

USAID Supports Creation of Drinking Water Service Provider Website (Yme Jibu) in the DRC

"We were not aware that the website is a tool that can mobilize people, organizations or investors..." says Jacques Kahorha, Yme Jibu's general manager.

Since 2020, Yme Jibu has been one of the water service providers supported by the United States Agency for International Development (USAID) through its Sustainable Water and Sanitation Activity (SWASSA), to improve its performance and facilitate community access to clean water. This support included providing Yme Jibu with several training sessions to allow it to identify areas for improvement.

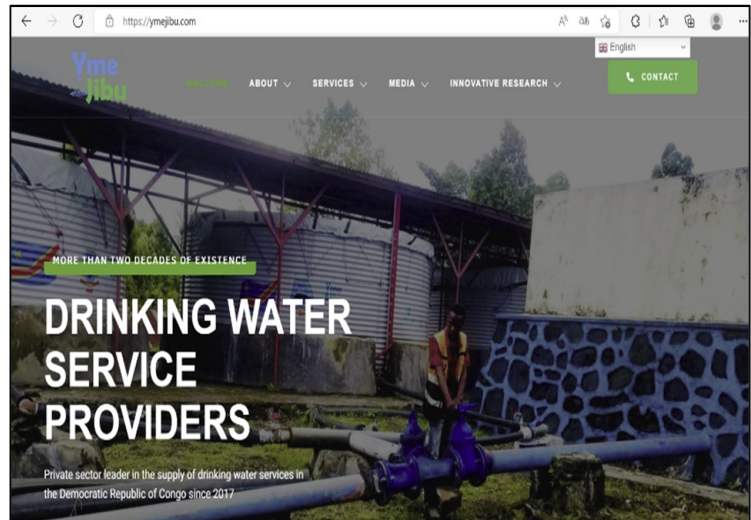
The administration of the Organizational Capacity Index (OCI) tool was done in March 2022 as part of this support, allowing Yme Jibu to identify its strengths, weaknesses, threats, and opportunities in its working environment both internally and externally in the water sector. The creation of the website was identified as a weakness to work on to make the company more effective.

"Now we have the website <https://ymejibu.com/> up and running, and since then, we have been receiving a lot of requests from organizations and companies to work with us. There are even customers who contact us to ask about the water service we offer. Isn't that a good thing?" continues Jacques.

Although challenges to accessing clean water exist and persist, USAID SWASSA is providing revolutionary solutions in the water sector by providing Yme Jibu with the resources it needs to serve the community.

Established in February 2017, Yme Jibu came from an opportunity offered by the new Water Law No. 15/026, enacted on December 31, 2015, which allows for private sector participation in water provision in the Democratic Republic of the Congo. The company is currently providing drinking water to more than 80,000 people in the western part of the city of Goma, particularly the Mugunga, Lac Vert, Ndoshosho and Kyeshero districts.

"I am very happy with USAID SWASSA support provided to water sector actors. I remain convinced and motivated! The relationships that USAID SWASSA is building between the service provider, the province, and the community, will lead us to great achievements," concludes Jacques.



A screen shot of Yme Jibu's website, which was done through their own efforts after the OCI process