

# **COOPERAZIONE INTERNAZIONALE**



---

**Asian Development Bank “Pilot and Demonstration Activity” Program  
(TA 6325)**

**Project:**

**“Creating an institutional framework for improving  
the water systems management in rural areas of Tajikistan”**

## **FINAL COMPLETION REPORT**

---

**Submitted by:**

**Filippo Crivellaro – Country Director**

**COOPERAZIONE INTERNAZIONALE – COOPI, Tajikistan branch**

**5 Temurmalik Street**

**734003 Dushanbe**

**Tajikistan**

**Tel. (+992 – 37) 2243923**

**E-mail. Dushanbe@coopi.org**

**DUSHANBE, October 2007**

The views expressed in this paper are the views of the authors and do not necessarily reflect the views or policies of the Asian Development Bank (ADB), or its Board of Directors, or the governments they represent. ADB does not guarantee the accuracy of the data included in this paper and accepts no responsibility for any consequences of their use. Terminology used may not necessarily be consistent with ADB official terms.

## **Table of contents**

<b>I.</b>	<b>Goals of the Final Completion Report</b>	<b>1</b>
<b>II.</b>	<b>Objectives reached</b>	<b>2</b>
<b>III.</b>	<b>Budget variation and no cost extension</b>	<b>3</b>
<b>IV.</b>	<b>Activities implemented</b>	<b>3</b>
	<b><i>a. The institutional development track</i></b>	<b>3</b>
	(i) The selection of the WCPC members	4
	(ii) The legal registration of WCPC	4
	(iii) The training seminars for the WCPC	5
	(iv) The first internal meeting	5
	(v) The 1st Round Table of the WCPC and the Water Agency	6
	(vi) The second internal meeting	8
	(vii) The 2nd Round Table of the WCPC and the Water Agency	8
	(viii) The updated training seminars for WCPC	8
	(ix) The third internal meeting	9
	(x) The 3rd Round Table of the WCPC and the Water Agency	10
	(xi) The fourth internal meeting	10
	(xii) The 4th Round Table of the WCPC and the Water Agency	10
	<b><i>b. The infrastructural development track</i></b>	<b>11</b>
<b>V.</b>	<b>Outputs and the Outcomes achieved</b>	<b>13</b>
<b>VI.</b>	<b>Evaluation of the Project activities using the Performance Indicators</b>	<b>16</b>
<b>VII.</b>	<b>Expanding the activities in other villages, jamoat and districts</b>	<b>20</b>
	Appendix 1	21
	Appendix 2	37
	Appendix 3	39

## **I. Goals of the Final Completion Report**

1. Highlight the objectives reached at the end of the Project;
2. Explain the motivations for the budget variation and no cost extension;
3. Describe all the activities implemented during the Project;
4. Highlight the outputs and the outcomes achieved at the end of the Project;
5. Evaluate the Project activities using the Performance Indicators;
6. Explain the possibilities to expand the activities in other villages and districts.

## **II. Objectives reached**

As described in the Proposal, the PDA main objective was to create a new institutional scheme in which Water Consumer Protection Committees (WCPC) are created at village level and are recognized by the existing governmental DWSS managing agency as a valuable resource and respectable counterpart in the design, expansion and maintenance of the water systems.

After the creation of WCPC and their legal registration as public associations at the Ministry of Justice, they were trained in water system management, financial management of Water Utility (budgeting, general accounting and financial planning) and in advocacy and negotiations techniques, as we described in details in the Mid term Report.

After these three training modules, WCPC started to work within their communities with a strong dialogue with the Water Utility in order to identify urgent needs and solutions in the water supply system of their villages. At the end of the Project, 4 round tables were conducted by the Water Utility with the active participation of the members of WCPC in order to highlight to the DWSS managing agency the real needs of the community and prioritize them, draw the attention of the DWSS managing agency to the priority issues of the community, participate in the design of the solution for identified problems, negotiate on a stronger base the community contribution in the implementation of the solution identified, verify the performance of the DWSS managing agency, reporting to a higher level (i.e. local government) in case of decreased or poor quality of the service, suggest social-sensitive mechanisms for establishing the water fees and promote within the community a positive attitude toward the agency in order to maintain a constant and predictable revenue cash flow.

Moreover, the attitude of WCPC was of great and solid participation to the problems of their communities in the water sector. The main objective was fully reached within the end of the Project. The creation of WCPC was seen by all the population of the villages as a real and innovative instrument to empower the whole community to solve problems and to reach their objectives in front of local authorities in the water sector.

### **III. Budget variation and no cost extension**

During the implementation of the Project, COOPI realized that it was spending less for the budget line: training, workshops, seminars, public campaigns. In the meantime, during the 3rd round table, the members of Kurultoi, Chikalov, Zaria Vastok and Udarnik WCPC, asked the DWSS managing agency if it was possible to buy some more metal pipes to expand the distribution systems of their villages and substitute the old pipes in some parts of the villages instead of repairing leakages.

For these two reasons COOPI decided to ask for a budget variation, increasing the budget line: civil works.

For small delays in the organizations of the Round tables and the willingness to have more participation from the WCPC members, the DWSS managing agency and the WCPC decided to have the round table meetings at the end of every month. The first round table was held on 28 June, the second one on 27 July and the third one on 24 August. To try to respect the time from a meeting to the following one, COOPI decided to ask for a 15 days no cost extension.

### **IV. Activities implemented**

As described in the Proposal, in the Inception Report, and in Mid term Report, the activities of the project fall under two main categories:

- a) The Institutional Development track, which includes the activities aimed at establishing a regular dialogue and collaboration between the villages' Water Consumer Protection Committees (WCPC) and the Water Agency (WA), and
- b) The Infrastructural Development track, which includes the activities aimed at supporting the rehabilitation of the Drinking Water Supply Systems (DWSS) existing in the villages, in order to re-start as soon as possible the water supply, provide people with safe drinking water and guarantee to the Water Agency a reliable cash flow to maintain the systems.

Both tracks were under implementation in the villages of Zaria Vastok, Udarnik, Chikalov, Kurultoi and Komsomol, all situated in Ittifogh jamoat, Jomi district (Khatlon region - Tajikistan).

#### **a. The institutional development track**

Within the above mentioned target communities all the activities planned in the proposal were completed and the goal to establish a permanent dialogue with the Water Agency responsible for the water supply in the area was achieved. The activities done within the Project, in respect to the institutional development track, are: (i) the selection of the WCPC members, (ii) the legal

registration of the three WCPC as public organizations, at the Ministry of Justice of the Republic of Tajikistan, (iii) the training seminars for WCPC, (iv) the first internal meeting, (v) the first Round table, (vi) the second internal meeting, (vii) the second Round table, (viii) the updated training seminars for WCPC, (ix) the third internal meeting, (x) the third Round table, (xi) the fourth internal meeting, (xii) the fourth Round table.

(i) **The selection of the WCPC members**

In order to ensure a wide consensus of the community on the members of the Committees, these were selected during open meetings with the entire population of the villages. For those Committees representing two villages, separate selection meetings have been arranged, and the selected members have been put together in the same Committee at the seminar stage. Also, it has been encouraged women participation in the village meetings, in order to have gender equality in the Committees.

Village meetings were chaired by COOPI's Specialist on Advocacy and Awareness, who prepared a presentation module for the occasion, needed to make clear to the population the goals and the activities of the projects, in general, and to explain, in particular, the role for those selected into the Committee. Prior to the selection meeting, the specialist met with the village chiefs and some elders to identify the best day and the best moment in the day to have the meeting, in order to have a significant participation of the populations. The meetings therefore were sometimes held at unusual time (i.e. 7 pm), when people were back from the fields and free from their daily work. By the end of the first week after the project kick-off (end of May) all the three WCPC were identified.

