tr>
<tr>
<td>M_Plunger body</td>
<td>1300</td>
</tr>
<tr>
<td>M_Plunger connector</td>
<td>740</td>
</tr>
<tr>
<td>M_Plunger Rod</td>
<td>3070</td>
</tr>
<tr>
<td>M_Plunger-seal</td>
<td>890</td>
</tr>
<tr>
<td>M_Pump body only</td>
<td>40890</td>
</tr>
<tr>
<td>M_Rock Nuts</td>
<td>1120</td>
</tr>
<tr>
<td>M_Rod connector</td>
<td>740</td>
</tr>
<tr>
<td>M_Rope</td>
<td>7820</td>
</tr>
<tr>
<td>M_Rubber Cone</td>
<td>2050</td>
</tr>
<tr>
<td>M_Seal Cone</td>
<td>1010</td>
</tr>
<tr>
<td>M_Shock Absorber</td>
<td>1200</td>
</tr>
<tr>
<td>M_Steel Cone plate</td>
<td>4960</td>
</tr>
<tr>
<td>M_Stopper</td>
<td>1070</td>
</tr>
<tr>
<td>M_Suction Pipe</td>
<td>1620</td>
</tr>
<tr>
<td>M_T Handle Bar</td>
<td>7350</td>
</tr>
</tbody>
</table>
# 2. Afridev hand pump

## Afridev Prices April, 2014

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

Sample shop from Ntchisi district

Gulani zipangizo za mjigo ya Afridev malo wa:

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

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

A komiti ndi udindo wanu kukonza mjigo ndi kuteleza mjigo ku mbava !!!
SHOP POSTER. ADVERTISING. Sample for Ntchisi district

Gulani Zipangizo
Za Mjigo Pano:

Zipangizo Zotha
Nsanga

Malo Ena:

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

Masipenala

BOMA LA
NTCHISHI

Zipangizo Zochedwa Kutha
Display Shelves
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:
  o To buy at the main store in Mchinji during opening hours set by the project,
  o 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’MGWIRIZANO⁷ PAKATI PA

Inter-Aide Mchinji  NDI  Mr/Ms________________________ Eni Golosale
Box 134  Malo ake ______________________ Trading centre  Cell: 0999772792

Box __________________________

NTCHITO ZA TIKONZE MJIGO MCHINJI

- Tikonze Mjigo Mchinji aphunzitse Eni magolosalwe mu CBM1 ndinso ndondomeko yakayendetsedwe ka malonda.
- Tikonze Mjigo Mchinji idzatsogolera Eni magolosalwe munjira ziwiri zowodera katundu wawo motero:
  - Ku sitolo la Mchinji, nthawi yotsegulira angaidziwe ndi abungweli.
  - Eni golosalwe 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 anakahazikitsa 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 awoonetsetsa kuti katundu otha msanga apezekwe 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 golosalwe)
- Eni Golosale agulitsa 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 akhole masuka kukuyenderani kuti aone momwe zinthu zikuyendera, ndinso awone ngati muli ndi katundu wokwanira ndipo wandu apatsidwe mwayi wetenga mapepala a mbuku logulitsa zipangizo za mijigo.
- Golosale ikhale yotsegula tsiku lililone makamakama tsiku la Sabata ngati ndi tsiku la msika mudela lanulo, ngati golosalwe itsekedwa mwini golosalwe 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 linalililone
- Kugulitsidwa kwa zipangizo zogwiritsidwapo ntchito kungalimbikitsa 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

⁷ 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 salemekeza 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.

<table>
<thead>
<tr>
<th>Tsiku ndi siginatcha</th>
<th>Tsiku ndi siginatcha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tikonze Mjigo Mchinji Maintenance Officer</td>
<td>Mwini Golosale</td>
</tr>
</tbody>
</table>

------------------------------------------------------------------------------------------------------------------

Tikonze Mjigo Mchinji – Box...... Tel: -------------------------------
Mchinji - Malawi
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
## MCHINJI DISTRICT

<table>
<thead>
<tr>
<th>T/A</th>
<th>Trading Center</th>
<th>Shop Owner</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mavwere</td>
<td>1- Bua</td>
<td>NKHUKUZIPATSA</td>
<td>0999 245 133</td>
</tr>
<tr>
<td></td>
<td>2- Waliranji</td>
<td>ZUZE SHOP</td>
<td>0991 276 779</td>
</tr>
<tr>
<td></td>
<td>3- Chithumba</td>
<td>Olivala</td>
<td></td>
</tr>
<tr>
<td>Mduwa</td>
<td>4- kayigwazanga</td>
<td>VICTORIA SHOP</td>
<td>0994 761 517</td>
</tr>
<tr>
<td>Mkanda</td>
<td>5- Mkanda</td>
<td>MKUTE HARDWARE AND GENERAL DEALERS</td>
<td>0994 860 110</td>
</tr>
<tr>
<td>Mlonyen</td>
<td>7- Mchinji</td>
<td>COMPLEX HARDWARE</td>
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## SC DAMBE

