



REPAIR, WARRANTY  
AND AFTER SALES  
SERVICE



CAPACITY  
DEVELOPMENT

# Tukole Solar Project

## SUMMARY

Country	Uganda
Implementer	The Innovation Village (TIV)
Co-implementer	Centre for Research in Energy and Energy Conservation (CREEC)
Target groups	Young graduates in the solar sector
Duration	12/2021 – 03/2023
Type of energy use	Electrification

## CHALLENGE

The solar sector in Uganda has been heavily affected by the COVID-19 pandemic. Normally, Uganda's national solar standard requires providers of solar products to offer after-sales-services for at least two years, but due to the pandemic, many solar companies were unable to retain their technicians and staff. In addition, many Ugandan communities lack the knowledge of how to get their solar systems repaired. Instead customers purchase new solar systems, ending up owning systems from multiple companies, since their providers do not repair any defects after the warranty period has expired. Furthermore, it is difficult to find competent solar technicians within the last mile, as employers in the industry are concentrated in central Uganda. This leads skilled technicians to move away from smaller towns and rural areas in search of more attractive employers.

## IMPACT LOGIC

The project has two main objectives: Firstly, to match young graduates seeking employment with the growing demand of solar energy companies for skilled workers, and secondly, to meet the demand for services and qualified service providers, especially in rural areas. To meet these objectives, TIV has developed the Tukole web platform and app, which enables communities to access technically competent and trained solar technicians nationwide in a sustainable and convenient way. To raise awareness of the app and recruit interested staff, TIV runs campaigns in different parts of Uganda. In a second step, CREEC offers specialised trainings for graduates and young workers who are interested and want to gain more technical skills, and who are subsequently accepted by TIV as technicians in the Tukole app. 40 technicians are trained from each of the four districts of Kampala, Jinja, Gulu and Mbarara, bringing the total number of technicians trained to 160. Customised training materials are developed that focus on trouble-shooting, repairs, and maintenance to ensure that the technicians meet the exact demands of the market.

## INNOVATIVE PROJECT ELEMENTS

To achieve its objectives, the project expands the usage of the innovative Tukole app to include solar installation technicians. End-users can contact technicians in their area directly and thus receive technical support through repairs and maintenance. Furthermore, users can review and rate the quality of services through the app, which ensures that a high overall level of quality is achieved. After the conclusion of the initial project, the app ensures sustainability as trained technicians can continue to use the app and new technicians can join the network.

## FURTHER INFORMATION

[www.gruene-buergerenergie.org](http://www.gruene-buergerenergie.org)