(ii) **The legal registration of WCPC**

After the selection of the WCPC members, and during the period for the training seminars, COOPI, in agreement with the WCPC members, started the process to legalize these committees. COOPI's Specialist on Advocacy and Awareness started to prepare the WCPC legal charter, discussing and explaining the members every single step of the registration. He underlined and trained the members to the objectives and tasks of the WCPC, to their rights and responsibilities. He explained them how to manage the WCPC and which the WCPC control bodies are, how to solve conflicts between the WCPC and other physical and juridical persons and how to terminate their activities.

All these information were reported inside the WCPC Charter, approved and signed by all the members.

After the legal registration at the Ministry of Justice of the Republic of Tajikistan and the delivery of their official stamp, the WCPC were able to have legal status and to sign legal agreements with the DWSS managing agency and the Hukumat of Jomi district.

(iii) **The training seminars for the WCPC**

The goal of the seminars was to make the perspective members of the WCPC to understand the components and the dynamics of DWSS Management.

The seminars covered the planned topics during three sessions of one day each.

The first session, conducted by the Specialist in Advocacy and Awareness, was dedicated to introducing the function, the rights and the duties of a Water Consumer Protection Committee, as well as the legal basis for its action, in relation with the other actors in the DWSS Management<sup>1</sup>. The second seminar included a comprehensive technical description of how DWSS works and for which reasons some technical choices are taken, and has been presented by the Water Engineer who is also engaged in the infrastructural work. During the seminar practical questions on the work to be implemented in the villages, as well suggestions on how to maintain properly the systems were addressed and clarified<sup>2</sup>. In the third seminar, the Management Specialist led the participants in the understanding of what a budget is for a Water Utility and how it is possible to cover the operational and maintenance costs by an appropriate choice of the tariff. The seminar has been particularly useful in view of the discussion within each WCPC about the tariff to be proposed to the WA, because of the possibility of checking, based on real figures, what the appropriate tariff would have been<sup>3</sup>.

(iv) **The first internal meeting**

In general, the internal meetings of the new-born WCPC were the main occasion for the members to brainstorm on the requests to be presented to the Water Agency at the general round tables.

The topics discussed in the first internal meeting can be grouped mainly under three headlines: (1) the water tariff to be negotiated with the Water Agency; (2) the contribution that the community can provide to the Water Agency in order to rehabilitate as soon as possible the DWSS; (3) the indicators to be adopted to monitor the performance of the Water Agency. The ultimate goal of this meeting was to elaborate a clear proposal from the

---

<sup>1</sup> A detailed program of the seminar was presented in Appendix 2, Mid term Report.

<sup>2</sup> Appendix 3, in the Mid term Report, gives details about the steps followed during this seminar.

<sup>3</sup> More details about the content of this seminar are given in Appendix 4, Mid term Report.

WCPC side to be debated with the Water Agency and eventually to include the conclusions into an agreement to be signed among the parties and to be confirmed by the local Hukumat as guarantee.

In additions, the Committees committed themselves to mobilize their communities in implementing the actual work requested by COOPI's engineer and the Water Agency<sup>4</sup>.

WCPC had in some cases different views on the same issue, but at this stage all proposals were collected without any comment from COOPI's side, leaving the debate at the later stage.

Also, it is remarkable that some Committees discussed thoroughly about the water tariff, in order to identify a mechanism that at the same time was practical (i.e. not too complicated for the Water Agency personnel), consumer friendly (i.e. not too much effort required by the consumers), fair and social sensitive.

Another sensible issue was the problem of lack of electricity during the winter, which can compromise a regular water supply (in general electricity is available only for four hours per day). The discussed point was whether it is better to have different water tariff for the winter and the summer period, or to have a flat rate, with a compensation of the different expense for power regulated by the Water Agency. In general this latter solution, with a unique tariff during the whole year, was the preferred solution.

(v) **The 1<sup>st</sup> Round Table of the WCPC and the Water Agency**

The main goal of the 1st Round Table was to have the Water Agency and the WCPC to discuss together the critical issues of the DWSS management, in order to find joint solutions. In particular, as emerged from the first internal meeting, the WCPC considered fundamental to have the possibility to confront with the Water Agency on the following topics:

- Water fee (amount, frequency and modality of collection, penalties, seasonal variation of the water supply, etc.).
- In-kind contribution of the community to support the rehabilitation of the DWSS and its successive sustainability
- Performance indicators to be used to evaluate the Water Agency and take action in case of declining service quality.

The method used to confront on this topics included first of all a presentation made by WCPC leaders in front of the assembly, where the specific proposals of each WCPC were presented, as emerged by the brainstorming conducted during the seminars and the synthesis prepared during the internal meetings. Firstly, actual proposals of the WCPC were listed on the board.

Secondly, the debate on each topic was opened, with the COOPI's specialists acting as moderators. The discussion lasted more than two hours but it was fruitful and provided clear indications for an agreement including the conclusions listed in the table 1.

Table 1 – Conclusions of the debate on DWSS management among WCPCs and Water Agency

Topic	Decision taken
<u>Water fee</u>	
➤ <b>Amount due for public tap use</b>	Between 1,2 and 1,5 somoni per month per family, uniformly applied, without differentiation among summer and winter, regardless the number of components and the number of kids under 6 year.
➤ <b>Amount due for private connections</b>	3,0 somoni per month per family, regardless the season, the area of the household, the number of components, the wealth or the presence of particular disadvantaged individuals in the family (veterans, invalids, widows).
➤ <b>Method of collection</b>	Monthly, door-by-door made by an employee of the Water Agency.
➤ <b>Penalty in case of delayed payment</b>	5 somoni per month of delay (+ the payment of the debt incurred).
➤ <b>Penalty in case of tap damaging</b>	25 somoni, to be shared among the identified responsible households.
➤ <b>Reduction in case of complete lack of water</b>	Up to 7 days of complete lack of service – no reduction From 8 to 15 days of lack of service – 50% of reduction From 16 days above (to 30 days) – 25% of reduction
<u>Community contribution</u>	
➤ <b>For the initial rehabilitation of the DWSS</b>	Under the coordination of the WCPC members, the community will dig along the roads where new pipes and new taps are to be installed, after being instructed by the COOPI's engineer and/or the person in charge from the Water Agency.
➤ <b>For future maintenance of the system</b>	The family neighboring the area where the leakage appeared will dig to the point of making the pipe visible and the work around it easy and comfortable for the employee of the Water Agency in charge of the repairing. In addition, free food will be provided to the Water Agency workers during their work.
○ <b>In case of leakage in the pipeline</b>	
○ <b>In case of leakage from the tap</b>	The closest family to the tap will arrange for a temporary solution in order to limit the waste of water and will inform the WCPC or directly the Water Agency of the problem arisen.
<u>Performance indicators</u>	
➤ <b># of hours of water</b>	4 hours in winter (2 in the morning + 2 in the evening) 6 hours in summer (3 in the morning + 3 in the evening) These are considered the minimum thresholds to be compliant with (unless there is no power available for the required # of hours) 80%.
➤ <b># of taps in service</b>	This means that the performance of the Water Agency is still considered satisfactory even if up to 20% of the installed taps do not receive water.
➤ <b># of days required to have a leakage repaired (or a major damage solved)</b>	3 days – case of leakage that requires digging, the days are counted starting from the moment when the place is properly digged by the community.
➤ <b># of days required to have a broken tap repaired (or a minor damage solved)</b>	4 days – the Water Agency will try to keep always sufficient stock of spare parts in order to be able to replace any broken part as soon as the damage is detected, without the potential delay due to the spare part procurement.
➤ <b># of days required to have the pump repaired</b>	15 days
➤ <b># of days required to have the electric transformer repaired</b>	20 days – the Water Agency in this respect is fully dependent on the timing of the Electric Company.

