

# **ADB's Water Policy Implementation Review**

## **CONSULTATION REPORT FOR THE IN-COUNTRY CONSULTATION IN CAMBODIA 23-24 JUNE 2005**

*WATER for ALL*

This report reflects the views and observations of the consultation participants, not those of the Asian Development Bank or its staff. The Asian Development Bank does not guarantee the accuracy of the data presented.

## **TABLE OF CONTENTS**

### **I. EXECUTIVE SUMMARY**

### **II. BACKGROUND ON COMPREHENSIVE REVIEW**

### **III. BACKGROUND ON IN-COUNTRY CONSULTATIONS**

- A. Objectives and Process
- B. Timeline and Expected Outputs

### **IV. SUMMARY OF CAMBODIA'S CONSULTATION**

- A. Participants and Process
- B. Presentations
- C. Key Questions and Issues Discussed

### **V. CONTACT INFORMATION**

### **APPENDICES**

- APPENDIX 1: Agenda for In-country Consultation
- APPENDIX 2: Participants List
- APPENDIX 3: Summary of Survey Responses (3a and 3b)
- APPENDIX 4: Summary of Breakout Group Sessions

## **I. EXECUTIVE SUMMARY**

*Stakeholders from government, ADB projects, NGOs, private sector, academe, and international organizations came together in Phnom Penh, Cambodia on 23-24 June 2005 to discuss Cambodia's progress and challenges in implementing ADB's water policy. This consultation was the first of a series of in-country consultations for the comprehensive review of ADB's water policy implementation. The agenda is included in Appendix 1 and a list of the participants is included in Appendix 2. This report recaps the issues discussed, outlines the views expressed during the consultation, and provides background information on ADB's water policy and review processes. This report will be posted on ADB's website for comment.*

Forty-nine participants attended the consultation to discuss Cambodia's progress and challenges in implementing ADB's water policy on 23-24 June 2005. The consultation included project presentations, dialogue, individual and group work, including two surveys, a multi-stakeholder breakout group exercise, and plenary discussions.

The opening program consultation speakers included representatives from ADB's Cambodia Resident Mission (CARM), government, and NGOs. Organizations represented include the Ministry of Water Resources and Meteorology (MOWRAM), the Cambodia National Mekong Committee, Phnom Penh Water Supply Authority, and the Fisheries Action Coalition Team (FACT). Government representatives presented three innovative ADB-financed water sector projects: Northwest Irrigation Sector Project, the Tonle Sap Initiative, and the Phnom Penh Water Supply and Drainage Project. Speakers highlighted challenges in implementation, lessons learned and good practices to inform other projects.

The outputs of the consultation included participants' assessment of ADB's water policy implementation, participants' recommendations to improve ADB's water policy implementation, and a summary report reflecting participants' views and observations. Participants' views and observations on the key questions and issues that were discussed are outlined below:

### **PROGRESS**

1. **POLICY, LEGAL AND INSTITUTIONAL REFORMS:** Key policy, legal and institutional reforms have resulted in improved services, increased awareness and visibility of water issues at all levels, and improved coordination and capacities among agencies and institutions charged with water governance.

- Recent laws, policies, and new institutions have established an enabling framework and strategic direction for ongoing reforms in the water sector.
- Water sector reforms have contributed to better service, broader coverage, and increased awareness and visibility of water issues at all levels.
- The implementation of water sector reforms has created momentum to improve coordination and capacity building among agencies and institutions charged with water governance.

2. **WATER RESOURCES MANAGEMENT:** Plans to implement a river basin approach to integrated water resources management (IWRM) are underway, and initiatives have been undertaken to increase awareness and incorporate environmental and social concerns in water resources projects.

- Regional and local efforts have been made to incorporate a river basin approach to integrated water resources management (IWRM) in the planning and design of recent projects, including

baseline data on water use studies and the establishment of key networks and several river basin organizations (RBOs).

- Recent social and environmental studies, assessment tools, and community efforts have increased awareness about environmental and social impacts of water resources projects.

3. **WATER SERVICE DELIVERY:** The coverage and efficiency of water services has increased and the quality of service in both irrigation and drainage and water supply and sanitation has improved.

- Investments in SEILA and implementation of several irrigation schemes at the provincial and communal levels have helped to increase irrigation coverage and efficiencies.
- Private sector participation, ADB's support, and increased participation of water users has helped to expand coverage and efficiencies in water supply and sanitation in urban and some rural areas.
- Increased government commitment and farmer participation have improved the quality of service and promoted sustainability of irrigation efforts in Cambodia.
- Employing PIMD strategies and strengthening FWUCs have helped to sustain irrigation services in Cambodia.
- Investment reforms, capacity development, and private sector participation have helped to improve water supply and sanitation services in Cambodia.

## **CHALLENGES AND CONSTRAINTS**

1. **WEAK LEGAL, REGULATORY AND INSTITUTIONAL FRAMEWORK:** Weak laws and regulations, institutional conflicts, and ineffectual institutional arrangements have stalled progress and the implementation of water sector and sub-sector reforms.

- Cambodia's legal and regulatory environment remains weak, so implementation of laws is generally weak.
- Intra- and inter-ministerial conflicts and a lack of coordination and broader participation inhibit progress in Cambodia's water sector.
- The time it takes to implement reforms is a challenge.

2. **LACK OF CAPACITIES AND KNOWLEDGE GAPS:** Lack of institutional capacities and knowledge gaps have limited progress in Cambodia's water sector.

- Institutional coordination and capacities have remained limited.
- Government, NGOs, and donors lack technical knowledge on the environment and face critical information gaps regarding the legal and regulatory environment, limiting policy research and development of the water sector.
- Lack of capacity, awareness, and understanding of core components of IWRM among government officials and water suppliers, has compromised effective water resource management and sustainable water service delivery within Cambodia.

3. ENVIRONMENTAL AND SOCIAL CONCERNS IN DEVELOPMENT PROJECTS: There is a lack of consideration of environmental and social concerns in certain projects and an inadequate link between irrigation and broader development efforts.

- Environmental and social impacts of development projects have not been adequately addressed or effectively managed.
- There is a lack of connection between efforts to improve irrigation and rural water service delivery and more holistic efforts to address larger development issues like rural poverty.

4. LACK OF INVESTMENT AND INFRASTRUCTURE IN RURAL AREAS: The lack of infrastructure and investment, especially in rural areas, has made it difficult to expand coverage and improve water services in Cambodia.

- Lack of necessary infrastructure and investment in rural areas limit coverage in water supply and sanitation.

### ***RECOMMENDED ACTIONS FOR CAMBODIA***

1. POLICY, LEGAL AND INSTITUTIONAL REFORMS: Participants stressed the need to mobilize high-level political decision-making, decentralize agencies, increase coordination and cooperation among donors, improve information sharing, increase gender mainstreaming in water-related agencies and institutions, and clarify the legal framework to encompass environmental concerns.

- Government must mobilize high-level political support to prevent “brain drain” in the water sector and improve donor coordination to promote Cambodia’s interests in trans-boundary issues.
- Government should improve intra- and inter-agency coordination and increase gender mainstreaming among water-related institutions and agencies.
- Cambodia should develop a clear legal framework that encompasses necessary environmental provisions to improve water resources management.

2. CAPACITY BUILDING: Participants made targeted recommendations to develop the capacities of ministries, implementation agencies and major stakeholders, which would improve the coverage, efficiency and sustainability of water resource management and service delivery.

- Cambodia should pilot projects to test water sector reforms and develop a master plan targeting investments, education, and capacity building to expand and improve water supply and sanitation services delivery.
- Cambodia should initiate capacity building at the ministry level to improve donor coordination and institution building.
- Cambodia should undertake targeted education initiatives to build the capacity of managers at all levels, local officials, and water service providers.
- Cambodia should promote participatory practices, provide support services, and create linkages between water supply and sanitation and irrigation and drainage sub-sectors to build capacities and leverage cross-sector communication and knowledge exchange.

3. PUBLIC AWARENESS AND REGIONAL COOPERATION: Participants stressed the importance of initiating ongoing dialogue to strengthen regional cooperation and address trans-boundary water issues.

- Cambodia should increase public awareness and education and undertake knowledge sharing and information dissemination in Khmer to effectively implement IWRM within Cambodia and address trans-boundary issues in the Mekong region.

### **RECOMMENDATIONS TO ADB**

#### *Enabling Environment*

- ADB could provide technical assistance to conduct a feasibility study and design of the proposed master plan to expand and improve water service delivery.
- ADB can help facilitate policy dialogues and inter-country study tours to promote effective policy formulation in the region.
- ADB can assist with regional advocacy efforts to improve shared water use, mobilize water users to discuss resource management, and increase education and information dissemination to address key water issues.

#### *Capacity Building*

- ADB can help to facilitate private sector investment, technical assistance, and capacity building at the community level to sustain locally managed irrigation systems and decrease reliance on external experts.

#### *Investments*

- ADB should focus its investments in Cambodia in rural water supply, irrigation and drainage, and integrated water resource management (IWRM), and consider investing in wastewater management to improve the urban environment, tourism, health and the country's natural resource base.
- ADB could provide direct loans to the private sector including small and medium enterprises (SMEs) to expand irrigation and drainage based on the master plan of MOWRAM.
- ADB could support sustained multi-year projects to ensure sustainability of IWRM implementation.
- ADB's investment packages should include capacity development, infrastructure development and rehabilitation, and partnership-building.

#### *Process to Ensure Implementation: Partnerships and Dissemination of Knowledge*

- ADB should make its materials and research outputs more accessible through the internet and other information and communication technologies, with key documents available in Khmer.
- ADB can partners with networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies, and country water partnerships to help build capacity and knowledge.

- ADB should strengthen ties with co-financing agencies and advocacy organizations like the UN and World Water Council to improve coordination and cooperation.

