

RESULTS DISSEMINATION WORKSHOP ON BENCHMARKING AND WATER UTILITIES DATA BOOK FOR INDIA

IC&SR Building, IIT Madras, Chennai
28-29 August 2007

Workshop No. 1 – EXERCISE ON PERFORMANCE RATING (Time: 45 minutes)

Objective of the Session:

The objective of this session is to introduce participants to performance rating of their own utility using the indicators that they submitted through the Water Utility Questionnaire.

Session Procedure:

1. Each participant in the group will determine the overall performance rating of his utility using the attached Sample Evaluation Criteria for Utilities.
2. Each overall rating is given to the Group Facilitator who will rank the overall performance of the utilities.
3. A Group Facilitator is assigned to each group to assist them in the exercise. A person will also help the group prepare their presentation for reporting the results of the discussion.

Reporting Procedure:

1. The Session Facilitator will present the results and relate the overall rating of selected utilities with their performance highlights
2. The Session Facilitator opens the discussion of the results providing additional insights on the overall ratings.

Attachment:

- Reporting template (Word and/or PowerPoint)
- PowerPoint slide to introduce Workshop Session 1

References:

- Sample Evaluation Criteria for Utilities (Evaluation Exercise.doc)

Overall Performance Rating

Name of Utility: _____

Consumer Satisfaction	Max. Score	Utility Score
Coverage	10%	
Water Availability	10%	
Service Level	10%	
New Connection Fee	10%	
	40%	
Water Resources Management		
Water Production/Population	5%	
UFW/Metering	10%	
Consumption	5%	
	20%	
Financial Resource Management		
Grant Financing	5%	
Operating Ratio	10%	
Accounts Receivable	5%	
	20%	
Human Resource Management		
Staff/1,000 Connections	5%	
Management Salaries	5%	
	10%	
Accountability		
Annual Report	10%	
Overall Score	100%	