<sup>4</sup> To have more details about the first internal meeting, see Table 1.a, 1.b, 1. c, in the Mid term Report.

At the end of the meeting, it was agreed that these conclusions would have been incorporated into an Agreement to be reviewed in the following weeks by the parties and to be signed during the 2nd Round Table.

(vi) **The second internal meeting**

The topics discussed in the second internal meeting can be grouped mainly under two headlines: (1) the preparation and the discussion on the Agreement to be signed; (2) technical problems in each water supply system.

The ultimate goal of this meeting was to elaborate a clear agreement to be signed in the second round table with the Water agency and the Hukumat.

In additions, the Committees committed themselves to continue to mobilize their communities in implementing the actual work requested by COOPI's engineer and the Water Agency.

Regarding the technical aspects, the WCPC asked COOPI's engineer when the water supply systems could start to work effectively and every committee gave some suggestions to improve the efficiency of the systems<sup>5</sup>. They were very careful and conscious about the problems in each village and they reported the exact point for every leakage.

(vii) **The 2<sup>nd</sup> Round Table of the WCPC and the Water Agency**

The main goal of the 2<sup>nd</sup> Round Table was to sign the Agreement already discussed in the first round table and prepared by COOPI, in collaboration of the WCPC and the Water agency for the occasion. During this round table, COOPI handed over the 3 water supply systems to the Water agency. The water supply systems were almost completed: the water pumps were installed and tested already. At the meeting there was also a representative from the Hukumat of Jomi<sup>6</sup>.

Moreover, during the round table, the Water agency promise to repair all the linkages reported by the WCPC and to guarantee the good performing of the water supply systems for the mid of august.

(viii) **The updated training seminars for WCPC**

This second cycle of seminars was held to refresh and update the WCPC members to all the issues analyzed during the first cycle. To evaluate the knowledge of the members,

---

<sup>5</sup> At that time COOPI, in collaboration with the Water agency, was testing the water supply systems and checking for leakages.

COOPI prepared also a useful test to understand the level of understanding of the WCPC members<sup>7</sup>.

The seminars were conducted by both, the Specialist in Advocacy and Awareness and the Water Engineer to try to solve all the doubts presented by the WCPC's members.

The seminar was divided in 4 sessions of one day each committee.

The first three sessions were conducted by the Specialist in Advocacy and Awareness. The first was dedicated to evaluate the members through the test. According to the results of the test, the Specialist reviewed especially the financial module, explaining the importance of the stabilization fund and its functioning. He reviewed also the advocacy module underlining the importance to find common solutions with the WUA for all the issues concerning the water sector in their village. The fourth session was held by the Water Engineer and was concentrated on explaining the real performing of the water supply systems after testing them. In particular, the results of testing the systems were good: the water pressure was good in every tap and the leakages were appearing only in few parts of the villages. He reviewed also the technical module explaining in detail how to regulate the network for all the villages involved.

(ix) **The third internal meeting**

The topics discussed in the third internal meeting were mainly referred to technical issues regarding the water supply systems.

The WCPC members discuss about the correct use of water supply systems and the work schedule to be adopted in every village. Because of testing of water supply systems were ended, every committee presented different problems to be solved.

In particular, the Komsomol WCPC reported a leakage in one small street. Apart of that, the system was working well; the water pressure and the quantity of water were enough for every tap.

The Chikalov and Kurultoi WCPC paid more attention on the sanitary aspect of the water supply system. They wanted the Water agency to clean all the pipes with chlorine. Moreover, they discussed about the possibility to change at least a part of the main pipe taking water to Kurultoi because of the bad condition of the iron pipe and other small parts.

The Zaria Vastok and Udarnik WCPC discussed about the possibility to change at least a part of pipe in the main line taking water to Udarnik and some other small parts when the pipe was in bad conditions.

---

<sup>6</sup> See Appendix 1, the signed agreements between each WCPC, the Water agency and the Hukumat of Jomi, as guarantee.

<sup>7</sup> See the test in the Appendix 2.

(x) **The 3<sup>rd</sup> Round Table of the WCPC and the Water Agency**

The main goal of the 3<sup>rd</sup> Round Table was to find common solutions between the WCPC and the Water agency after the water supply systems testing operations.

Every WCPC asked the Water agency to repair all the leakages and to change at least some parts of the pipes where there were worse conditions. At the end, they agreed to ask COOPI to change at least 300 meters of the main line in Kurultoi, 200 meters of main line between Zaria Vastok and Udarnik, and other 600 meters of lines to be changed in different places instead of repairing leakages<sup>8</sup>.

Moreover, the Water agency agreed to clean all the water supply systems with chlorine and to have a fix timetable for providing water. The schedule for providing water was fixed for 4 hours in the morning (from 6:00 a.m until 10:00 a.m) and for 3, 5 hours in the afternoon (from 5:00 p.m until 8:30 p.m).

(xi) **The fourth internal meeting**

The topics discussed in the four internal meeting were mainly referred to financial issues regarding the payment of water fees.

Water fees started to be paid at the end of August in all villages. All the WCPC were agreed to ask the official data in the following round table to the Water Agency and to ask for repairing some leakages, especially in Udarnik. Moreover, COOPI asked the WCPC to give some results of the evaluation of the project during the last round table.

(xii) **The 4<sup>th</sup> Round Table of the WCPC and the Water Agency**

During the 4<sup>th</sup> Round Table there were 3 main topics discussed.

First, the WCPC asked the Water Agency to continue to check the performance of the water supply systems in order to maintain them working properly, also after the change in the distribution system. They asked to repair some leakages, especially in Udarnik.

Second, the Water Agency presented the first results in term of fees payments for the month of august. The results were absolutely positive.

As we can see below in the table 2, the percentage of families that signed a contract with the Water Agency was very high. Only in Kurultoi the percentage was quite low. This could be explained because COOPI rehabilitated the principal roads of the village while in the other villages the rehabilitation was concerning all the roads.

---

<sup>8</sup> See Appendix 3 for the three maps of the water supply systems.

Table 2 – Payment fees for drinking water in all the villages (August 2007)

<i>Village</i>	<i>Total families</i>	<i>Families with contract with the Water Agency</i>	<i>% of families with contract with the Water Agency</i>	<i>Total payment in August (Tjs)</i>	<i>Payment per family in August (Tjs)</i>
<b>Zaria Vastok</b>	128	107	83,59%	140	1,31
<b>Udarnik</b>	85	78	91,76%	65	0,83
<b>Chikalov</b>	240	230	95,83%	320	1,39
<b>Kurultoi</b>	461	280	60,74%	348	1,24
<b>Komsomol</b>	394	290	73,60%	364	1,26

The medium payment per family was from 1,2 Tjs to 1,4 Tjs. Only in Udarnik the medium payment per family was lower. This data could be explained because in this villages the service in august was not so efficient due of some leakages.

With these data, both parties, the Water Agency and the WCPC agreed to repair all the pipes broken and to increase the number of the paying families, especially in Udarnik.

Third, COOPI presented the principal the first data to evaluate the project, in terms of outcomes and outputs reached and using also the performance indicators<sup>9</sup>.