<table>
<thead>
<tr>
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<th>Shop Owner</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SC Mduwa</td>
<td>8- Kapiri</td>
<td>YANUYANU SHOP</td>
<td>0999 309 849</td>
</tr>
<tr>
<td></td>
<td>9- Matutu</td>
<td>RK HARD WARE</td>
<td>0999 150 744</td>
</tr>
<tr>
<td></td>
<td>10- Mikundi</td>
<td>LESTER SHOP</td>
<td>0884 512 555</td>
</tr>
</tbody>
</table>

## ZULU

<table>
<thead>
<tr>
<th>T/A</th>
<th>Trading Center</th>
<th>Shop Owner</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>11- Chiosya</td>
<td>11- Chiosya</td>
<td>ROBERT SHOP</td>
<td>0991 219 043</td>
</tr>
<tr>
<td>12- Kamwendo</td>
<td>12- Kamwendo</td>
<td>GECLAME INVEST</td>
<td>0999 438 034</td>
</tr>
</tbody>
</table>

## SALIMA DISTRICT

<table>
<thead>
<tr>
<th>T/A</th>
<th>Trading Center</th>
<th>Shop Owner</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chiwere</td>
<td>1- Nalunga</td>
<td>Ganizani Salela</td>
<td>0999 724 209</td>
</tr>
<tr>
<td>kalonga</td>
<td>2- Maweru</td>
<td>Samusoni Banda</td>
<td>0999 034 939</td>
</tr>
<tr>
<td>Kambalame</td>
<td>3- Ngodzi *</td>
<td>Pofela Konza</td>
<td>0999 712 960</td>
</tr>
<tr>
<td>Khombeda</td>
<td>4- Siyasiya *</td>
<td>James Phiri</td>
<td>0995 797 351</td>
</tr>
<tr>
<td>Maganga</td>
<td>5- Sengabay *</td>
<td>Mr Kalinde</td>
<td>0995 843 027</td>
</tr>
<tr>
<td>Mkukula</td>
<td>6- Chezy</td>
<td>Amosi Chimpeni</td>
<td>0999 325 287</td>
</tr>
<tr>
<td>Mwanza</td>
<td>7- Makioni *</td>
<td>Henery Chiombamza</td>
<td>0995 930 742</td>
</tr>
<tr>
<td></td>
<td>8- Kamuona</td>
<td>Chibwe Muombo</td>
<td>0999 802 364</td>
</tr>
<tr>
<td>Ndindi</td>
<td>9- Lifidzi *</td>
<td>Nicholas Mwale</td>
<td>0999 467 685</td>
</tr>
<tr>
<td></td>
<td>10- Salima</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## NTCHISI DISTRICT

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

## KASUNGU DISTRICT

<table>
<thead>
<tr>
<th>T/A</th>
<th>Trading Center</th>
<th>Shop Owner</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>chambe</td>
<td>1- Chambwe</td>
<td>White Mdala Shop</td>
<td>0993 705 972</td>
</tr>
<tr>
<td>Chilowamatambwe</td>
<td>2- Chilowamatambwe</td>
<td>Moyenda Shop</td>
<td>0999 407 235</td>
</tr>
<tr>
<td>chitanthamapiri</td>
<td>3- Lupapya</td>
<td>Yohane Mangulu shop</td>
<td>0999 696 008</td>
</tr>
<tr>
<td>Chulu</td>
<td>4- Mphomwa</td>
<td>Mr Nyirenda Shop</td>
<td>0999 715 205</td>
</tr>
<tr>
<td>Kapelura</td>
<td>5- Kapelura</td>
<td>Matekwe Shop</td>
<td>0996 837 660</td>
</tr>
<tr>
<td>Kawamba</td>
<td>6- Kawamba</td>
<td>Kabowa Shop</td>
<td>0999 335 401</td>
</tr>
<tr>
<td></td>
<td>7- Nthunduwa</td>
<td>Alick Banda Shop</td>
<td>0999 410 802</td>
</tr>
<tr>
<td>Mwase</td>
<td>8- Kaphaizi</td>
<td>Yohane/Kaula shop</td>
<td>0999 189 480</td>
</tr>
<tr>
<td>Njombwa</td>
<td>9- Bua</td>
<td>Chiyambi Cha Nzeru</td>
<td>0888 551 199</td>
</tr>
<tr>
<td>Santhe</td>
<td>10- Santhe</td>
<td>MZ Hardware</td>
<td>0999 392 669</td>
</tr>
<tr>
<td>SC Nyanja</td>
<td>11- Chatoloma</td>
<td>Zamalazamala</td>
<td>0999 407 673</td>
</tr>
<tr>
<td>Wimbe</td>
<td>12- Chamama</td>
<td>Chamama Central Hardware</td>
<td>0999 490 776</td>
</tr>
<tr>
<td></td>
<td>13- Wimbe</td>
<td>Daudi Shop</td>
<td>0999 170 877</td>
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</tbody>
</table>
### DOWA DISTRICT