## **II. BACKGROUND ON COMPREHENSIVE REVIEW**

In 2001, the Asian Development Bank (ADB) outlined its vision for integrated water management in the region in its "Water for All" water policy. The policy recognizes the Asia and Pacific region's need to formulate and implement integrated, cross-sectoral approaches to water management and development.

The principal goals outlined in the water policy are as follows:

- Promote a national focus on water sector reform
- Foster the integrated management of water resources
- Improve and expand the delivery of water services
- Foster the conservation of water and increase system efficiencies
- Promote regional cooperation and increase the mutually beneficial use of shared water resources within and between countries
- Facilitate the exchange of water sector information and experience through partnerships
- Improve governance and capacity building

As stipulated in ADB's water policy, an in-house review of policy implementation was undertaken in the third year in 2003 and a more extensive comprehensive review led by an external expert review panel has been launched in 2005, five years after the policy was approved.

The comprehensive review has four core objectives:

1. To assess performance or progress in the 7 key areas of the water policy
2. To identify challenges, investment requirements, and opportunities
3. To determine capacities and constraints in ADB and the DMCs (institutional, financial, human)
4. To advise ADB's management if the policy needs to be revised or supplemented

The comprehensive review will focus on the three key areas highlighted in ADB's water policy (water sector reforms, water resource management, and water service delivery), and the four cross-cutting issues (resource conservation, regional cooperation, partnerships, and governance). In addition to the seven key areas outlined in ADB's water policy, the comprehensive review will also consider a number of key internal and external issues and drivers relevant to implementing ADB's water policy and strengthening efforts to address the region's water sector needs.<sup>1</sup>

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<sup>1</sup> Please refer to Appendix 7 for a complete list of the 26 areas covered in the scope of the comprehensive review.

The review will be conducted in a manner that ensures broad stakeholder participation, transparent proceedings and reporting, and wide dissemination of the policy and the results and recommendations of the review. As outlined in the policy, an external expert review panel will lead the review and be informed by feedback gathered at in-country consultations, regional workshops, water-related conferences, ADB staff workshops and surveys, and comments gathered on ADB's water website. Additional modalities may include interviews, case studies, desk study of loan, project and agreement documents, and involvement in external research studies relevant to the review.<sup>2</sup>

### III. BACKGROUND ON IN-COUNTRY CONSULTATIONS

#### A. Objectives and Process

ADB expects to conduct seven in-country consultations for the comprehensive review. The consultations will involve stakeholders from national and sub-national levels of government, elected representatives, civil society including NGOs and academe, private sector, the media, and other institutions involved in water sector related work. In selecting participants and outlining the agenda, ADB will strive for a balanced representation across stakeholder group, geography, ethnicity, gender, and the main subsector and thematic areas outlined in ADB's work.

The consultations are designed to generate feedback on policy implementation and other inputs to improve water operations, considering:

- experience in implementing the water policy
- achievements and lessons learned
- challenges and investment requirements
- opportunities and areas for improvement
- issues specific to the country and region that require attention

#### B. Timeline and Expected Outputs

The consultations are expected to take place during the months of June to November 2005. The schedule listed below has been coordinated with the Resident Missions, related regional events, and other ADB policy reviews planned for 2005. The consultations have been scheduled in countries representing the five regions ADB serves.

**Table 1: Tentative Schedule for Regional and In-country Consultations**

Country	Regional Department	Proposed Dates
<i>In-country</i>		
Cambodia (Phnom Penh)	Mekong	23-24 June 2005
Fiji (Suva)	Pacific	9 August 2005
Indonesia (Jakarta)	SERD	25 August 2005
Kazakhstan (Almaty)	ECRD	15-16 September 2005
India (New Delhi)	SARD	28-29 September
PRC (Zhengzhou)	ECRD	21 October 2005
Philippines (Manila)	SERD	October/November TBD
<i>Regional Events</i>		

<sup>2</sup> A timeline for major activities for the review is provided in Appendix 3 and an update of progress to date for each review modality is provided in Appendix 4. Regular updates are posted on ADB's website at <http://www.adb.org/water>.

PRC	Proposed Water Week	17-21 October 2005
Philippines	Regional Workshop	17-18 November 2005

Each consultation is expected to produce the following outputs:

- Participants' assessment of ADB's water policy implementation and progress
- Participants' identification of key challenges, constraints, investment and capacity building requirements, and new opportunities that ADB should pursue in the short and medium term
- A summary report of the consultation reflecting participants' views and comments

#### IV. SUMMARY OF CAMBODIA'S CONSULTATION

##### A. Participants and Process

Forty-nine participants attended the consultation to discuss Cambodia's progress and challenges in implementing ADB's water policy. As outlined in the table below, participants represented the diversity of Cambodia's water sector across key stakeholder groups.

##### *Breakdown of Participants by Major Stakeholder Group and Gender*

Stakeholder Group	Number
Government	19 (11 men/ 8 women)
NGO	13 (10 men/ 3 women)
Academe	2 men
International Organizations	6 (5 men/ 1 woman)
Private Sector	5 men
Project Resource Persons	4 men
TOTAL	49 (37 men/ 12 women)

The consultation included project presentations, multi-stakeholder dialogue, surveys, individual and group work, and site visits for the Review Panel member present.<sup>3</sup> Individual and group exercises during the consultation included two surveys, breakout group exercises, and plenary discussions. Participants were also given the opportunity to provide feedback on wall posters displayed in the meeting space, which included questions about pressing concerns not covered in the consultation exercises, key constraints, and recommendations on priority investments and new opportunities that ADB should pursue immediately.

##### B. Presentations

The opening program consultation speakers included representatives from ADB's Cambodia Resident Mission (CARM), government, and NGOs. Organizations represented include the Ministry of Water Resources and Meteorology (MOWRAM), the Cambodia National Mekong Committee, Phnom Penh Water Supply Authority, and the Fisheries Action Coalition Team (FACT).

Project Implementation Specialist with CARM, Mr. Alain Goffeau, outlined ADB's involvement in the water sector in Cambodia, indicating that ADB support in the water sector will increase, and emphasizing the critical role that the water sector can play in reducing poverty. Dr. Carl Middleton,

<sup>3</sup> Ms. Annelie Hubach, Review Panel member, and team of consultants for ADB's water policy implementation review from ADB Headquarters, met with officers of the Phnom Penh Water Supply Authority (PPWSA). The site visit included a tour of the Phum Prek wastewater treatment plant and a meeting with beneficiaries of the recently constructed 24/7 water distribution network in Takmoa City.

Project Officer, Fisheries Action Coalition Team (FACT), shared NGO and civil society's role in advancing water sector efforts and reiterated the need to strengthen NGO and government cooperation. H.E. Lim Kean Hor, Minister of Water Resources and Meteorology, delivered the keynote speech. Emphasizing that “water is a basic requirement for economic growth and poverty reduction” in Cambodia, he shared the policy and strategy advances that have been made and identified the key areas where the country will have to act to successfully implement its water policies and strategies.

Government representatives presented three innovative ADB-financed water sector projects: Northwest Irrigation Sector Project, the Tonle Sap Initiative, and the Phnom Penh Water Supply and Drainage Project. Speakers highlighted challenges in implementation, lessons learned and good practices to inform other projects.

Mr. Pich Veasna, Director, Department of Planning and International Cooperation, MOWRAM, indicated that the Northwest Irrigation Sector Project has made encouraging progress with regard to water policies development. Innovations and best practices include promoting the IWRM approach within sub-basins, raising awareness on the environmental and social aspects of water resources management, and developing the capabilities of farmer water user communities (FWUCs) by fielding irrigation extension workers (IEWs) and developing the capabilities of provincial agencies in training.

H.E. Ek Sonn Chan, General Director, Phnom Penh Water Supply Authority cited rapid expansion of water service delivery to sub-urban areas and improved health as the key contribution of the Phnom Penh Water Supply and Drainage Project. He indicated that loan covenants and staff dedication were instrumental to the project's success.

Dr. Bonheur Neou, Permanent Deputy Secretary of the Tonle Sap Biosphere Reserve Secretariat, Cambodia National Mekong Committee, stressed the need for capacity building, partnership, participation and gender equity, mutual trust and dialogue, and, regional coordination along the Mekong River to effectively implement the Tonle Initiative.

#### C. Key Questions and Issues Discussed

Through individual and group work, participants were asked to provide their assessment of ADB's water policy implementation, highlighting progress, remaining challenges and constraints, and required actions to improve performance in key areas outlined in the policy: water sector reforms, integrated water resources management, and water services delivery both in water supply and sanitation and irrigation and drainage. Participants were also asked to recommend necessary investments and new opportunities that ADB should pursue in the short and medium-term to improve water sector operations. Questions focused on issues of coverage, efficiency, and sustainability, as well as capacity, participatory practices, and social and environmental concerns.

Overall, participants indicated that progress has been highest in the following three areas: expansion and improvement of water services, stakeholder participation and consultation, and good governance and capacity building. Participants' key observations and views are summarized below<sup>4</sup>.

## **PROGRESS**

1. POLICY, LEGAL AND INSTITUTIONAL REFORMS: Key policy, legal and institutional reforms have resulted in improved services, increased awareness and visibility of water issues at all

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<sup>4</sup> Initial tabulations of survey responses are provided in Appendices 3a and 3b, and a summary of group and individual responses is included in Appendix 4.

levels, and improved coordination and capacities among agencies and institutions charged with water governance.

- Recent laws, policies, and new institutions have established an enabling framework and strategic direction for ongoing reforms in the water sector.