#### **b. The infrastructural development track**

This track includes all the actions aimed at rehabilitating the DWSS in the target villages, and to monitor the maintenance of them, once they are fully operative under the Water Agency responsibility.

The implementation of this track was coordinated and supervised by COOPI's Water Engineer, who performed the following actions:

- Establishing a sound relation with the Water Agency, presenting the project and its goals and activities;
- Conducting a preliminary assessment of the situation of the DWSS, including mapping of the pipe network (based on people memories, since there are no maps available);
- Recruiting of a team of workers, so called "brigada" (5 members), to perform the rehabilitation work;
- Purchase of basic equipment for the brigada (generator and welding machine);
- Arranging for renting of a field office-warehouse and a small van for the transportation of material and workers from the field office to the work sites;
- Preparation of the boreholes (cleaning and fencing), using material provided by the Water Agency (in some cases with COOPI financial support);

<sup>9</sup> See section V and VI.

- Brainstorming with the WCPC members, during the technical seminar, about the number of public taps to be installed and the contribution that the community may provide to speed up the rehabilitation work;
- Preparation of the purchase order for the pumps and the related material (cables, control panels, iron pipes) to be installed in the boreholes (based on the technical requirements of the systems, as emerged during the detailed assessment);
- Preparation of the maps of the work to be performed by the community, under the supervision of the WCPC;

In particular, the documents listed in the last point above have been presented during the 1st general round table with the Water Agency and the WCPC, in order to have a general agreement on the expected performance of the systems, being at the same compliant with the budget available and the technical capacity of the WA.

The preparation work was completed by the end of June.

During the first two weeks of July, the communities have helped in digging the village roads for the installation of new pipes or for the rehabilitation of the existing ones. This process continued for all the duration of the project. Borehole pumps were installed in the third week of July, and public taps to be completed by the end of July, in order to test the systems and pass them to the WA in the occasion of the 2nd general round table<sup>10</sup>.

This allowed enough time to monitor the performance of the DWSS for one month and half, during which COOPI staff will continue the work for detecting and repairing the leakages that appeared in the old pipes, until the DWSS are fully operative.

During the month of August, COOPI and the Water agency continued to check the performance of the water supply systems, repairing leakages, checking the water pressure, the electrical system and the functioning of every tap. Also the WCPC were really active to control every street where the rehabilitation was going on. At the end of August, there were many leakages still appearing in many points, especially in the villages of Kurultoi and Udarnik. After the WCPC internal meetings and the 3<sup>rd</sup> Round table held at the end of August, the Water agency decided to change parts of old pipes with new ones.

Moreover, during the month of August, the Water agency prepared the modules for the contracts and the receipts that had to be signed by the population. At the end of the month the Water agency started to collect the water fees. The signed contracts at the end of the month were positive (see table 2). During the month of September, the Water agency continued to assess the water supply systems, and, with the support of COOPI, they

---

<sup>10</sup> See also the paragraph "The 2<sup>nd</sup> Round Table of the WCPC and the Water Agency", pag. 8.

continued to repair leakages and changed parts of old pipes. Also at the end of September, the Water agency collected the water fees. The results are resumed in the table 3.

Table 3 – Payment fees for drinking water in all the villages (September 2007)

<i>Village</i>	<i>Total families</i>	<i>Families with contract with the Water Agency</i>	<i>% of families with contract with the Water Agency</i>	<i>Total payment in September (Tjs)</i>	<i>Payment per family in September (Tjs)</i>
<b>Zaria Vastok</b>	128	107	83,59%	160	1,50
<b>Udarnik</b>	85	78	91,76%	85	1,09
<b>Chikalov</b>	240	230	95,83%	410	1,78
<b>Kurultoi</b>	461	280	60,74%	463	1,65
<b>Komsomol</b>	394	290	73,60%	483	1,67

Comparing the table 3 with the table 2, we can see the same number of signed contract but an increase of the total payment per village. Consequently, the payment per family is higher. This could be explained because of some private connections rehabilitated and the higher water fees for them paid by the families.

At the end of September all the planned rehabilitations were concluded and all the villages received a good service in terms of water availability and good pressure. The distribution network was improved, the number of connections increased, both public and private<sup>11</sup>.

## V. Outputs and the Outcomes achieved

During the implementation of the project, COOPI was really careful about the outputs and outcomes to be achieved and tried to follow all the planned steps in order to facilitate this process.

The expected outputs and outcomes were achieved.

Regarding the outputs, 3 WCPC were created and legally registered. The first WCPC is serving the villages of Chikalov and Kurultoi. The second one is serving the villages of Zaria Vastok and Udarnik and the third one the village of Komsomol. In total, the 3 WCPC are serving 5 villages, all in Ittifogh jamoat, in Jomi district.

In total, there were organized 4 working meetings between WCPC and the DWSS management agency. During these round tables both parties discussed different issues and needs in the water sector to be solved in all the villages. These meeting were very useful to highlight to the Water Agency the real needs of the communities involved, to participate in the design of the solution for identified problems and to negotiate the community contribution in the implementation of the solution identified.

<sup>11</sup> See also the section V and VI.

During the timeframe of the project, all the rehabilitation works were completed and a common plan of action was arranged between the WCPC and the Agency, after the signature of the agreement between them<sup>12</sup>.

The last expected output was to have a tariff structure enhanced to cover full O&M costs and eventually to slowly move towards full cost recovery. At the end of the project, the Water Agency collected the water fees only for 2 months, August and September.

For this reason it's impossible to have sufficient data to have a long term analysis. Estimating the data for the following months, the financial situation for the Water Agency would be resumed in the table below.

Table 4. Plan – Estimated financial situation for the Water Agency

<i>List of incomes and expenses, payment</i>	<i>August</i>	<i>September</i>	<i>October</i>	<i>November</i>	<i>December</i>	<i>January</i>	<i>February</i>	<i>March</i>	<i>April</i>	<i>May</i>	<i>June</i>	<i>July</i>	<i>TOTAL</i>
<i>Income</i>													
<i>From water users</i>	<b>1237</b>	<b>1601</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>1500</b>	<b>17.838</b>
<i>Expenses</i>													
<i>For repairing of system (ordinary maintenance)</i>	<b>0</b>	<b>0</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>2.000</b>
<i>Electricity payment</i>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>1.080</b>
<i>Salary</i>	<b>0</b>	<b>0</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>1.800</b>
<i>Tax\ Social Fund 25%</i>	<b>0</b>	<b>0</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>450</b>
<i>Amortization Fund 8%</i>	<b>0</b>	<b>0</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>3.000</b>
<i>Administrative expenses</i>	<b>0</b>	<b>0</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>600</b>
<i>Unexpected expenses (20%)</i>	<b>18</b>	<b>18</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>165</b>	<b>1.686</b>
<i>Total expenses</i>	<b>90</b>	<b>90</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>990</b>	<b>10.080</b>
<i>3.Stabilization Fund</i>	<b>1.129</b>	<b>1.493</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>510</b>	<b>7.722</b>

Total number of Water users (households) – 985

In this table, the values for the first 2 months are real. For the other 10 months, we are estimating the medium value for the water fees and the expenses. As you can see, at the end

<sup>12</sup> See Appendix 1.

of the year, the Water Agency could have a stabilization fund of 7.722 Tjs. This fund could be used for extraordinary expenses (burned water pump, burned KTP or electric transformer).

This table wanted show only the real possibility for the Water Agency to be sustainable in the long period, naturally paying attention to the needed expenses and assuming that the water fees could be quite stable.

Regarding the expected outcomes we can sustain that every outcome was achieved, also if the analysis could be done only for 2 months.

