

Water Supply and Sanitation (WSS) Regulators in Africa – Country Profile Zimbabwe



General information	
Region	Southern Africa
Surface area	399,757 km ²
Total Population	15,178,957 (ZIMSTAT, 2022)*
Urban pop.	34%
Rural pop.	66%
Access to improved water services	77.1% (ZIMSTAT, 2019)**
Access to improved sanitation services	68.8% (ZIMSTAT, 2019)**

WSS Regulatory Status

	Urban		Rural	
	Water	Sanitation	Water	Sanitation
Type of Regulation	Ministerial regulation			
Name of Regulator	<ul style="list-style-type: none"> The Ministry of Lands, Agriculture, Fisheries, Water and Rural Development (MoLAFWRD) The Ministry of Health and Child Care (MoHCC) The Ministry of Local Government and Public Works (MoLGPW) 			
Year of establishment				
Policy	National Water Policy, 2013			
Legal instrument	Water Act of 1998			
Area of Jurisdiction	National			
Number of regulated service providers	ZINWA, 32 ULAs and 60 RDCs			
Type of service providers	National (ZINWA) and Sub-national (ULAs & RDCs)			

Key functions

MoLAFWRD	MoHCC	MoLGPW
Regulate the supply of water by ensuring: <ul style="list-style-type: none"> quality of service provided to consumers; and protection of consumers from exploitation". 	Regulates urban and rural sanitation and water quality through: <ul style="list-style-type: none"> Setting standards Monitoring and reporting Advising the government 	Oversees the ULAs and RDCs, the main WSS service providers by: <ul style="list-style-type: none"> Formulating policies that promote local governance, Regulating ULAs and RDCs, and Monitoring implementation of policies

Note: Reform to improve WSS regulatory arrangement

Zimbabwe has a fragmented regulatory arrangement for WSS service provision based on ministerial regulation. At the national level, regulatory responsibilities for WSS service provision are split between MoLAFWRD that regulates water supply to consumers, MoHCC whose regulatory responsibilities are centred on sanitation and water quality, and MoLGPW that oversees Zimbabwe's 32 Urban Local Authorities and 60 Rural District Councils that are the main WSS service providers. This has led to overlapping of responsibilities and ineffective regulation due to multiple functions of the ministries.

However, reforms to improve WSS regulatory arrangement, and reforms are underway. Notably, the presidential approval of the process of centralising regulatory mandates and functions more closely around the Department of National Water, Sanitation and Hygiene Coordination of MoLAFWRD to reduce the fragmentation and ensure regulatory aspects receive the attention required ([Ref](#))

*[Source](#) **[Source](#)

For more information on the Ministries, click [MoLAFWRD](#); [MoHCC](#); [MoLGPW](#)