

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

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

### Workshop Session 3 – Improving the Benchmarking Process (Time: 45 minutes)

#### Objective of the Session:

The objective of this session is to allow the participants to recommend improvement in the benchmarking process to facilitate data collection and the clarification.

#### Session Procedure:

1. Each group discusses the following questions related to the benchmarking exercise they have just participated in.
  - a) Are the information that you collected and provided for the benchmarking exercise and the returned indicators in the area and utility profiles useful to you? What would be their **use in your organization**?
  - b) What are your **constraints** in collecting accurate and reliable information from your utility?
  - c) What can you do to **address** these constraints? What are your **recommendations**?
2. The group can initially get each member of the group to just answer the first two questions and list them. Some of these may not be relevant to other members of the group but the member's individual situation should be considered.
3. The group then focuses on addressing the constraints listed starting with those that are the concern to most of the members of the group until the all the constraints in the list have been addressed.

#### Reporting Procedure:

1. Each group presents their group output during the presentation of group outputs the following session. 10-15 minutes will be allowed for each presentation.