With the rehabilitation of 3 water supply systems serving 5 villages, the Water Agency started to improve its performance in terms of cost recovery, water availability and water quality, fixed the same tariff for all the villages in order to recover at full O&M costs and to move towards full cost recovery in one year.

According to the needs of the population, as the WCPC are informing during the monthly round tables, the Water Agency is enlarging the services provided in terms of expanded distribution network.

The monthly round tables between the service provider and the community representants permitted an increased transparency in the decision-making process and, at the same time, enhance the confidence of the population in dialoguing with the Water Agency, with the Electroset and the Hukumat.

As a result of systems rehabilitation, the following outcomes have been achieved: (i) the water supply service was guaranteed for 6 hours (from October until April would be 4 hours per day<sup>13</sup>), (ii) the water pressure is 2 BAR, (iii) the water sales in August and September are resumed in the table 5, (iv) the number of connections for every village is resumed in the table 6.

Table 5 – Water sales in August and September per village

<i>Village</i>	<i>Water Sales in August (cubic meters per hour)</i>	<i>Water Sales in September (cubic meters per hour)</i>
<b>Zaria Vastok</b>	15,8	15,8
<b>Udarnik</b>	15,8	15,8
<b>Chikalov</b>	16,3	16,3
<b>Kurultoi</b>	16,3	16,3
<b>Komsomol</b>	16,6	16,8

As we can see from the table, the water sales are almost the same for all the villages. The small differences could be explained for the different water pumps used and the differences of the network distribution systems.

<sup>13</sup> In some periods during winter, the electricity service could be cut off, according to the Hukumat necessities. In September, all the parties agreed to increase the delivery time to 7,5 hours.

Table 6 – Number of connections per village

<i>Village</i>	<i>Public connections installed</i>	<i>Private connections rehabilitated</i>
Zaria Vastok	15	10
Udarnik	6	8
Chikalov	14	64
Kurultoi	12	10
Komsomol	30	52

Regarding the increased financial stability of the Water Agency, it's not possible to have sufficient data to have a long term analysis. Estimating the data for the following months, it's possible to say that the Water Agency could be financially sustainable if it will be able to maintain at least the good performance of the first 2 months.

## VI. Evaluation of the Project activities using the Performance Indicators

In this section it's possible to evaluate the project activities using the Performance Indicators as defined in the Proposal.

Two groups of indicators were set up in order to evaluate the commitment of both WCPC and the DWSS managing agency in the PDA.

The first group of indicators targeted the WCPC pro-activeness and included:

- (i) % of members present at each periodical internal meeting and at the round-table with the agency (see the table 7).

As we can see, the % of members of Komsomol was always equal or more than 75% of presence, for the members of Chikalov and Kurultoi the presence was always more than 50% during the round-tables. Only in the first and fourth internal meetings the presence was quite low<sup>14</sup>. For the members of Zaria Vastok and Udarnik the presence was always equal or more than 67%, except in the third round table where only the 33% of the members were present<sup>15</sup>.

Considering all the WCPC, the attendance at the internal meetings and the round tables was always more than 50%.

<sup>14</sup> The motivation given was the participation in other meetings at Hukumat level.

<sup>15</sup> The motivation given was the participation in some training modules for other NGOs.

Table 7 – % of members present at each periodical internal meeting and at round-table with the agency

WCPC	Name of Committee Member	Position	1st meeting		2nd meeting		3rd meeting		4th meeting		
			internal	with WA	internal	with WA	internal	with WA	internal	with WA	
Komsomol	Odinajev Zuhridin	Chairman			X	X	X	X	X	X	
	Musojev Sulaymon	Member	X	X	X		X		X	X	
	Kholov Rajab	Member				X	X	X			
	Davlatov Abdusaid	Member	X	X	X	X	X	X	X	X	
	Kukanova Khayri	Member	X	X	X	X	X	X	X	X	
	Halimova Roziya	Member	X	X	X	X	X	X	X	X	
	Erov Safarbek	Member	X	X	X	X	X	X			
	Narziev Rustam	Member	X	X	X	X	X		X	X	
	<b>SUB-TOTAL</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	
	<b>Percentage</b>		<b>75%</b>	<b>75%</b>	<b>88%</b>	<b>88%</b>	<b>100%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	
	Chikalov / Kurultoy	Tagoev Nazar	Chairman		X	X	X	X	X	X	X
		Toshmurodov Alimahmad Olimov Fayzali	Member		X		X	X			
	Kurultoy	Yuldosheva Salomat	Member			X		X	X	X	X
Safarov Shamsullo		Member	X	X			X	X		X	
Kurbonova Erkabubi		Member	X	X	X	X		X		X	
Partoyeva Zardagul Hasanov Togidin		Member	X	X	X	X		X		X	
<b>SUB-TOTAL</b>		<b>8</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>5</b>	
<b>Percentage</b>			<b>38%</b>	<b>63%</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>	<b>63%</b>	<b>25%</b>	<b>63%</b>	
Zarya Vostok / Udarnik		Pulodov Kurbon	Member	X	X	X	X				X
		Eshonov Abdulaziz Nurova Hamrogul Nurov Bahridin	Member	X	X	X	X	X	X	X	X
	Nabiyev Hoshim	Chairman	X	X	X		X	X	X	X	
	Ghisova Sabohat	Member	X	X	X	X	X		X	X	
	<b>SUB-TOTAL</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	
	<b>Percentage</b>		<b>67%</b>	<b>83%</b>	<b>100%</b>	<b>83%</b>	<b>67%</b>	<b>33%</b>	<b>50%</b>	<b>67%</b>	
	<b>TOTAL</b>	<b>22</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>13</b>	<b>11</b>	<b>15</b>	
<b>Percentage</b>		<b>59%</b>	<b>73%</b>	<b>77%</b>	<b>73%</b>	<b>73%</b>	<b>59%</b>	<b>50%</b>	<b>68%</b>		

- (ii) # of proposed initiatives to be considered by the agency to improve the water supply service;

In every round table between the Water Agency and the WCPC there were identified specific needs in the water sector and the WCPC proposed different initiatives to the Agency in order to improve the water supply service<sup>16</sup>. Especially during the first round table, there was set up the main agreement between the Water Agency and the WCPC. In that agreement 15 joint initiatives were discussed and during the second round table the agreement was signed from both parties and the Hukumat, as guarantee. During the third round table there were discussed different initiatives to improve the distribution system of the water supply systems, to clean the water systems with the provision of chlorine and to expand the service timetable from 6 hours to 7,5 hours<sup>17</sup>. In total, other 4 main initiatives proposed by the WCPC were approved.

- (iii) % of population involved in the implementation of the designed solutions for water problems;

All the designed solutions for the water problems were proposed by the WCPC to the Water Agency during the periodical round tables, but they were previously discussed with all the population in the different villages. There are not available data to calculate the real percentage of the population involved in the implementation of the design solutions but the number of families that have signed the contract with the Water Agency could be an affordable indicator to estimate the involved population<sup>18</sup>.

- (iv) % of water fees paid on the expected total revenues.

Table 8 – % of water fees paid on the expected total revenues

Village	Public connections installed	Private connections rehabilitated	Total families	Total expected revenues	Total paid water fees in August	% of water fees paid on the expected total revenues	Total real revenues in September	% of water fees paid on the expected total revenues
Zaria	15	10	128	183.4	140	76.34%	160	87.24%
Vastok								
Udarnik	6	8	85	124.1	65	52.38%	85	68.49%
Chikalov	14	64	240	420.8	320	76.05%	410	97.43%
Kurultoi	12	10	461	616.3	348	56.47%	463	75.13%
Komsomol	30	52	394	600.6	364	60.61%	483	80.42%
				1945.2	1237	<b>64.37%</b>	1601	<b>81.74%</b>

<sup>16</sup> For all the details about the initiatives proposed, see the section IV.