The Ministry of Water Resources and Meteorology (MOWRAM) was created in 1999 as the lead water sector agency in Cambodia. MOWRAM helped conduct a comprehensive water sector assessment in 2001-2002 that led to (i) a National Water Sector Profile, (ii) a draft National Water Resources Strategy, (iii) a draft Strategic Plan for MOWRAM, (iv) a draft National Water Resources Policy, and (v) a draft Law on Water Resources Management. A Water Sector Roadmap was also completed in 2003 and updated in 2004. The National Water Resources Policy was approved in January 2004, and the Law on Water Resources Management is currently at the National Assembly awaiting adoption. A Strategic Development Plan for the Water Sector (2006-2010) is currently being drafted. Various other sectoral policies and strategies have been drafted or adopted in recent years, including the National Water Supply and Sanitation Policy (NWSSP), Urban Water Supply and Sanitation Policy, and a National Environmental Action Plan.

- Water sector reforms have contributed to better service, broader coverage, and increased awareness and visibility of water issues at all levels.

Participants indicated that water sector reforms have contributed to increased coverage and better quality of service, and greater awareness and recognition and confidence among agencies in dealing with water issues. NGO participants observed that extensive inter-ministerial dialogue to develop the rural water policy has increased government awareness of water issues. Water sector projects have in some cases been designed or redesigned to account for the policy. However, since there has been very little implementation of the reforms, not much progress has been achieved.

NGO participants also indicated that community networks have been organized and have helped represent civil society at the basin level. These networks include the Sesan Protection Network in the Northeast of Cambodia representing communities affected by the Yali Falls Dam constructed in Vietnam in 2001, and the Fisheries Action Coalition Team around the Tonle Sap Lake. At the regional level, local NGOs have networked to share information and coordinate activities. International NGOs like the World Wildlife Fund (WWF), the International Union for the Conservation of Nature (IUCN), and Oxfam America have also established programs at the Mekong basin level.

- The implementation of water sector reforms has created momentum to improve coordination and capacity building among agencies and institutions charged with water governance.

Participants indicated that new institutional arrangements necessary to implement national policies and water sector and sub-sector reforms have helped to improve overall coordination, encouraging agencies to clarify their respective roles and responsibilities. Participants also recognized ADB's contributions in capacity building among agencies and institutions charged with water governance, including policy dialogues, gender mainstreaming, and capacity building to develop better coordination among agencies. While many NGO participants acknowledged that government agencies have increased capacities as a result of the policy and reform processes, and necessarily from greater project implementation experience, participants from academe maintained that there has been limited progress in strengthening coordination, institutional capacities, and participatory practices in the water sector.

2. **WATER RESOURCES MANAGEMENT:** Plans to implement a river basin approach to integrated water resources management (IWRM) are underway, and initiatives have been

undertaken to increase awareness and incorporate environmental and social concerns in water resources projects.

- Regional and local efforts have been made to incorporate a river basin approach to integrated water resources management (IWRM) in the planning and design of recent projects, including baseline data on water use studies and the establishment of key networks and several river basin organizations (RBOs).

Government participants cited a number of ADB-funded projects recently completed or underway which have helped to advance a river basin approach to integrated water resources management: A technical assistance project (TA) was completed in March 2004 to establish the Tonle Sap River Basin Management Organization (TSBMO). A second TA is ongoing to design the TSBMO in detail and apply IWRM at the sub-basin level. In line with the Northwest Sector Irrigation Project, river basin and water use studies are being undertaken, covering four river basins in the provinces of Battambang, Pursat and Banteay Mean Cheay and Pailin municipality.

NGO participants indicated that at the regional level, the Cambodia National Mekong Committee (CNMC) is coordinating efforts with the Mekong River Commission (MRC) to adopt IWRM in the sub-basin planning process for the Basin Development Plan (BDP). CNMC's efforts to date include establishing networks of key stakeholders, conducting baseline studies, scenario analyses, and planning recommendations that can be consolidated and utilized at the sub-basin level. Participants also noted that the MRC and CNMC have attempted to address complex trans-boundary issues. However, progress has been limited. As mentioned earlier, NGO participants also indicated that community networks have been organized and have helped represent civil society at the basin level. International agency participants also highlighted a number of Global Water Partnership initiatives aiming to improve knowledge sharing at all levels.

- Recent social and environmental studies, assessment tools, and community efforts have increased awareness about environmental and social impacts of water resources projects.

Government participants indicated that the CNMC has incorporated environmental and social concerns in its sub-area studies and analyses. In coordination with the National Mekong Committees (NMCs) of the MRC member states, CNMC has also developed two important tools, the Strategy Environmental Assessment (SEA) and Social Impact Assessment (SIA), for project assessment and prioritization in basin development planning. A steering committee to incorporate environmental and social concerns is set up prior to project implementation.

NGO participants highlighted the link between social capital at the local level and good governance and the successful implementation of national level policies. They observed that several communities have taken a proactive approach to develop trust and cooperation among local stakeholders in discussions on social and environmental impacts of water resource projects, while in other communities no effort had been made.

3. WATER SERVICE DELIVERY: The coverage and efficiency of water services has increased and the quality of service in both irrigation and drainage and water supply and sanitation has improved.

- Investments in SEILA and implementation of several irrigation schemes at the provincial and communal levels have helped to increase irrigation coverage and efficiencies.

International agency participants observed an increase in irrigation coverage and efficiencies due to the implementation of several irrigation schemes and investments in SEILA at the provincial and communal level. They noted that an inventory of irrigation schemes had been completed to identify

future irrigation projects. Such advance planning has also contributed to efficiencies in the irrigation sub-sector.

- Private sector participation, ADB's support, and increased participation of water users has helped to expand coverage and efficiencies in water supply and sanitation in urban and some rural areas.

Participants recognized that water and sanitation coverage has increased and access to clean water and sanitation has improved in most urban areas and some rural areas. They acknowledged that participation by the private sector and water users has increased in the design and operation of water supply and sanitation services, and that ADB has contributed in the progress by working with the right information and right partners.

Government participants maintained that water has been made more accessible to the poor through price reduction. Increased private sector and user participation and community awareness have also helped to address efficiency issues.

Private sector participants also acknowledged that water and sanitation coverage and efficiencies have increased. They added, however, that rural coverage has to be improved and ADB could consider assisting in this area.

- Increased government commitment and farmer participation have improved the quality of service and promoted sustainability of irrigation efforts in Cambodia.

NGO participants observed that government commitment and farmer participation in irrigation management have helped improve the quality and promote sustainability of irrigation and drainage. Farmer participation has increased in recent years. NGO participants cited that, for example, in ADB's Kampong Sne Irrigation Rehabilitation Project (completed in 1995) farmer participation was given only token attention late in the process, whereas in the ongoing Northwest Irrigation Project, farmer participation is actively encouraged and supported. Currently, however, farmer participation is focused primarily on the formation of Water User Groups. It would be beneficial to expand the extent of farmer participation to include system design and construction management—activities that would help prepare local communities for eventual operation and maintenance of the systems.

- Employing PIMD strategies and strengthening FWUCs have helped to sustain irrigation services in Cambodia.

International agency participants also cited Participatory Irrigation Management and Development (PIMD), the creation and strengthening of 79 Farmer Water User Communities (FWUCs), and institutional reforms including the creation of MOWRAM, for helping to address issues in quality and sustainability.

- Investment reforms, capacity development, and private sector participation have helped to improve water supply and sanitation services in Cambodia.

Participants indicated that key improvements in investment reforms, private sector participation, information dissemination, and technical and management capacity building have led to improved water quality and sustainability of water supply and sanitation services.

## **CHALLENGES AND CONSTRAINTS**

1. **WEAK LEGAL, REGULATORY AND INSTITUTIONAL FRAMEWORK:** Weak laws and regulations, institutional conflicts, and ineffectual institutional arrangements have stalled progress and the implementation of water sector and sub-sector reforms.

- Cambodia's legal and regulatory environment remains weak, so implementation of laws is generally weak.

Recent advances have been made to enforce and implement new laws such as administering the provisions related to wastewater management under the Law on Environmental Protection and Natural Resources Management. However, participants emphasized that the country's legal and regulatory environment has to be strengthened to avoid difficulties related to property rights, licensing, and revenue collection, and to provide a secure basis for private sector participation. Participants indicated that this would require decentralization of government agencies, allocation of additional resources, and strong high-level political support.

- Intra- and inter-ministerial conflicts and a lack of coordination and broader participation inhibit progress in Cambodia's water sector.

NGO participants highlighted the need to resolve intra- and inter-ministerial rivalries and conflicts, and reduce the reliance on donors and external agencies. Participants from academe and project resource persons indicated that ministries work independently unless a group is established to discuss a specific issue. This same isolation applies *within* ministries.

- The time it takes to implement reforms is a challenge.

The lag time in implementing reforms is not unique to Cambodia. Participants suggested that time constraints should be factored into the design of ADB loans and projects.

2. **LACK OF CAPACITIES AND KNOWLEDGE GAPS:** Lack of institutional capacities and knowledge gaps have limited progress in Cambodia's water sector.

- Institutional coordination and capacities have remained limited.

Government participants acknowledged that lack of clarity of roles and responsibilities among government ministries and weak institutional capacities have remained a challenge to improving water governance. Moreover, participants indicated that national level capacity building is focused primarily on irrigation development. While water management and regulatory capacity is improving, both with require more support for effective implementation to occur.

- Government, NGOs, and donors lack technical knowledge on the environment and face critical information gaps regarding the legal and regulatory environment, limiting policy research and development of the water sector.

Knowledge and information gaps in critical areas affecting the implementation of water sector reforms and IWRM have remained despite the fact that a comprehensive water sector assessment was conducted recently in 2001-2002. Specifically, participants highlighted the lack of information and knowledge about groundwater availability, wetlands habitats, and environmental flows. Participants from academe also suggested that the existing knowledge base on relevant laws, sub-decrees and declarations is insufficient to support policy research and development.

- Lack of capacity, awareness, and understanding of core components of IWRM among government officials and water suppliers, has compromised effective water resource management and sustainable water service delivery within Cambodia.

Participants from academe and project resource persons maintained that key government officials still only vaguely understand IWRM, simply paying “lip service” to its implementation. Thus, greater awareness, understanding, and capacity to implement core components of IWRM are still needed.

