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## **Mobile application for sewerage management: a case example from a state in the southeast of Nigeria**

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**EQUITABLE AND SUSTAINABLE WASH SERVICES:  
FUTURE CHALLENGES IN A RAPIDLY CHANGING WORLD**

**Mobile application for sewerage management:  
a Case example for from a state in the southeast of Nigeria**

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**REFERENCE NO. 3283**

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**Project activities**

We explored the possible use of mobile application for sewage management in one of the states in the southeast of Nigeria. As part of the effort to modernize and effectively improve sanitation service delivery in the state effort was geared toward developing mobile applications based on the on-demand mobile application services such as Uber Taixing hailing app. The application was to achieve a number of objectives such as

- Aggregate all the sewage service providers in the state, this is to help with regulating the SPs who are currently operating without state oversights.
- Build database record of SPs and customers in the state.
- Provide revenue for the state agency responsible for sanitation.
- Track the dumping activities of the service providers

Achieving the task of this nature involved us co-creating with the sanitation agency saddled with hosting the app and the service providers operating in the state. And also to know and understand the business process of sewage service in the state. Other activities carried out was to identify the dumping sites for sewage in the state.

Though the project was able to achieve its goal of developing a mobile application for sewerage services and management. The sustainability and administrative requirements are lacking giving the limitations of poor human and physical resources. There is opportunity to explore private-public partnership to improve and enhance the mission and vision of the state towards sanitation services and management. Private entities with the capital base can explore the vast opportunity in the sanitation sector in the state.

**Challenges**

1. State agency not aware of the dumpsites used by service providers
2. Service providers are not ready to disclose where they dump their sewage
3. Service providers were not disclosing their business process which is required for
4. Institutional capacity is weak for managing the sanitation services
5. Getting information can be slow due to a lot bureaucratic processes
6. Time management is a challenge when meeting is called
7. Poor reception of the service providers to new ideas

**Lessons learnt**

1. Change can be something difficult to accept especially when there's a feel of sense of control loss as experienced with the SPs

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2. The sewerage sector is ripe for disruption through coupling of simple but effective management approaches and tools such as mobile technology with wetland for the waste processing . The limitation will be the enabling environment in terms of policy and institutional strengthening
3. Ensuring stakeholders are carried along and given the opportunity to have input in the development process
4. It is also possible for stakeholders to give misleading information which can affect a project be watchful
5. Do not make assumptions of what the needs of the stakeholders are

### **Contact details**

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