<sup>17</sup> See the Section IV, the paragraph describing the activities during the third round table.

<sup>18</sup> See table2 and 3 for the percentages.

In the table 8 it's possible to analyze the % of water fees paid on the expected total revenues. The fee for a public and a private connection is respectively 1,3 and 3 somoni per household. Calculating the percentages per village and per month, it's possible to see an increase of fees paid from August to September (from 64,37% to 81,74%<sup>19</sup>). The table shows a good performance of the Water Agency and a good feed back from the population in collecting and paying water fees.

The second group of indicators measured the responsiveness of the DWSS managing agency to the proposals and feedbacks of the WCPC, and included:

(i) % of representatives of the agency present at each periodical round-table with the WCPC; In every round table with the WCPC there were present all the management staff of the Water Agency: the Director, the Head Engineer and the Administrator.

(ii) # of actions undertaken in response to WCPC proposals; All the 19 joint proposals presented by the WCPC and the Water Agency were accepted (with negotiations between the parties) and, consequently, 19 decisions were undertaken by the Water Agency. On 19 decisions, the Water Agency undertook 4 actions, according with the real situation for each village: the Water Agency started to collect water fees. The amount is 1,3 somoni for family for the public connections and 3 somoni for the private ones. The collection is made monthly. The timetable for providing the service is 6 hours during summer and 4 hours during winter<sup>20</sup>.

(iii) % of variation in the quality of the service (this indicator will actually be broken up into several quality indicators, to be agreed among the WCPC and the agency, such as quantity of water distributed daily, or # of hours of water available, or # of days required to have a leakage repaired, etc.).

If we analyze the % of variation in the quality of the service from August to September, we can note only the difference in the number of hours water was provided. See the table below.

---

<sup>19</sup> See the table 8 for the different data per village.

<sup>20</sup> The Water Agency, after the request of the WCPC, changed the winter timetable providing the service for 7,5 hours daily.

Table 9. % of variation in the quality of the service

<i>Aug-07</i>						
Village	# of hours of water	# of taps in service	# of days required to have a leakage repaired (or a major damage solved)	# of days required to have a broken tap repaired (or a minor damage solved)	# of days required to have the pump repaired	# of days required to have the electric transformer repaired
Zaria Vastok	6	15	3	2	not verifiable	not verifiable
Udarnik	6	6	3	2	not verifiable	not verifiable
Chikalov	6	14	3	2	not verifiable	not verifiable
Kurultoi	6	12	3	2	not verifiable	not verifiable
Komsomol	6	30	3	2	not verifiable	not verifiable
<i>Sep-07</i>						
Village	# of hours of water	# of taps in service	# of days required to have a leakage repaired (or a major damage solved)	# of days required to have a broken tap repaired (or a minor damage solved)	# of days required to have the pump repaired	# of days required to have the electric transformer repaired
Zaria Vastok	7.5	15	3	2	not verifiable	not verifiable
Udarnik	7.5	6	3	2	not verifiable	not verifiable
Chikalov	7.5	14	3	2	not verifiable	not verifiable
Kurultoi	7.5	12	3	2	not verifiable	not verifiable
Komsomol	7.5	30	3	2	not verifiable	not verifiable
<b>Variation</b>	<b>20.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>not verifiable</b>	<b>not verifiable</b>

As we can see from the table, the only variation we can measure is the % of variation of number of hours of water provided. It will be possible to have a more appropriate analysis in the next months.

## VII. Expanding the activities in other villages, jamoat and districts

The project was implemented in 5 villages, in Ittifogh Jamoat, Jomi District, in Khatlon Region of Tajikistan. The proposed DWSS management scheme puts in contact on a peer basis the two main stakeholders involved, the Water Agency and the “bottom” consumers community. During the project, many other people from other villages started to ask for some help to organize themselves into committees able to negotiate on stronger base problems concerning water issues for their villages.

The success of the project is revealing the possibility to expand the activities in other villages, jamoat and districts to have the same impact on the performance of the different water agency existing in the country. COOPI started to create this new institutional scheme also in Vose district, in Khatlon region, with the same results and success. With the supervision and



the monitoring of the Water Consumers Protection Committees, it will be possible to facilitate the negotiation process between the communities and the water service providers and to create an important link to assure the payment for the service and its sustainability in a long term perspective.

## Appendix 1

### Agreements between the 3 WCPC and the Water Agency

**Agreement between  
The Water Consumer Public Organization of Ittifogh Jamoat  
and the Water Consumer Protection Committee “Kafolat” of Komsomol Village  
on the Drinking Water Supply System Management  
(Jomi District)**

#### Forehead

- 1) In the period between April and September 2007, the international NGO COOPI has been responsible of the rehabilitation of the **Drinking Water Supply System (DWSS)** of the village of Komsomol. The rehabilitation activity has been conducted in agreement with the Hukumat of Jomi district, the Chief of Ittifogh Jamoat, the Chief of the Village and the entire community.
- 2) In the near future this system will be handed over to the **Water Consumer Public Organization (Water Agency - WA) of Ittifogh Jamoat** but it will be managed with the collaboration of the **Water Consumer Protection Committee (WCPC) of Komsomol village**.

The following articles define the details of the collaboration between the **WA** and the **WCPC**.

#### **Art. 1 – Main objective of the DWSS**

The DWSS has the main goal of providing people of Komsomol village with sufficient quantity of water with a quality adequate for drinking, cooking and personal hygiene. Any other use of the water, such as cloths and dishes washing, garden irrigation, animal watering, are permitted but have lower priority and therefore are allowed until the quantity of water distributed is sufficient to cover the basic need of the entire community.

#### **Art. 2 – Ownership of the DWSS**

The owner of the DWSS is the WA. Any replacement, modification or expansion of whole or part of the DWSS shall be done by WA. In particular, the water supply must be always guaranteed to the people of the village, in conditions of quality and quantity not inferior to those achieved at the hand-over moment. The WCPC should advise WA about any **urgent intervention needed**.

#### **Art. 3 – Public taps**

All the taps installed by COOPI are public, and none is allowed to divert them for private use inside the compounds. Only the WA, in agreement with the WCPC, can take the decision of shutting down one tap, if it is considered inappropriately located or causing some damage to the population. Also, the WA, in agreement with the WCPC, can decide to move a public tap to a position to another one or to open a new one, if it is considered necessary. The expenses for such operations will be covered by WA.

#### **Art. 4 – Private connections**

All private connections are under the control of WA. At any time WA, in agreement with the WCPC can take the decision of cutting a private connection, if this is considered necessary to provide a good public service. The expenses for such operation will be covered by WA.

WA, after consulting with the WCPC, can also authorize private connections that bring water inside somebody's compound, but keeping in mind the main goal of guarantying the public supply first. The expenses for the private connection will be entirely on the private beneficiary.

WA can take the decision that private connection holders have to pay a higher water fee than the basic amount.

#### **Art. 5 – Procedure for modification of the system**

In case of small maintenance interventions, such as changing position of an existing public tap, installation of a new public tap, closing an existing tap, repairing of a leakage on the main or the distribution pipes, repairing a leakage from the reservoir, and similar, which do not affect the entire well functioning of the system, the authorization for such intervention will be given by WA after consulting the WCPC. These interventions will be paid by the WA.