Similarly, participants indicated that capacity constraints among water suppliers (as well as deficiencies in the regulatory framework) have made it difficult to ensure the quality and sustainability of water and sanitation services. They suggested the following measures: laboratory examinations every month, investments in water filters, community education and participatory approaches, capacity building, and financial assistance for expansion, repairs and maintenance.

3. ENVIRONMENTAL AND SOCIAL CONCERNS IN DEVELOPMENT PROJECTS: There is a lack of consideration of environmental and social concerns in certain projects and an inadequate link between irrigation and broader development efforts.

- Environmental and social impacts of development projects have not been adequately addressed or effectively managed.

Government and NGO participants emphasized that initiatives around the Tonle Sap Lake have to address a number of environmental and social concerns, among them, the conflict in water use between agriculture and the fishery sector in the Tonle Sap floodplains, and the need to manage human and commercial activities to ease up pressures on the Lake’s carrying capacity.

Government participants acknowledged that measures are lacking to reduce tree cutting in flooded forest areas. They also indicated that irrigation projects have not fully assessed the impacts of increased irrigation on the availability of water for other uses and the maintenance of ecological systems, and poverty and equity issues. NGO participants highlighted the impacts of irrigation projects they have encountered in the field, including disruption of local drainage patterns and fish migration, and unresolved resettlement and compensation issues among residents.

- There is a lack of connection between efforts to improve irrigation and rural water service delivery and more holistic efforts to address larger development issues like rural poverty.

Increased irrigation or improved water service delivery for agricultural purposes alone does not benefit rural areas. Participants indicated that irrigation must be included in a more holistic package including infrastructure development and new agricultural techniques to improve conditions and reduce poverty.

While recognizing improvements in coverage and quality of service, government and NGO participants emphasized that increases and improvements in irrigation coverage do not necessarily have an effect on overall economic conditions or poverty reduction. NGO participants observed that although more irrigation systems have been constructed, people still lack water for drinking and sanitation in rural areas.

4. LACK OF INVESTMENT AND INFRASTRUCTURE IN RURAL AREAS: The lack of infrastructure and investment, especially in rural areas, has made it difficult to expand coverage and improve water services in Cambodia.

- Lack of necessary infrastructure and investment in rural areas limit coverage in water supply and sanitation.

Increasing rural coverage in water supply and sanitation has remained a huge challenge in Cambodia. The great majority of rural and poor households still rely on self-provision through groundwater abstraction, rainwater collection, or use of surface water, with little government investment to ensure sustainable quantity or to monitor water quality. Sanitation in rural areas is almost nonexistent and limited to simple on-site facilities, and the majority of the rural population still practices open-air defecation.

Increasing rural coverage in water supply and sanitation may require new partnerships and loan modalities. Participants suggested that small and medium enterprises (SMEs) and community managed water networks could provide options for expanding water supply and sanitation services in rural areas.

## **RECOMMENDED ACTIONS FOR CAMBODIA**

1. **POLICY, LEGAL AND INSTITUTIONAL REFORMS:** Participants stressed the need to mobilize high-level political decision-making, decentralize agencies, increase coordination and cooperation among donors, improve information sharing, increase gender mainstreaming in water-related agencies and institutions, and clarify the legal framework to encompass environmental concerns.

- Government must mobilize high-level political support to prevent “brain drain” in the water sector and improve donor coordination to promote Cambodia’s interests in trans-boundary issues.

Participants indicated that high-level political support was necessary to improve donor coordination and help promote Cambodia’s interests in trans-boundary issues. They also recommended that actions be taken to reduce the “brain drain” from local institutions to international organizations, adding that the Royal Government of Cambodia should take greater ownership of sector reform efforts.

- Government should improve intra- and inter-agency coordination and increase gender mainstreaming among water-related institutions and agencies.

NGO participants called for the clarification of government roles, highlighting the need for greater intra- and inter-agency collaboration, and recruitment of female managers in water-related agencies and institutions

- Cambodia should develop a clear legal framework that encompasses necessary environmental provisions to improve water resources management.

NGO participants advocated the development of a clear legal framework regarding key aspects of water resources development and management in order to promote water sector reforms and conservation efforts in the Tonle Sap Lake region. Specifically, some NGOs suggested that this framework should include 1) fishery laws, 2) RBOs, 3) user pays system and environmental service charges; and, 4) clear support for the implementation of community-based natural resource management (CBNRM). Additionally, NGOs called for strict implementation of the World Commission on Dams’ (WCD) standards in environmental and social assessments.

2. **CAPACITY BUILDING:** Participants made targeted recommendations to develop the capacities of ministries, implementation agencies and major stakeholders, which would improve the coverage, efficiency and sustainability of water resource management and service delivery.

- Cambodia should pilot projects to test water sector reforms and develop a master plan targeting investments, education, and capacity building to expand and improve water supply and sanitation services delivery.

Participants highlighted the need to initiate pilot projects to test water sector reforms and develop a master plan targeting investments, education and capacity building to improve water service delivery in Cambodia. They indicated that a master plan should include investments, technical assistance, community education, private sector participation, and capacity building among its components. Participants suggested tapping the private sector for co-financing possibilities and consider reducing taxes.

- Cambodia should initiate capacity building at the ministry level to improve donor coordination and institution building.

Participants recommended building capacity among ministry officials to conduct their own feasibility studies, improve project design, and manage their own institution building. Such efforts could help improve donor coordination, trans-boundary cooperation in irrigation, and help strengthen ties between water supply and sanitation service provision, which would improve implementation and revenue generation.

- Cambodia should undertake targeted education initiatives to build the capacity of managers at all levels, local officials, and water service providers.

Government participants acknowledged the need to build institutional and human capacities and clarify roles and responsibilities to make agencies more accountable and empower local authorities. International agency participants emphasized the need for capacity building for system operators on technical and human resource management aspects. Private sector participants echoed this recommendation, calling for more training programs for system operators and public officials involved in water supply and sanitation and water education in schools.

- Cambodia should promote participatory practices, provide support services, and create linkages between water supply and sanitation and irrigation and drainage sub-sectors to build capacities and leverage cross-sector communication and knowledge exchange.

Participants identified the need to promote participatory localized practices such as participatory irrigation management development (PIMD) and small private and community-managed water networks. For example, they indicated that focusing on small-scale irrigation options, including household level pumps and drip irrigation will streamline management and produce a better social and geographic spread of benefits. Participants stressed that reformulating irrigation projects to be more participatory and better aligned with the goal of poverty reduction would require significant changes in project planning, design, and strategy. They also highlighted the need to provide key support services like agricultural extension and credit.

Participants indicated that more communication and targeted linkages between the irrigation and drainage, and water supply and sanitation sub-sectors are necessary to open up opportunities for cross-sector learning, multiple-use projects, and other synergies. Such linkages could also result in a more equitable distribution of land and water as well as an integrated approach to infrastructure development.

**3. PUBLIC AWARENESS AND REGIONAL COOPERATION:** Participants stressed the importance of initiating ongoing dialogue to strengthen regional cooperation and address trans-boundary water issues.

- Cambodia should increase public awareness and education and undertake knowledge sharing and information dissemination in Khmer to effectively implement IWRM within Cambodia and address trans-boundary issues in the Mekong region.

Government participants suggested that greater public awareness is needed to speed up the adoption of the Law on Water Resources Management and to improve multi-stakeholder support and cooperation to implement water sector reforms. They also indicated that development efforts should increasingly be focused *outside* the Tonle Sap Biosphere Reserve to divert people's livelihood activities away from the lake to reduce pressure on the Tonle Sap Lake ecosystem.

NGO participants emphasized the need to improve communication among stakeholders and raise awareness among communities on the shared nature of water resources, basin ecosystem functions and the benefits of clean water. They emphasized the need to target the national educational system and institutions involved in promoting environmental awareness in order to create a common understanding of river basin concepts and shared responsibilities of water resource management. They advocated a strong focus on building the necessary capacities to implement IRBM and IWRM at all levels: local, national, and regional.

Participants highlighted the need to disseminate information in Khmer about ADB's activities, policies, and water reforms to improve understanding of water issues and information sharing.

## ***RECOMMENDATIONS TO ADB***

### *Enabling Environment*

- ADB could provide technical assistance to conduct a feasibility study and design of the proposed master plan to expand and improve water service delivery.

As cited earlier, participants across the board agreed that Cambodia's government should develop a master plan targeting investments, education, and capacity building to expand and improve water supply and sanitation services delivery. Participants called on ADB to help the government develop a process to produce the master plan.

- ADB can help facilitate policy dialogues and inter-country study tours to promote effective policy formulation in the region.

Participants suggested that ADB help facilitate policy dialogues and knowledge building and information sharing activities. For example, ADB could sponsor an inter-ministerial meeting or regional study tour to allow for cross-country comparisons of policy formulation and implementation. They also recommended that ADB continue to participate in multi-stakeholder platforms and water-related policy dialogues.

- ADB can assist with regional advocacy efforts to improve shared water use, mobilize water users to discuss resource management, and increase education and information dissemination to address key water issues.

NGO participants asserted that Cambodia is hugely threatened by regional "water resources" development projects, remaining marginalized and disempowered in big decisions where the country is an involuntary risk bearer. NGO participants asked ADB to leverage its position to prioritize trans-boundary issues to help address major environmental changes in the Mekong region and to support efforts to shift deliberation into the public sphere. For example, ADB can support the role of MRC in trans-boundary conflict resolution.

Participants also asked ADB to mobilize groups of water users to discuss water use issues and demand management. In view of falling water tables in some provinces, participants suggested that ADB could provide assessments and advice on interventions that can be pursued to conserve water. Likewise, with regard to arsenic levels in water, participants suggested that ADB disseminate information on appropriate and cost-effective measures around arsenic extraction. Participants also indicated that ADB can support measures to develop the country's resilience and adaptation to climate change and invest in infrastructure to promote the effective use of groundwater in the rural areas

### *Capacity Building*

- ADB can help to facilitate private sector investment, technical assistance, and capacity building at the community level to sustain locally managed irrigation systems and decrease reliance on external experts.

