



**Call For Consultancy for Training Water Actors to improve Compliance with Existing Regulations and Licensing Regimes in Nakuru City, Kenya-
-Subject Matter Experts**

Flamingo Lakes Conservation Network (FlamingoNet) is national not-for-profit conservation and development organization that believes in contributing to sustainable management of water and lakes, enhancing self reliance and resilience to Climate Change and secure a future in which humans live in harmony with nature.

The Friedrich-Ebert-Stiftung (FES-Kenya), the Civil Society Urban Development Platform (CSUDP), and, the Pan African Climate Justice Alliance (PACJA) has made a call for proposals for the Innovative Community Water and Solid Waste Management Grants. The project's overall objective is "To strengthen democracy and inclusive democratic processes in matters of urban quality of life, climate change, and biodiversity in Kenya". The specific objective is to achieve strengthened responsive, inclusive, participatory, and representative governance in sustainable water management and climate justice across Makueni, Kisumu, and Nakuru Counties.

Our interest is to contribute towards Objective 4 (OP4) which seeks to increase opportunities for youth and women-led civil society actors and grassroots organizations to engage in initiatives on sustainable water management in informal settlements in Nakuru City.

The SCEJU–Nakuru Informal Settlements Water Project is being implemented by Flamingo Lakes Conservation Network (FlamingoNet) with the objective of improving access to quality and reliable water supply while strengthening inclusive, participatory, and accountable water governance in selected low-income settlements of Nakuru City. The project focuses on locally led and innovative water supply solutions, expansion of water coverage, improvement of distribution management, and enhancement of service delivery through model water vending systems and the Delegated Management Model. This baseline survey seeks to generate comprehensive social, economic, environmental, and institutional data on the current state of water access and service delivery in targeted low-income settlements of Nakuru City.

2. Goal

To strengthen compliance with water-sector regulations and licensing requirements among water actors operating in Kaptembwa and Rhoda, thereby contributing to safe, reliable, affordable and accountable water services.

3. Specific Objectives

- a) Improve water actors' understanding of applicable laws, regulations, licence conditions and county requirements.
- b) Support eligible small-scale providers to identify and address gaps in registration, licensing and operational compliance.
- c) Strengthen safe water handling, storage, treatment, quality monitoring, record keeping and customer-care practices.
- d) Establish collaboration and referral mechanisms between water actors, Nakuru County Government, WASREB, the Water Resources Authority and relevant public-health agencies.
- e) Increase community awareness of consumer rights, service standards and channels for reporting non-compliance.

4. Methodology

1. Technical Consultancy to guide the co-development of the advocacy strategy
2. One community level lobbying session with the NAWASCO pro-poor department

5. Target Participants

The training will target approximately 30 participants, including:

- Water vendors and tanker operators
- Small-scale water service providers, kiosk operators and borehole operators
- Plumbers and water-installation contractors,
- Community-based organisations and landlords operating water points,
- Community health promoters and local leaders,
- Representatives of Nakuru County Government, the licensed water service provider, WASREB and relevant regulators. At least 40% of participants will be women and youth, where feasible.

6. Key Activities

1. Conduct a rapid compliance and stakeholder mapping exercise in Kaptembwa and Rhoda.
2. Develop practical, locally appropriate training materials in English and Kiswahili.
3. Deliver a two-day training covering:
 - o Kenya's water-sector regulatory framework
 - o Licensing, registration and permit requirements
 - o Water abstraction, supply and sanitation obligations
 - o Water quality, treatment, storage and hygiene
 - o Consumer protection, tariffs, metering and complaints handling
 - o Record keeping, reporting and inspection preparedness
 - o Environmental safeguards and public-health responsibilities

4. Hold a licensing and compliance clinic where participants receive one-to-one guidance on their individual requirements and next steps.
5. Develop participant compliance action plans and refer eligible actors to relevant licensing or registration processes.
6. Convene a post-training dialogue between providers, regulators and community representatives.
7. Conduct follow-up mentoring and a compliance review three months after the training.

7. Expected Outputs

- Rapid mapping report of water actors and priority compliance gaps.
- One practical training manual and participant toolkit.
- 30 water actors trained.
- Individual compliance action plans completed by participating providers.
- A licensing and referral directory shared with participants.
- One regulator–provider–community dialogue forum convened.
- A follow-up report documenting progress, persistent gaps and recommended enforcement or support actions.

8. Expected Outcomes

- Improved awareness of legal and licensing obligations among local water actors.
- Increased registration and licensing referrals or applications by eligible providers.
- Better operational practices on water safety, hygiene, record keeping and customer service.
- Stronger coordination between informal/small-scale actors and regulatory institutions.
- Greater community confidence in local water services and reporting mechanisms.

9. Implementation Approach

Technical Consultancy to guide the co-development of the advocacy strategy. The assignment is expected to be completed over a period of 2 weeks. The assignment should start on 16th **September 2026** and be completed no later than **29th September 2026**