When major interventions on the system are required, such as replacement or relocation of pipes, extension of the distribution network, major maintenance or complete replacement for the borehole pump or the reservoir, prior to make any change, the WA can decide after consulting with the WCPC. The WCPC and the WA will agree on the contribution that both parties will provide to cover the expenses.

#### **Art. 6 – Responsibilities of the WA**

The WA will be responsible for the following duties:

- a. At the beginning of every year, agreeing with the WCPC about the water fee for the different categories of users (i.e. basic fee for public taps use, increased fee for private connection users, etc.) and the criteria for exemption, where applicable (for example: woman headed families, families with disable people, families with more than 10 children, etc.). After the plan has been prepared, a village general meeting will be arranged to inform about modifications in the fees and the exemption criteria. Comments will be considered, before final approval of the new fee plan.
- b. Every month, collecting the water fees according to the established plan. Each household contribution will be recorded in the "Fee record book" and the total collected amount in the "Income and Expenses form", under the "IN" column, specifying the related month under the "Description" column.

- c. Every month, paying the electricity bill to the Electric Company. This expense will be recorded in the “Income and Expenses form”, under the “OUT” column specifying the related month under the “Description” column.
- d. At least monthly, or upon request by the WCPC, deciding about the actions to be taken to maintain or modify the water supply system, if necessary.
- e. Recording the expenses for maintenance work in the “Income and Expenses form”, under the “OUT” column, specifying the date of the intervention under the “Description” column. Also, a complete description of the intervention must be recorded in the “Maintenance record form”.
- f. Upon the agreement with the WCPC, planning for the number of hours to run the borehole pump. Such decision will be based on the need for water, the convenience of the population and the cost for the electric bill.
- g. Recording any other income or expense in the “Income and Expenses form”, and constantly verifying the available balance.
- h. Once a month the field officer of the WA should meet the WCPC members for discussing the problems related DWSS.

### **Art. 7 – Responsibilities of the WCPC**

The WCPC will be responsible for the following duties:

- a. Support the WA in the collection of the amount due for the water fees.
- b. Support the WA in the major maintenance activities, especially providing free work.
- c. Sensitize the population about respecting and maintaining of the DWSS.
- d. Twice a month the WCPC members should organize a meeting and collect the suggestions of the entire community about DWSS, and they should elaborate a written report to submit to the WA.
- e. Once a month the WCPC chairman should meet the WA field officer in order to discuss about the DWSS, suggest and take decision in agreement with the WA.

### **Art. 8 – Contribution of the community**

<i>Topic</i>	<i>Decision taken</i>
<ul style="list-style-type: none"> <li>➤ For the initial rehabilitation of the DWSS</li> <li>➤ For future maintenance of the system               <ul style="list-style-type: none"> <li>○ In case of leakage in the pipeline</li> <li>○ In case of leakage from the tap</li> </ul> </li> </ul>	<p>Under the coordination of the WCPC members, the community will dig along the roads where new pipes and new taps are to be installed, after being instructed by the COOPI's engineer and/or the person in charge from the Water Agency.</p> <p>The family neighboring the area where the leakage appeared will dig to the point of making the pipe visible and the work around it easy and comfortable for the employee of the Water Agency in charge of the repairing. In addition, free food will be provided to the Water Agency workers during their work.</p> <p>The closest family to the tap will arrange for a temporary solution in order to limit the waste of water and will inform the WCPC or directly the Water Agency of the problem arisen.</p>

### **Art. 9 – Coverage of DWSS management costs**

The DWSS costs have to be covered with the water fees collected among the water consumers. The WCPC are responsible for sensitizing the population about the importance of paying regularly the water fee in order to maintain a regular service.

About water fees level, which should always be affordable to most of the population, the following points are agreed:

- Amount due for public tap use: Between 1,2 and 1,5 somoni per month per family, uniformly applied, without differentiation among summer and winter, regardless the number of components and the number of kids under 6 year.
- Amount due for private connections: 3,0 somoni per month per family, regardless the season, the area of the household, the number of components, the wealth or the presence of particular disadvantaged individuals in the family (veterans, invalids, widows).
- Method of collection: Monthly, door-by-door made by an employee of the Water Agency
- Penalty in case of delayed payment: 5 somoni per month of delay (+ the payment of the debt incurred)
- Penalty in case of tap damaging: 25 somoni, to be shared among the identified responsible households
- Reduction in case of complete lack of water: Up to 7 days of complete lack of service – no reduction. From 8 to 15 days of lack of service – 50% of reduction. From 16 days above (to 30 days) – 25% of reduction

#### Art. 10 – Indicators

The WCPC and the WA agree on adopting the following parameters in the evaluation of the DWSS management:

<ul style="list-style-type: none"> <li>➤ # of hours of water</li> <li>➤ # of taps in service</li> <li>➤ # of days required to have a leakage repaired (or a major damage solved)</li> <li>➤ # of days required to have a broken tap repaired (or a minor damage solved)</li> <li>➤ # of days required to have the pump repaired</li> <li>➤ # of days required to have the electric transformer repaired</li> </ul>	<p>4 hours in winter (2 in the morning + 2 in the evening) 6 hours in summer (3 in the morning + 3 in the evening) These are considered the minimum thresholds to be compliant with (unless there is no power available for the required # of hours) 80%. This means that the performance of the Water Agency is still considered satisfactory even if up to 20% of the installed taps do not receive water.</p> <p>3 days – case of leakage that requires digging, the days are counted starting from the moment when the place is properly digged by the community.</p> <p>4 days – the Water Agency will try to keep always sufficient stock of spare parts in order to be able to replace any broken part as soon as the damage is detected, without the potential delay due to the spare part procurement</p> <p>15 days</p> <p>20 days – the Water Agency in this respect is fully dependent on the timing of the Electric Company.</p>
--	---



---

Chief of the Water Consumer  
Public Organization “Sitara”  
of Ittifogh jamoat - Jomi district  
Mr. Tagoev Khurbon

Chief of the Water Consumer  
Protection Committee “Kafolat”  
of Komsomol Village - Jomi district  
Mr. Odinaev Zuhridin

\_\_\_\_\_

Chief of the Jomi District Mr. Zoirov U.T. \_\_\_\_\_

Date: \_\_\_\_\_

**Agreement between  
the Water Consumer Public Organization of Ittifogh Jamoat  
and the Water Consumer Protection Committee “Obi chasma”  
of Zarja Vostok and Udarnik Villages  
on the Drinking Water Supply System Management  
(Jomi District)**

Forehead

- 1) In the period between April and September 2007, the international NGO COOPI has been responsible of the rehabilitation of the **Drinking Water Supply System (DWSS)** of the villages of **Zarja Vostok and Udarnik**. The rehabilitation activity has been conducted in agreement with the Hukumat of Jomi district, the Chief of Ittifogh Jamoat, the Chief of the Village and the entire community.
- 2) In the near future this system will be handed over to the **Water Consumer Public Organization (Water Agency - WA) of Ittifogh Jamoat** but it will be managed with the collaboration of the **Water Consumer Protection Committee (WCPC) of Zarja Vostok and Udarnik villages**.

The following articles define the details of the collaboration between the **WA** and the **WCPC**.

**Art. 1 – Main objective of the DWSS**

The DWSS has the main goal of providing people of Zarja Vostok and Udarnik villages with sufficient quantity of water with a quality adequate for drinking, cooking and personal hygiene. Any other use of the water, such as cloths and dishes washing, garden irrigation, animal watering, are permitted but have lower priority and therefore are allowed until the quantity of water distributed is sufficient to cover the basic need of the entire community.