Government participants suggested that ADB could help increase the role of the private sector in irrigation delivery. They indicated that small and micro enterprises could be tapped for irrigation management, well drilling, equipment manufacture and distribution.

ADB could help reduce reliance on external experts by shifting from the use of external technical experts and consider focusing on capacity building of local professionals and local communities to develop and manage irrigation systems.

### *Investments*

- ADB should focus its investments in Cambodia in rural water supply, irrigation and drainage, and integrated water resource management (IWRM), and consider investing in wastewater management to improve the urban environment, tourism, health and the country's natural resource base.
- ADB could provide direct loans to the private sector including small and medium enterprises (SMEs) to expand irrigation and drainage based on the master plan of MOWRAM.
- ADB could support sustained multi-year projects to ensure sustainability of IWRM implementation.
- ADB's investment packages should include capacity development, infrastructure development and rehabilitation, and partnership-building.

Overall, participants recommended that ADB focus its investments in Cambodia in rural water supply, irrigation and drainage, and integrated water resource management (IWRM). Participants also identified wastewater management, community education on the environment, water, hygiene and sanitation, and the nine priority areas outlined in the Greater Mekong Sub Region (GMS) Project as key investment areas for ADB to consider in the next five years. Specifically, participants expressed concern about wastewater management and its impact on the urban environment, tourism, health and Cambodia's natural resource base. Within these key investment areas, participants recommended that ADB focus on capacity development, infrastructure development and rehabilitation, and partnerships.

### *Process to Ensure Implementation: Partnerships and Dissemination of Knowledge*

- ADB should make its materials and research outputs more accessible through the internet and other information and communication technologies, with key documents available in Khmer.

- ADB can partners with networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies, and country water partnerships to help build capacity and knowledge.

Participants suggested that ADB focus on networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies, and country water partnerships to help build capacity and knowledge. Specifically, participants suggested that ADB should partner with the Mekong River Commission to improve knowledge and information sharing, and ADB materials and research outputs should be made more accessible through the internet and other information and communication technologies, with key documents available in Khmer.

- ADB should strengthen ties with co-financing agencies and advocacy organizations like the UN and World Water Council to improve coordination and cooperation.

Participants also emphasized the need for ADB to strengthen ties with co-financing agencies and advocacy organizations like the UN and World Water Council to improve coordination and cooperation. However, they acknowledged that mobilizing additional resources would most likely have to be undertaken within the private sector and among water users.

## **V. FOR MORE INFORMATION ABOUT THE REVIEW AND THIS REPORT:**

Throughout the course of the review, the Lead Facilitator, ADB Water Policy Implementation Review, managed all activities to monitor progress and to ensure that the review was completed on schedule. A Meeting Facilitator was also enlisted to help organize and conduct the in-country consultations. Their contact information is as follows:

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Throughout the review process, regular updates will be posted on ADB's website for comment: at <http://www.adb.org/water>

## Appendix 1: Agenda for the In-country Consultation

### ADB's WATER POLICY IMPLEMENTATION REVIEW IN-COUNTRY CONSULTATION FOR CAMBODIA

Sunway Hotel Phnom Penh, Cambodia  
23-24 June 2005

#### *Final Agenda*

#### DAY 1: Thursday, 23 June:

##### **Introductions and Overviews**

- |               |   |
|---------------|---|
| 8:00 – 8:30   | Coffee and Registration   |
| 8:30 – 9:30   | <p>Welcome and Opening Remarks<br/><i>Alain Goffeau, Project Implementation Specialist, Cambodia Resident Mission (CARM ADB)</i><br/><i>Dr. Carl Middleton, Project Officer, Fisheries Action Coalition Team</i><br/>Keynote Speech: <i>H.E. Lim Kean Hor, Ministry of Water Resources &amp; Meteorology (MOWRAM)</i></p>   |
| 9:30 – 9:45   | <p>Introduction of ADB's Water Policy: (film viewing)<br/><i>Water for All: The Power to Change People's Lives</i></p>  |
| 9:45 – 10:00  | <p>Overview of Comprehensive Review of ADB's Water Policy Implementation<br/><i>Kathryn E. Nelson, Lead Facilitator, Water Policy Implementation Review, ADB</i></p> <p>Introduction of Consultation Agenda, Ground Rules, and Participants<br/><i>Jean C. Laguerder, Meeting Facilitator, Water Policy Implementation Review, ADB</i></p>  |
| 10:00 - 10:15 | Questions   |
| 10:15 - 10:30 | TEA BREAK   |
| 10:30 – 10:45 | <p>Overview of ADB's Water Policy<br/><i>Wouter Lincklaen. Arriens, Lead Water Resources Specialist, ADB</i></p>  |
| 10:45 – 11:30 | <p>Cambodia's Water Sector and Innovative Water Projects<br/><i>Three Case Studies Introduced by Alain Goffeau, CARM ADB</i></p> <p>Northwest Irrigation Sector Project<br/><i>Mr. Pich Veasna, Director, Department of Planning and International Cooperation, MOWRAM</i><br/><i>Mr. Theng Tara, Director, Department of Water Resources Management and Conservation</i></p> <p>Tonle Sap Strategy and Initiative<br/><i>Dr. Bonheur Neou, Permanent Deputy Secretary of the Tonle Sap Biosphere Reserve Secretariat, Cambodia National Mekong Committee</i></p> |

Phnom Penh Water Supply and Drainage Project  
*H.E. Ek Sonn Chan, General Director, Phnom Penh Water Supply Authority*

- |               |  |
|---------------|--|
| 11:30 – 11:45 | Questions  |
| 11:45 – 12:15 | Performance, Priorities, and Partnerships: Stakeholder Surveys |
| 12:15 – 1:30  | LUNCH  |

**Facilitated Exercises and Discussions to Secure Feedback on Water Policy Implementation**

- |             |  |
|-------------|--|
| 1:30 – 2:30 | Performance, Priorities, and Partnerships:<br>Plenary Discussion of Survey Responses   |
| 2:30 – 2:45 | TEA BREAK  |
| 2:45 – 3:45 | Innovations and Progress, Challenges and Constraints,<br>Actions and Opportunities: Breakout Groups<br><br>Group 1: Water Sector Reforms<br>Group 2: Water Resource Management<br>Group 3: Water Service Delivery (Irrigation and Drainage)<br>Group 4: Water Service Delivery (Water Supply and Sanitation) |
| 3:45 – 4:30 | Report Out from Breakout Groups and Discussion   |
| 4:30 – 5:30 | Issues from the Field: Plenary Discussion  |
| 5:30 – 5:45 | Outline of Next Day's Agenda and Adjourn Meeting<br><i>Kathryn E. Nelson</i>   |
| 6:00 – 8:00 | DRINKS AND DINNER  |

**DAY 2: Friday, 24 June:**

**Summary of Key Issues and Next Steps**

- |               |   |
|---------------|---|
| 10:00 – 10:15 | Summary of Day One and Overview of Morning's Agenda<br><i>Kathryn E. Nelson</i> |
| 10:15 – 10:45 | Presentation of Draft Consultation Report<br><i>Jean C. Laguerder</i>           |
| 10:45 – 11:00 | TEA BREAK   |
| 11:00 – 11:30 | Plenary Discussion of Consultation Report                                       |
| 11:30 – 12:00 | Wrap up and the Way Forward<br><i>Wouter Lincklaen Arriens</i>                  |
| 12:00 – 1:30  | CLOSING LUNCH   |

## Appendix 2: List of Participants

### ADB's WATER POLICY IMPLEMENTATION REVIEW IN-COUNTRY CONSULTATION FOR CAMBODIA

Sunway Hotel Phnom Penh, Cambodia  
23-24 June 2005

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## Appendix 3a: Summary of Survey Responses

### ADB Water Policy Implementation Review Client and Stakeholder Survey Initial Tabulations June 2005

**Number of Total Respondents: 35**

<i>Date</i>	23 June 2005				
<i>Name (optional)</i>		<i>Age</i>		<i>Gender</i>	Male 23 Female 12
<i>Position</i>		<i>Organization</i>			
<i>Country</i>		<i>Email Address</i>			

#### **My Organization:**

- Central Government = 8
- Sub-National Government (Region/State/District/Local) = 5
- International NGO/Civil Society Organization = 6
- National NGO/Civil Society Organization = 1
- Local NGO/Civil Society Organization = 3
- Trade Union
- Private Sector/Business Association = 4
- Private Citizen
- Multilateral/Intergovernmental Agency = 2
- University/Educational Institution
- Research Institute/"Think Tank" = 1
- Other (specify): = 2

#### **My Work:**

- Water resources management = 6
- Urban water supply & sanitation = 5
- Rural water supply & sanitation = 10
- Bulk water supply = 1
- Irrigation & drainage = 3
- Hydropower = 1
- Flood management & urban drainage = 1
- Disaster response & mitigation = 2
- Watershed management = 3
- Environment improvement = 10
- Wastewater control & treatment = 1
- Marine & coastal management = 2
- Others (specify: related field in health, education, environment, public governance)

\_\_\_\_\_13\_\_\_\_\_

***Please take 10 minutes to answer the following 7 questions. Your response refers to:***

- Asia Pacific Region, OR
- Specific Country: \_\_\_\_\_ Cambodia \_\_\_\_\_

**1. ADB's water policy aims to support its clients in the Asia Pacific region in the following seven areas. In which of these has progress been highest? Please select up to 3 areas where progress has been highest.**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> National water sector reforms = 7</li> <li><input type="checkbox"/> Integrated water resources management = 11</li> <li><input type="checkbox"/> Expansion and improvement of water services = 20</li> <li><input type="checkbox"/> Water conservation and water use efficiency = 6</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Regional cooperation = 10</li> <li><input type="checkbox"/> Stakeholder consultation and participation = 15</li> <li><input type="checkbox"/> Good governance and capacity building = 14</li> </ul> |
|--|---|

