

The Project for Capacity Development on Water Supply in Semi-urban Areas



1. Target Area:
Morang and Jhapa districts
2. Project Duration:
January 2010 – September 2013
3. Responsible Organization:
Ministry of Physical Planning and Works (MoPPW)
4. Implementing Organization:
Department of Water Supply and Sewerage (DWSS)
5. Project Outline and Objectives

The Project for Capacity Development on Water Supply in Semi-Urban Areas (hereinafter referred as “the Project”) will be implemented for 3 years and 9 months (January 2010 – September 2013) as a technical cooperation project by Japan International Cooperation Agency (JICA). In order to increase supply of safe drinking water in Nepal, not only technical improvements of water supply facilities but also human resource development and sound business management in Water Supply and Sanitation User’s Committee (WUSC) will be necessary. Capability enhancement of DWSS will be also required to support and instruct WUSC.

The objectives of the Project are as given below.

- a) This project aims to improve DWSS/WSSDOs’ technical assistance capacity to conduct improvement programs in Morang and Jhapa independently.
- b) JICA Expert Team is expected to improve water services in the 3 WUSCs through cooperative work with DWSS.
- c) The Experts will provide and facilitate activities aiming at strengthening technical assistance to WUSC from DWSS, and improve water service of water business units.
- d) The enforcement process is summarized as a model/ a manual/ others and DWSS is requested to decide the technical spread in other water supply utilities using this manual/ model.

Overall Goal: DWSS technical support model for WUSCs established by the Project will be disseminated to all over the country by MoPPW & DWSS

Project Purpose: DWSS technical support system to WUSCs is improved in Morang and Jhapa districts.

6. Output

1. Basic information for the Project and necessary information for indicators are collected, and management of the Project is appropriately executed and monitoring for appropriate water supply management is implemented periodically.
2. “Small and Medium-sized Water Supply Support Model” and “Small and Medium-sized Water Supply Management Model” are developed as models for Water Supply and Sanitation Division Office (WSSDO)/Eastern Regional Monitoring and Supervision Office (ERMSO) and WUSC.
3. Model of Output 2 is disseminated in Jhapa/Morang districts.

7. Activities

- 1-1 To conduct baseline survey in the target area
- 1-2 To conduct capacity assessment (technical/management/organization/financial) for DWSS, ERMSO, WSSDO, in Jhapa and Morang, 3 WUSCs
- 1-3 To confirm current situation of water supply support by other organizations and other donors in the target areas
- 1-4 To make a draft of revised Project Design Matrix (PDM)/Plan of Operation (PO) by using information collected Activity 1-1, 1-2 and 1-3
- 1-5 To approve the Project direction including a revised PDM and Project progress in Joint Coordination Committee (JCC) and Project Management Committee (PMC)
- 1-6 To conduct monitoring of indicators regularly by PMC
- 2-1 DWSS formulates revised job descriptions for regularly supporting WUSC for DWSS/ERMSO/WSSDO
- 2-2 WSSDO in Jhapa/Morang districts conducts technical support and training for 3 WUSCs as below.
 - (1) Operation and Maintenance (O&M) on Water Treatment Plant (WTP) and distribution facilities
 - (2) Water quality monitoring
 - (3) Meter reading and meter accuracy
 - (4) Efficient billing
 - (5) Customer ledger
 - (6) Claim management
 - (7) User’s education for saving water
 - (8) Formulation of WUSC’s annual report
 - (9) Formulation of mid-term/long-term business plan
- 2-3 DWSS conducts training for staff of WSSDO in Jhapa/Morang and ERMSO as below
 - (1) Coordination/solution, obligation among stakeholders
 - (2) Planning, design and execution for facilities
 - (3) Performance for water supply monitoring

- 2-4 WSSDO completes “Small and Medium-sized Water Supply Support Model” for technical support of WUSC and “Small and Medium-sized Water Supply Support Management Model” for WUSC based on Activity 2-2 and 2-3.

- 3-1 WSSDOs in Jhapa/Morang districts conduct technical training for other WUSCs in Jhapa/Morang.
- 3-2 WSSDOs in Jhapa/Morang districts establish a liaison conference for WUSCs and conducts the technical exchange workshop.
- 3-3 MoPPW/DWSS hold a liaison Monitoring and Evaluation (M&E) conference including related organizations/local authorities.

Liaison Conference

Date:-9th Feb 2012, Biratnagar

Participants: Department of Water Supply and Sewerage (DWSS)

Central Human Resource Development Unit (CHRDU)

Water Supply and Sanitation Division Offices (WSSDOs) Jhapa and Morang

Selected Water Users and Sanitation Committee (WUSCs) of Jhapa and Morang

Japan International Cooperation Agency (JICA) Experts Team

Objective: Liaison Conference has two functions. One is to review the monitoring and evaluation results from 3 WUSCs and other is to exchange the experience and information.