#### AFRIDEV SPARE PARTS SELLING POINT IN DOWA

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

## 1. PARTNERS SHOPS PERFORMANCE REVIEW FORM

<table>
<thead>
<tr>
<th>Tasks of general view</th>
<th>Specifications</th>
<th>Measurement/ indicator</th>
<th>Maximum points</th>
<th>Score</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Starter pack</td>
<td>Fill in quantity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Stocking</td>
<td>U-seal</td>
<td>13</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>O- Ring</td>
<td>5</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bobbin,</td>
<td>5</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rod centralizer,</td>
<td>10</td>
<td>0,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Double end socket,</td>
<td>2</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cup seal,</td>
<td>5</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bush bearing,</td>
<td>8</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Plunger body plastic,</td>
<td>2</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stainless steel rod,</td>
<td>1</td>
<td>0,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PVC rising main pipe</td>
<td>1</td>
<td>0,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Solvent cement 100ml</td>
<td>2</td>
<td>0,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Solvent cement 200 ml</td>
<td>1</td>
<td>0,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fulcrum pin</td>
<td>1</td>
<td>0,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bolt and Nuts</td>
<td>4</td>
<td>0,1,2,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Blue shelves</td>
<td>1</td>
<td>0,3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Does he also stock other spares for other pumps Malda, Elephant Etc?</td>
<td>Yes/No</td>
<td>2,0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

3. Quality of the spare parts

- Are they of new or fairly used or bad
  - New/ bad

4. Receipt Book

- How many times during that month did they purchase the spares
  - 1/2/3

- Apart from RUWASO, Do they supplied by other suppliers
  - Yes / No

- Check prices that are offered not over-charging
  - Normal/ False

- Check the receipt book if it is properly written
  - Properly/ Average / Not properly

5. Area mechanics relationship with the shop

- Does he know the area mechanic linked to his shop
  - Yes / No

- Does he have their contacts
  - Yes / No

- Does he communicate with them - phone
  - Yes / No

- Does he distribute the fliers for area mechanics
  - Yes / No / Never received

6. Advertise of the shop

- Is the shop well known in the area about the selling of pump parts
  - Yes / No

- Do the shop have any advertising materials
  - Yes / No

---

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2. ADDITIONAL QUESTIONS

Challenges met by the shop

1/ Does the shop complains about existence of the black market?

…………

2/ Does he knows other people selling spares around? If possible mention their names?

…………

Problems that the shop owner encountered, does he need special assistance in?

3/ about stock management

…………

4/ To advertise the shop to the community

…………

5/ To fill the receipt book and the name of spares.

…………

3. RESULTS

Total for the form: 76

Scores realized:

<table>
<thead>
<tr>
<th>Performance Ranking</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>76-60</td>
<td>59-40</td>
<td>39-20</td>
<td>19-0</td>
</tr>
</tbody>
</table>

More comments:

…………

…………
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 guideline 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) U seal  
0 = 0, 1-5 = 1, 6-12 = 2, 13 and more =3

2) O- Ring  
0 = 0, 1-2 = 1, 3-4 = 2, 5 and more =3

3) Bobbin,  
0 = 0, 1-2 = 1, 3-4 = 2, 5 and more =3

4) Rod centralizer,  
0 = 0, 1-5 = 1, 6-9 = 2, 10 and more =3

5) Double end socket,  
0 = 0, 1 = 2, 2 and more =3

6) Cup seal,  
0 = 0, 1-2 = 1, 3-4 = 2, 5 and more =3

7) Bush bearing,  
0 = 0, 1-2 = 1, 3-7 = 2, 8 and more =3

8) Plunger body plastic,  
0 = 0, 1 = 2, 2 and more =3

9) Stainless steel rod,  
0 = 0, 1 and more =3

10) PVC rising main pipe  
0 = 0, 1 and more =3

11) Solvent cement 100ml  
0 = 0, 1 = 2, 2 and more =3

12) Solvent cement 200 ml  
0 = 0, 1 and more =3

13) Fulcrum pin  
0 = 0, 1 and more =3

14) Bolt and Nuts  
0 = 0, 1-2 = 1, 3 = 2, 4 and more =3

15) Blue shelves  
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.
Shop follow up database

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.
COMPANY PROFILE

RURAL WATER SOLUTIONS

LEGAL NAME: RURAL WATER SOLUTIONS

BUSINESS NAME: RUWASO

POSTAL ADDRESS: C/O BOX 31045

BANKERS: NBS BANK MPONELA

PHONE: +265999067699/+265991427869

EMAIL ADDRESS: ruwaso14@gmail.com

MALAWI REVENUE AUTHORITY TIPN No: 30969268

COMPANY REGISTRATION No: 165648

1.0 DIRECTORS

PACHARO CHIUMIA:
Contact phone No +265999067699
Email address pachachiumia@gmail.com

ALUFEOY NJERESA:
Contact Phone No +265991427869
Email address 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 thorough 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.