**2. Where should ADB concentrate its water investments over the next 5 years (through 2010)?**

*Please select up to 3 areas for priority investments.*

- |  |   |
|--|---|
| <input type="checkbox"/> Urban water supply =3   | <input type="checkbox"/> Flood management=6                             |
| <input type="checkbox"/> Rural water supply=20   | <input type="checkbox"/> Hydropower=3                                   |
| <input type="checkbox"/> Sanitation=6  | <input type="checkbox"/> Transboundary rivers management=5              |
| <input type="checkbox"/> Wastewater management=4   | <input type="checkbox"/> Regional exchange of experience=3              |
| <input type="checkbox"/> Integrated water resources management in river basins (IWRM)=17 | <input type="checkbox"/> Regional networking for capacity development=4 |
| <input type="checkbox"/> Irrigation and drainage=20                                      | <input type="checkbox"/> Other:=2                                       |

**3. What should ADB include in its water investment packages? Please select up to 3 options to be included.**

- |   |   |
|---|---|
| <input type="checkbox"/> Sector assessments and analyses of issues=10 | <input type="checkbox"/> Capacity development =24     |
| <input type="checkbox"/> Policy dialogue =6                           | <input type="checkbox"/> Development partnerships =19 |
| <input type="checkbox"/> Technical assistance =16                     | <input type="checkbox"/> Regional cooperation =8      |
| <input type="checkbox"/> Infrastructure (new and rehabilitation) =19  | <input type="checkbox"/> Other:                       |

**4. How could ADB become more responsive to client needs and increase its water investments? Please select up to 3 approaches to increase investments.**

- |  |   |
|--|---|
| <input type="checkbox"/> Program approach (multi-donor budget support to government) =13   | <input type="checkbox"/> Lending to national ministries and agencies =21                  |
| <input type="checkbox"/> Sector approach (financing subprojects selected by government) =6 | <input type="checkbox"/> Lending to local government =23                                  |
| <input type="checkbox"/> Project approach (financing of projects designed in advance) =18  | <input type="checkbox"/> Private sector participation (without government guarantees) =14 |
|  | <input type="checkbox"/> Other: =6  |

**5. Which of these changes (suggested by participants of ADB's Water Week 2004) are the most important? Please select up to 3 changes.**

- |  |  |
|--|--|
| <input type="checkbox"/> Working more selectively with the right information, organizations, and leaders =18 | <input type="checkbox"/> Linking formal and informal water service providers =11 |
| <input type="checkbox"/> Empowering civil society organizations as catalysts for water sector reform =27     | <input type="checkbox"/> Catalyzing water investments to the rural poor =17      |
| <input type="checkbox"/> Promoting credible water regulatory bodies for water services =20                   | <input type="checkbox"/> Investing more in nonstructural interventions =11       |
|  | <input type="checkbox"/> Lending more to subsovereign partners =4                |
|  | <input type="checkbox"/> Other:  |

**6. Which of the following options would be most effective in promoting community ownership of water infrastructure and services in poor rural areas? Please select up to 3 options.**

- Small private water networks =11
- Community-managed water networks =21
- Handover of management to water user organizations =7
- Service agreements between water providers and water user organizations =14
- Participation of NGOs/CBOs in projects implemented by local government =13

- Water awareness campaigns by local government and service providers =16
- Water education in schools =10

**7. Which of the following groups or organizations could be the most effective partners for ADB over the next 5 years? Please select up to 3 partners or partnerships that ADB should pursue.**

*Advocacy:*

- Media and journalists =8
- Civil society organizations =16
- International advocacy NGOs =5
- United Nations organizations =8
- World Water Council = 1

*Co-financing:*

- Public-private partnerships =12
- Bilateral funding agencies =10

*Knowledge:*

- Universities and institutes =9
- Multilateral development banks =5
- Global Water Partnership =5
- International organizations e.g. IWMI, IFPRI, IUCN, WWF =10

- International professional associations

*Capacity:*

- Networks among national water apex bodies, river basin organizations, water utilities, and regulatory bodies =10
- Regional water partnerships =5
- Country water partnerships =18
- Professional associations =7
- Research organizations =3

*Other:*

- Other:=3 (INGOs/LGOs/CNMC)

Please submit your completed survey to ADB staff at the event you are attending. You may also fax your responses to ADB's Water Team at +63 2 636 2381/2356 or visit ADB's water website at <http://www.adb.org/water> to complete this survey online.

***Thank you for your time and interest! Visit our website for regular updates on the review process***

## Appendix 3b: Summary of Survey Responses

### ADB Water Policy Implementation Review NGO Center Questionnaire Initial Tabulations June 2005

Number of Total Respondents: 18

1. Are you familiar with *ADB-Government-NGO Cooperation: A Framework for Action, 2003-2005*? (If not, please check "No" and skip to question 6).

  7   Yes, I know something about *the Framework*

 11  No, I do not know anything about *the Framework*

2. In which of the following five areas has the greatest progress been made since 2003 in improving ADB-Government-NGO cooperation? (Check up to three).

  6   Strengthening NGO participation in ADB-supported activities

  4   Enhancing transparency and accountability through access to information

  4   Developing ADB's capacity for NGO cooperation

  1   Building NGO capacity and providing institutional support

  4   Strengthening Government-NGO cooperation and collaboration

3. What have been the most significant contributions by ADB to implementing *the Framework* and strengthening ADB-Government-NGO cooperation over the past two years?

- Capacity building and strengthen cooperation and coordination
- Inclusion of NGOs in project design and implementation (consultation/participation)
- Demonstrating a willingness to engage in such cooperation in public fora. Unfortunately this has rarely been followed up with actual implementation of strategies. Transparency of information most significant, but this really has only began to improve in the past year.
- ADB has worked well in partnership to improve water supply and sanitation and drainage for our province or district, share techniques for water supply in villages,
- Disseminating project information and outcomes

4. What have been the most significant contributions of NGOs and other civil society organizations in implementing *the Framework* and strengthening ADB-Government-NGO cooperation over the past two years?

- Partnership and assistance
- Providing greater focus/on poverty in project implementations targets
- Willingness to participate in and contribute to processes when invited in many examples this contribution has been abused to suggest endorsement with the exception of only a few cases, this involvement is at implementation, not the planning stages.
- Attend – report "voice" of communities/disseminate information back to communities

5. What have been the most significant contributions of ADB member governments in implementing *the Framework* and strengthening ADB-Government-NGO cooperation since 2003?

- Assistance and Coordination
- Working with NGOs at the level of local government
- Involvement in and support to a selection of inter-agency consultation/fora
- Ensuring NGO participation in designing water policy and legislation
- In progressing for water supply Prek Phnov
- Funds and overview and evidence feeding into policy development

6. A new action plan for ADB-government-NGO cooperation (2006-2010) should give greatest attention to the following priorities (check up to three).

- 9 Strengthening NGO participation in ADB-supported activities
- 11 Enhancing transparency and accountability through access to information
- 10 Developing ADB's capacity for NGO cooperation
- 5 Building NGO capacity and providing institutional support
- 9 Strengthening Government-NGO cooperation and collaboration

7. What are the most significant obstacles to strengthening ADB-Government-NGO cooperation?

LACK OF:

- communication
- coordination
- trust
- transparency
- willingness to engage with NGOs
- knowledge, capacity, and information
- focus and support for partnership (ADB's perception that NGOs are "too expensive" to work with and preference until TA instead)

OTHER OBSTACLES:

- differences in operations, agenda, cultures (working independently)
- misperceptions
- role of current NGO Center: filter versus tool for making linkages
- local government does not always welcome NGO involvement (transparency is poor)

## Appendix 4: Summary of Breakout Group Outputs

### ADB's WATER POLICY IMPLEMENTATION REVIEW IN-COUNTRY CONSULTATION FOR CAMBODIA

Sunway Hotel Phnom Penh, Cambodia

23-24 June 2005

#### **GROUP 1: NATIONAL POLICIES AND WATER SECTOR AND SUB-SECTOR REFORMS**

**Question 1.** *What key improvements have resulted from the implementation of national water policy, legal, and institutional reforms in your country?*

#### **COLLECTIVE RESPONSES**

- Water users have benefited in terms of increased coverage and better quality of services (water supply and sanitation)
- Institutional capacities have improved: agencies have become more confident in dealing with water issues
- Policies began to be implemented although there is still room for improvement
- Reforms have been started and ministries have been created alongside the reforms; however, effective operation of these ministries and inter-agency collaboration have to be continually developed

#### **INDIVIDUAL RESPONSES**

##### Government Participants

- Increased coverage and better quality of service in water and sanitation
- Water quality guidelines developed
- Agencies, government, NGOs and donors use and accept the policy
- Water supply and sanitation regulatory body developed
- Water resource management law has been drafted
- Role of government agencies has changed from implementation to facilitation
- Qualitative approach to water service delivery is encouraged

##### NGO Participants

- The development of rural water policy has benefited government through extensive inter-ministerial dialogue; issues have been recognized and awareness raised
- Water sector projects have, in some cases, been designed or re-designed to account for the policy
- However, there has (to date) been very little implementation of the policy, so improvements are few

##### Academe/ Project Resource Persons

- A draft national water policy has been prepared though has yet to be approved
- Drafts of sub-decrees on water allocation, basin management, and other water related issues are in various stages of development and awaiting finalization
- A draft law on water resource management has been prepared and sent to the National Assembly but not yet approved

**Question 2.** *What progress has been made to strengthen the coordination, institutional capacities, and participatory practices of the agencies and institutions charged with governance of the water sector in your country? What challenges remain to improve water governance at the national level?*