Workshop

Date:-10th Feb 2012, Biratnagar

Participants: Department of Water Supply and Sewerage (DWSS)

Central Human Resource Development Unit (CHRDU)

Eastern Region Monitoring and Supervision Office (ERMSO)

Water Supply and Sanitation Division Office (WSSDO) Jhapa and Morang

Water Users and sanitation Committee (WUSC) in Jhapa and Morang

Japan International Cooperation Agency (JICA) Expert Team

Objective: To introduce the concept of “Water Supply Management Model” for WUSCs in Jhapa and Morang.

Mr. Deepak Puri

S.D.E,DWSS



As we all know that, The Project for Capacity Development on Water Supply in Semi-Urban Areas in Nepal (the Project) is being conducted in 3 WUSCs Dhulabari, Gauradaha and Mangadh (constructed under the Grant Aid Project of Government of Japan) of two districts Jhapa and Morang. Capacity development program has been launched for the sustainability of the facilities since it has been constructed to provide safe drinking water. As a result of 2 years efforts, today we can clearly see the outcome of the Project as all the 3 WUSCs have been capacitated in some extent and comparatively in good state of their Operation and Maintenance (O&M) process than at the time of commencement of the Project. As the purpose of the Project, we will be disseminating the support model developed by the Project to other WUSCs as well so we hope that problems arising in the other WUSCs will be solved in some extent. In near future we hope to have master trainer with the coordination of CHRDU and JICA Experts Team and we are keeping the concept of Draft Standard Operation Procedure (SOP) which is the major product developed by the Project for the regular O&M. And lastly,

since all of the WUSCs are facing problems in technical field DWSS in cooperation with JICA Experts Team will try to include some On the Job Trainings (OJTs) to help WUSCs for the betterment of this part as well.

Mr. Shyam Prasad Upadhyay
Division Chief
WSSDO, Morang

Aim of capacity development project is to provide various trainings to all the WSSDO staffs and members of WUSCs which help them in developing their capacity and transfer their learning gradually to other committees as well. The entry points of the Project are Dhulabari, Mangadh and Gauradaha WUSCs.



Now, we have aimed to transfer the achievement received by Jhapa and Morang WSSDOs to other WUSCs and finally throughout the country and also to make a model for the capacity development from the lessons learnt from 3 WUSCs and then implementing it to other WUSCs as well. Since the packages (OJT and Workshop) provided by JICA Experts were significant, we must share the benefits to other WUSCs as well. We expect that it will be good example after developing management model and this model will help WUSC to be self sustainable. In these 2 years, we have learned many things related with managerial and technical sector with the help of JICA Experts Team and have realized its significance.

Mr. Jagganath Purbey
Division Chief
WSSDO, Jhapa



Through the OJT and the Workshop provided by JICA Expert Team, the WSSDO staffs and the WUSC members have become more skillful. We really admired the presentation in last workshop conducted by the Project regarding business plan as it was the result of the encouragement and support of the JICA Experts that they are following the path of improvement.

And we felt that such kind of group discussions is beneficial as it helps in analyzing the situation more which will help in the better improvement of the Project. Because of the capacity development programs, the employees and the members of the committee are able to solve their problem on their own which is remarkable operation of the Project. After the intervention of the Project, comparatively we are receiving less complaint from Dhulabari and Gauradaha WUSC. And we also suggest WUSCs for regular maintenance as it ensures the sustainability of the Project.

**Mr. Manoj Ghimire,
Chief of ERMSO**



This two day conference conducted by the Project has helped us a lot in capacity development as we get the chance to exchange the lessons learnt by 3 WUSCs to other WUSCs and share their problems, mitigation and measures as well. We would like to express our gratitude to the JICA Team for providing the logistic support. We hope that the capacity development in 3 WUSC will be very remarkable. We strongly believe that the model presented by DWSS is very good and should be accepted in realistic way. We suggest that the Management Model should be prepared by revising in the present different context. And also these kinds of discussion with other helps in analyzing situation more and this type of work shop has truly assisted in brain storming the participants.

**Mr. Norihisa Taoka
Team Leader
JICA Expert Team**



Since the result of the monitoring and evaluation result presented by chief of CHRDU Mr. Rajeeb Ghimire was satisfactory, we took it as the good effect of the Project. We also found some of the points to be addressed like leak detection, computerized billing and accounting and we take them as future challenges. From the group discussion we found that lack of public awareness program, non revenue control and water quality control as the major problems of the WUSCs.

And lack of human resource is found as common issue of all WUSCs. So for the betterment of the management systems of the WUSCs we would like to introduce the Management Model which has been implementing in 3 WUSCs of Jhapa and Morang and as of the overall goal of the Project these methods and procedures will be disseminated to other WUSCs as well. About Management Model we have to focus in mainly four categories, Institutional, Mental, Functional and Computerization. However to fulfill the all the breakdowns of all the four categories is almost impossible so it is better to adopt realistic one. We feel that these 3 WUSCs Dhulabari, Gauradaha and Mangadh are good benchmark for considering the Management Model. And lastly we would like to request each WUSCs to prepare performance indicator for monitoring the management status.