## COLLECTIVE RESPONSES

- Capacity building at all levels
- Anticorruption
- Brain drain among government institutions

(ADB supported integrated water resource management and continuous capacity building)

## INDIVIDUAL RESPONSES

### Government Participants

- Dialogues, meetings, capacity building
- Gender mainstreaming
- Coordination role at the national level
- Identify the role and responsibility of each agency involved in the water sector
- Drafted and adopted policies, laws, rules and regulations
- Implement policies, laws, rules and regulations

### NGO Participants

- Government agencies have gained greater experience and more confidence as a result of policy and reform process and due to project implementation experience
- However, intra- and inter-ministerial rivalries and conflicts have largely gone unresolved or made worse by outside attention
- Agency and government work is still largely driven by external donors and “experts”

### Academe/ Project Resource Persons

- Water laws, understanding and managing water resource conflict and adapting principles of local governance
- To improve water governance at the national level, there is need to search for laws, sub-decrees and declarations (parkas) to support policy research
- Some understanding and agreement, more information is needed, information is hard to find
- There has been some limited progress made in strengthening coordination, institutional capacities and participatory practices. However, to be quite honest, coordination and institutional capacities remain quite low. There is more talk about these than actual activity or production of measurable outputs
- Ministries work independently unless a group is established to discuss a specific issue. The same applies within ministries.
- National level capacity is focused on irrigation development; water management and regulatory capacity is at the level of improved understanding but requires support to move to practical implementation. This will require decentralization and de-concentration and is likely to meet resistance. Additional resource allocations (money, people) and strong high-level political support will be needed

**Question 3.** *What water sector reforms are still necessary to build capacities, address constraints, and improve governance in your country? What should ADB do to help?*

## COLLECTIVE RESPONSES

- Improve understanding of water issues, foster agreement on strategy, strengthen legal/regulatory framework
- Improve high level political decision-making
- Decentralize and improve coordination and cooperation between donors
- Improve information sharing
- Increase gender mainstreaming

## INDIVIDUAL RESPONSES

### Government Participants

- Clearly identify roles and responsibilities
- Capacity building: decentralization and empowerment of local authority
- Human resource development
- Pilot projects to test water sector reforms
- Water supply: implement policy and strengthen capacities
- Sanitation: cooperate with water supply for income/ revenue purposes
- Irrigation: capacity building, transboundary cooperation

### NGO Participants

- Roles of government authorities need to be further clarified and respected
- Rent-seeking should be minimized through regulation
- Donors should better coordinate “sector reform” and sector support efforts
- Reduce the “brain drain” from local institutions to international organizations
- Royal Government of Cambodia should take more ownership of sector reform efforts

### Academe/ Project Resource Persons

- Key government officials still only vaguely understand IWRM. A certain amount of lip service is paid to the importance of IWRM. Awareness and capacity to effectively implement core components of IWRM are needed. ADB can help through a sustained multi-year effort in support of IWRM.
- Fill the gaps in knowledge and information that have existed among government, NGOs and donors
- Improve capacity building for policy research

## **GROUP 2: WATER RESOURCES MANAGEMENT**

**Question 1.** *What progress has been made to develop river basin organizations (RBOs) and to pilot a river basin approach to implementing integrated water resources management (IWRM) in your country?*

## COLLECTIVE RESPONSES

- TA completed in March 2004 on the establishment of the Tonle Sap River Basin Management Organization (TSBMO)
- Second TA is ongoing: has comprehensive IWRM framework; has helped design of TSBMO in detail; TA report will be tabled for national consultation late this month
- Northwest Sector Irrigation Project (NWSIP) has initiated river basin and water use studies in four river basins in the provinces of Battambang, Pursat and Banteay Mean Cheay
- Two river basins will be selected for pilot implementation of the river basin approach by MOWRAM
- Community Networks have helped represent civil society at a basin level, for example the Sesan Protection Network
- An example of Cambodia representing its interests at regional basin level is its participation in the MRC

## INDIVIDUAL RESPONSES

### Government Participants

- I don't know (3 times)
- CNMC has prepared legislation and will pilot the approach in Pursat River in the future

- RBO has been preliminarily organized, but is still not functioning well. Some activities have been done separately by existing organizations. However, the mechanism for exchanging information and collaboration is still being worked out.
- People have the ability to promote and improve their standard of living
- Collect more information on the necessary (legitimate) demands of people
- People can get more benefits by promoting their standard of living
- TA completed in March 2004 on the establishment of TSBMO
- Second TA is ongoing: applies IWRM at sub-basin level and plans/ designs TSBMO in detail. A national consultation on the TA outputs is scheduled late this month
- NWISP has initiated river basin and water use studies in four river basins in the provinces of Battambang, Pursat and Banteay Mean Cheay
- Two river basins will be selected for pilot implementation by MOWRAM

#### NGO Participants

- I don't know whether government or ADB has developed RBOs
- Cambodia National Mekong Committee (CNMC) and Mekong Regional Committee (MRC) have begun sub-basin planning process for the Basin Development Plan
- MRC and CNMC have attempted to address transboundary issues but because of the complexity, progress has been slow and limited
- Sesan Protection Network
- Tonle Sap Initiative - towards TSBMO
- Tonle Sap Initiative has attempted to implement aspects of IWRM; entire IWRM approach will be attempted in future projects
- Cambodia represents its interests at regional basin level through its participation in the MRC
- Community Networks have helped represent the interests of civil society stakeholders at a river basin level. Examples include the Sesan Protection Network in northeast Cambodia and the Fisheries Action Coalition Team around Tonle Sap Lake. At regional level, local NGOs have also networked to share information and coordinate. International NGOs have established programs at basin level, for example, WWF, IUCN and Oxfam

#### International Agency Participants

- "CamCapNet" was formed sometime ago under the Global Water Partnership (GWP). It can be supported in many ways.
- CNMC has established networks of institutional and other stakeholders that have successfully conducted baseline studies and scenario analyses, and came out with planning recommendations at both provincial and sub-basin level. The outputs can be consolidated.
- Inter-agency collaboration is an imperative and can be supported by avoiding placing the RBOs under one existing ministry. Also, there is a large for improved knowledge sharing in all levels.

**Question 2.** *What improvements have been made (good practices) or should be made (future actions) to incorporate social and environmental concerns in water resources projects in your country?*

#### **COLLECTIVE RESPONSES**

- EIA and SIA should be conducted following agreed standards for example by the World Commission on Dams (WCD), CBD)
- Improve stakeholder cooperation
- Decentralization and training
- Establishment of RBOs
- Development and effective implementation of water legislation

## INDIVIDUAL RESPONSES

### Government Participants

- Strict measures should be taken against incompetent authorities and people cutting trees in flooded forests that are the habitat of fish and other animals (2)
- Clean drinking water in Tonle Sap area
- Irrigation system should be established to ensure crop production during dry and wet seasons
- Improvements to incorporate social and environmental concerns in water resources projects in Cambodia should include balanced consideration of economic returns and environmental/social costs. For example, irrigation projects should consider the impact of getting water for the rice fields and the availability of water for other agriculture activities.
- As a member state of the MRC, and through the MRC's Basin Development Plan (BDP), CNMC has extensively incorporated social and environmental concerns in its sub-area studies and analyses. The report for each sub-area is available at CNMC and MRC secretariats. Reports have been distributed to external supporting agencies including ADB in Cambodia.
- In the future, a committee should be established to prevent social and environmental loss and degradation
- In collaboration with the National Mekong Committees (NMCs) of member states, MRC has developed two important tools, the Strategy Environmental Assessment (SEA) and Social Impact Assessment (SIA) for project assessment and prioritization in basin development planning
- We set up a steering committee and collaborate with each other to incorporate environmental and social concerns prior to project implementation
- Land title and environment
- Should manage human and business activities that impact on the water in Tonle Sap
- Gender equity and women's participation should be worked out in water-related committees

### NGO Participants

- Improved education and awareness raising among communities dependent on water resources. Focus is on the shared nature of water resources and basic ecosystems functions (Thinking Naturally, Tonle Sap Lake)(2)
- ADB should help dredge the Tonle Sap deeper to catch more rain
- Proper and full environmental and social impact assessments have to be conducted following relevant guidelines, e.g., by the World Commission on Dams and CBD. Conduct and follow-up on the results of these assessments should be made pre-requisites to project funding and implementation.
- Trust-building and improved stakeholder cooperation at the local level have to be pursued. Some actions in some communities have been taken whilst in others this is absent. Without trust and stakeholder cooperation, government national policies cannot be implemented.
- Effective study of environmental flows is needed and factored into project planning
- Promotion of IRBM concept including the ecosystem approach that goes beyond IWRM may be pursued
- Must establish multi-stakeholder committee to educate and promote the benefit of clean water among people living along the river

### International Agency Participants

- Decentralization, accompanied by capacity-building at all levels of administration and organization
- Integrated approach should span various agencies in the water sector – MOWRAM, MAFF, Ministry of Rural Development (MRD), Ministry of Environment (MOE) and Ministry of Ministry of Industry, Mine and Energy (MIME)
- Gender mainstreaming throughout national water resources management

**Question 3.** *What actions must be taken in the next five years to improve water resources development and management in your country and what can ADB do to help?*

## **COLLECTIVE RESPONSES**

- Collecting information on environmental flows, groundwater availability, etc.
- Capacity building particularly on IWRM and involvement of women
- Improve intra-agency collaboration
- Development should be focused more outside Tonle Sap River Basin
- Develop clear legal framework regarding key aspects of water resources development and management.

## **INDIVIDUAL RESPONSES**

### Government Participants

- Broadcast over radio, television and other communication media the need for and information about basin protection and water resources management
- Speed up the adoption of the Law on Water Resources Management and improve the implementation of the National Water Policy and National Water Resources Strategy and Action Plan
- Provision of enough water for farmers to do their work outside the Tonle Sap Biosphere Reserve (TSBR). This could help divert livelihood activities away from and reduce pressure on the Tonle Sap Lake
- Integration and promotion of IWRM in the management and development of water resources
- Better partnership and coordination among actors involved in water resource development, i.e. MRC, ADB-GMS and AMBDC
- National water sector reforms
- Increase awareness of local people (2)
- Develop quality and efficient irrigation systems
- Promote gender mainstreaming in all levels
- Educate people and relevant institutions on the need to protect resources in the Tonle Sap Lake

### NGO Participants

- Every place should have water in the next 5 years
- Improve communication between stakeholders
- ADB should clearly and explicitly tie funds to progress markers and the implementation of agreed standards on environmental and social assessments, e.g. by the WCD, CBD, etc. and be strict in enforcing penalties if these standards are not met
- Clearly defined and supported implementation of CBNRM. In the past, ADB has funded the TSEMP that supports community fisheries. At present, the precise form this will take is unclear.
- Capacity building of all stakeholders to create common understanding of river basin concepts and shared responsibilities
- Strong focus on building the necessary capacity at local, national and regional levels, particularly in such areas as IRBM/ IWRM. Target national educational system/ institutions in environmental awareness and education initiatives.
- Develop clear legal framework regarding key aspects of IWRM, e.g. fisheries laws, river basin organizations, user pays systems, payments for environmental services

### International Agency Participants

- Improve knowledge base on groundwater availability, wetlands habitats sensitivity, environment flows, etc.
- Education of managers at all levels and support the recruitment of female managers

- Improve intra-agency and inter-agency knowledge sharing and collaboration to provide large benefits at no additional cost

### **GROUP 3. WATER SERVICES DELIVERY (IRRIGATION AND DRAINAGE)**

**Question 1:** *What progress has been made to increase coverage and improve efficiencies in water service delivery in your country?*

#### **INDIVIDUAL RESPONSES**

##### Government Participants

- There is progress in increasing irrigated areas and improving efficiencies in water services delivery in Cambodia but from my point of view this is not enough for poverty reduction. Improvements should come in a package that includes infrastructure development, introduction of new agricultural techniques and new varieties in agricultural crops, etc.

##### NGO Participants

- Increased irrigation does not always benefit the local people. Agricultural production may be improved but the farmer may not benefit from it because of other reasons, e.g., lack of market access
- Resettlement (2x)
- More irrigation systems have been constructed around the country but we still lack water for drinking and agriculture. On the negative side, irrigation may result in loss of lands by some people. If dams will be constructed along rivers, this will have an impact on fishery resources
- Increased irrigation coverage does not necessarily equal poverty reduction. Who benefits, who loses, how can we increase poverty impact? Equitable land and water distribution, participatory management, support services, e.g., agricultural extension, infrastructure, technology, credit and market access are needed to optimize positive impact of irrigation on poverty reduction.

##### International Agency Participants

- Several irrigation schemes have been established or rehabilitated
- Provincial and communal investments in irrigation have been made through SEILA
- Inventory of irrigation schemes has been conducted to identify future projects

**Question 2.** *What reforms have been implemented to improve the quality and sustainability of water service delivery in your country?*

#### **INDIVIDUAL RESPONSES**

##### NGO Participants

- Government commitment to set up irrigation in country
- Participation by local people
- More emphasis now on farmer participation in irrigation management, e.g., in the Kampong Spue Project (C.1995), there was no farmer participation. In the Northwest Irrigation Project (current), farmer participation is included.

##### International Agency Participants

- Participatory Irrigation Management and Development
- 79 FWUCs created and strengthened.
- Institutional reform: Creation of MOWRAM in 1999

**Question 3.** *What actions must be taken in the next five years to expand and improve water service delivery your country and what should ADB do to help?*

## **COLLECTIVE RESPONSES**

- Increase irrigated areas to decrease level of poverty through:
  - Participatory management
  - Equitable land and water distribution
  - Provision of support services like agricultural extension, credit and institutional building and infrastructure
- Expand participation of beneficiaries in design and construction. Participants acknowledge institutional reform has led to more participation from farmers (PIMD) but more must be done
- Increase role of private sector in capacity building of local communities. Build capacity of local professionals to reduce reliance on external experts.
- Continued support for the implementation and improvement of the Participatory Irrigation Management Development (PIMD) policy.
- Improve communication and linkages between the Irrigation and Drainage and WATSAN sectors. Take advantage of opportunities for cross learning, multiple-use projects, and other synergies.
- Increase role for private sector in irrigation delivery, including small and micro enterprises (e.g, irrigation management, well drilling, equipment manufacture and distribution)

## **INDIVIDUAL RESPONSES**

### Government Participants

- Privatize irrigation systems or water services delivery in the communities
- Participatory planning approach should be carried out in order to expand and improve water services delivery in Cambodia
- ADB should provide direct loan to the private sector or communities based on the master plan for water services delivery of MOWRAM

### NGO Participants

- More interaction between irrigation and domestic water supply: opportunity for multiple use systems, synergies, productive water uses to finance domestic water supply.
- More emphasis on small scale irrigation options, e.g., household pumps and drip irrigations. Simpler management and better social and geographic spread of benefits
- Water services delivery should be expanded to remote areas. All people should have equal right and access to services. Educate people about the advantage of using safe water. Need to have proper management of irrigation. Capacity building to enable people to manage and exercise their rights to the services.
- Combine service delivery and the right-based approach so people can use their rights to access services.
- ADB should focus in providing benefits for the local people. If ADB expands or improves water services, this should be in the form of grant.
- ADB should increase capacity building of local people and utilize their services instead of technical experts'. Loans from ADB should provide more benefits for vulnerable people. ADB's policy should be properly and effectively implemented.

### International Agency Participants

- Establish a clear and informed investment plan to expand irrigated areas; coordinate investment among donors and government
- Build the capacity of Ministry officers in several fields, e.g. design, control of work, feasibility studies, institution building
- Support the implementation of PIMD policy

## **GROUP 4: WATER SERVICE DELIVERY (WATER SUPPLY AND SANITATION)**

**Question 1.** *What progress has been made to increase coverage and improve efficiencies in water service delivery in your country?*

### **COLLECTIVE RESPONSES**

- Improved access to clean water and sanitation in urban area and some rural areas
- Increased participation by private sector and water users
- Worked with right information and people

### **INDIVIDUAL RESPONSES**

#### Government Participants

- Increased capacity to provide water to urban and suburban areas
- Increased participation of local community private sector (important)
- Reduced the price of water and has made it accessible to the poor
- Conducted analysis of problems and undertook awareness building and education to assure effectiveness of water use

#### Private Sector Participants

- Private sector participation has been encouraged
- Coverage has been increased; however, need to do better especially in the rural areas
- Effective water distribution has moderately improved in Phnom Penh; however, the poor has limited access because of high price
- ADB has yet to assist in expanding coverage to rural remote areas
- ADB has not provided technical and financial support for private sector SMEs that have started to produce and support clean water for the people
- ADB has worked more selectively with the right information, organizations, and leaders.
- Strengthen the technical and managerial capacities of system operators

#### International Agency Participants

- Some people in the remote areas have access to clean and drinking water and sanitation

**Question 2.** *What reforms have been implemented to improve the quality and sustainability of water service delivery in your country?*

### **COLLECTIVE RESPONSES**

- Investments
- Information dissemination,
- Technical and management capacity building
- Participation by private sector and community

### **INDIVIDUAL RESPONSES**

#### Government Participants

- Strengthening the capacities of water suppliers
- Effective regulatory measures and responsive regulatory ministries
- Promotion of community participation and cooperation
- Capacity development of Phnom Penh Water Supply Authority (PPWSA) to reduce water loss
- Awareness raising and education campaigns among communities and service providers on the importance of water and efficient water use

### Private Sector Participants

- Greater ownership is the best way to ensure quality and sustainability of service delivery
- Improvements have been taken step by step. Government has made people aware of the areas that have arsenic. Public communication and information dissemination about the disadvantages of using unclean water. Push government to reform and allow private sectors to build water filters and make them available to the people. Analyze water at the ministry of industrial laboratory every month.
- Good governance and capacity building.
- To ensure quality and sustainability: should have human resources to ensure clean water and sanitation. To expand and improve water services: need to look for partners to maintain and repair facilities.
- Expansion and improvement of water services.

### International Agency Participants

- Participatory approaches/ ownership

**Question 3.** *What actions must be taken in the next five years to expand and improve water service delivery your country and what should ADB do to help?*

### **COLLECTIVE RESPONSE**

- Develop master plan including investment, technical assistance, capacity building, awareness and education, and strengthening private sector capacities (both technical and financial)

### **INDIVIDUAL RESPONSES**

#### Government Participants

- Develop master plan including investment costs and submit to donors who work in the field of water supply and sanitation
- ADB should provide TA for feasibility study and design
- To improve water supply and sanitation services in the rural areas will require ADB funding, technical assistance and good government organization at the local and middle levels
- Explore co-financing possibility with private sector or community water supply operators
- Address wastewater treatment and management in urban areas
- Expand distribution network while assuring quality and reasonable prices in rural areas
- ADB must invest more on urban and rural water supply and rural water supply

#### Private Sector Participants

- Promote small private or community-managed water networks
- Promote water education in schools.
- Provide more training for managers in both public and private sectors.
- Find ways to reduce taxes on materials needed to produce water and others.
- Provide technical and financial assistance to private sector especially in the area of water quality improvement. Provide loans to the private sector to expand in other places. From experience, private sector has proved that it can help people as well as make national income.
- Water supply and sanitation policies should be in place to improve investor and NGO confidence. Conduct laboratory analysis of the water product as often as possible.
- ADB should not veer away from private sector participation.
- ADB should provide loans to private sector at reasonable interest rate to enable the sector to assist in the expansion of services while addressing quality and sustainability

#### International Agency Participants

- Capacity building in technical and human resource management