**Art. 2 – Ownership of the DWSS**

The owner of the DWSS is the WA. Any replacement, modification or expansion of whole or part of the DWSS shall be done by WA. In particular, the water supply must be always guaranteed to the people of the village, in conditions of quality and quantity not inferior to those achieved at the hand-over moment. The WCPC should advise WA about any **urgent intervention needed**.

**Art. 3 – Public taps**

All the taps installed by COOPI are public, and none is allowed to divert them for private use inside the compounds. Only the WA, in agreement with the WCPC, can take the decision of shutting down one tap, if it is considered inappropriately located or causing some damage to the population. Also, the WA, in agreement with the WCPC, can decide to move a public tap to a position to another one or to open a new one, if it is considered necessary. The expenses for such operations will be covered by WA.

#### **Art. 4 – Private connections**

All private connections are under the control of WA. At any time WA, in agreement with the WCPC can take the decision of cutting a private connection, if this is considered necessary to provide a good public service. The expenses for such operation will be covered by WA.

WA, after consulting with the WCPC, can also authorize private connections that bring water inside somebody's compound, but keeping in mind the main goal of guarantying the public supply first. The expenses for the private connection will be entirely on the private beneficiary.

WA can take the decision that private connection holders have to pay a higher water fee than the basic amount.

#### **Art. 5 – Procedure for modification of the system**

In case of small maintenance interventions, such as changing position of an existing public tap, installation of a new public tap, closing an existing tap, repairing of a leakage on the main or the distribution pipes, repairing a leakage from the reservoir, and similar, which do not affect the entire well functioning of the system, the authorization for such intervention will be given by WA after consulting the WCPC. These interventions will be paid by the WA.

When major interventions on the system are required, such as replacement or relocation of pipes, extension of the distribution network, major maintenance or complete replacement for the borehole pump or the reservoir, prior to make any change, the WA can decide after consulting with the WCPC. The WCPC and the WA will agree on the contribution that both parties will provide to cover the expenses.

#### **Art. 6 – Responsibilities of the WA**

The WA will be responsible for the following duties:

- a. At the beginning of every year, agreeing with the WCPC about the water fee for the different categories of users (i.e. basic fee for public taps use, increased fee for private connection users, etc.) and the criteria for exemption, where applicable (for example: woman headed families, families with disable people, families with more than 10 children, etc.). After the plan has been prepared, a village general meeting will be arranged to inform about modifications in the fees and the exemption criteria. Comments will be considered, before final approval of the new fee plan.
- b. Every month, collecting the water fees according to the established plan. Each household contribution will be recorded in the "Fee record book" and the total collected amount in the "Income and Expenses form", under the "IN" column, specifying the related month under the "Description" column.
- c. Every month, paying the electricity bill to the Electric Company. This expense will be recorded in the "Income and Expenses form", under the "OUT" column specifying the related month under the "Description" column.
- d. At least monthly, or upon request by the WCPC, deciding about the actions to be taken to maintain or modify the water supply system, if necessary.
- e. Recording the expenses for maintenance work in the "Income and Expenses form", under the "OUT" column, specifying the date of the intervention under the "Description" column. Also, a complete description of the intervention must be recorded in the "Maintenance record form".



- f. Upon the agreement with the WCPC, planning for the number of hours to run the borehole pump. Such decision will be based on the need for water, the convenience of the population and the cost for the electric bill.
- g. Recording any other income or expense in the “Income and Expenses form”, and constantly verifying the available balance.
- h. Once a month the field officer of the WA should meet the WCPC members for discussing the problems related DWSS.

**Art. 7 – Responsibilities of the WCPC**

The WCPC will be responsible for the following duties:

- a. Support the WA in the collection of the amount due for the water fees.
- b. Support the WA in the major maintenance activities, especially providing free work.
- c. Sensitize the population about respecting and maintaining of the DWSS.
- d. Twice a month the WCPC members should organize a meeting and collect the suggestions of the entire community about DWSS, and they should elaborate a written report to submit to the WA.
- e. Once a month the WCPC chairman should meet the WA field officer in order to discuss about the DWSS, suggest and take decision in agreement with the WA.

**Art. 8 – Contribution of the community**

<i>Topic</i>	<i>Decision taken</i>
<ul style="list-style-type: none"> <li>➤ For the initial rehabilitation of the DWSS</li> <li>➤ For future maintenance of the system               <ul style="list-style-type: none"> <li>○ In case of leakage in the pipeline</li> <li>○ In case of leakage from the tap</li> </ul> </li> </ul>	<p>Under the coordination of the WCPC members, the community will dig along the roads where new pipes and new taps are to be installed, after being instructed by the COOPI’s engineer and/or the person in charge from the Water Agency.</p> <p>The family neighboring the area where the leakage appeared will dig to the point of making the pipe visible and the work around it easy and comfortable for the employee of the Water Agency in charge of the repairing. In addition, free food will be provided to the Water Agency workers during their work.</p> <p>The closest family to the tap will arrange for a temporary solution in order to limit the waste of water and will inform the WCPC or directly the Water Agency of the problem arisen.</p>

**Art. 9 – Coverage of DWSS management costs.**

The DWSS costs have to be covered with the water fees collected among the water consumers. The WCPC are responsible for sensitizing the population about the importance of paying regularly the water fee in order to maintain a regular service. About water fees level, which should always be affordable to most of the population, the following points are agreed:

- Amount due for public tap use: Between 1,2 and 1,5 somoni per month per family, uniformly applied, without differentiation among summer and winter, regardless the number of components and the number of kids under 6 year.
- Amount due for private connections: 3,0 somoni per month per family, regardless the season, the area of the household, the number of components, the wealth or the presence of particular disadvantaged individuals in the family (veterans, invalids, widows).
- Method of collection: Monthly, door-by-door made by an employee of the Water Agency
- Penalty in case of delayed payment: 5 somoni per month of delay (+ the payment of the debt incurred)
- Penalty in case of tap damaging: 25 somoni, to be shared among the identified responsible households
- Reduction in case of complete lack of water: Up to 7 days of complete lack of service – no reduction. From 8 to 15 days of lack of service – 50% of reduction. From 16 days above (to 30 days) – 25% of reduction

### Art. 10 – Indicators

The WCPC and the WA agree on adopting the following parameters in the evaluation of the DWSS management:

<ul style="list-style-type: none"> <li>➤ # of hours of water</li> <li>➤ # of taps in service</li> <li>➤ # of days required to have a leakage repaired (or a major damage solved)</li> <li>➤ # of days required to have a broken tap repaired (or a minor damage solved)</li> <li>➤ # of days required to have the pump repaired</li> <li>➤ # of days required to have the electric transformer repaired</li> </ul>	<p>4 hours in winter (2 in the morning + 2 in the evening) 6 hours in summer (3 in the morning + 3 in the evening) These are considered the minimum thresholds to be compliant with (unless there is no power available for the required # of hours) 80%. This means that the performance of the Water Agency is still considered satisfactory even if up to 20% of the installed taps do not receive water.</p> <p>3 days – case of leakage that requires digging, the days are counted starting from the moment when the place is properly digged by the community.</p> <p>4 days – the Water Agency will try to keep always sufficient stock of spare parts in order to be able to replace any broken part as soon as the damage is detected, without the potential delay due to the spare part procurement</p> <p>15 days</p> <p>20 days – the Water Agency in this respect is fully dependent on the timing of the Electric Company.</p>
--	---

Chief of the Water Consumer  
Public Organization “Sitara”  
of Ittifogh jamoat  
Jomi district

Mr. Tagoev Khurbon

Chief of the Water Consumer  
Protection Committee “Obi Chasma”  
of Zarja Vostok and Udarnik Villages  
Jomi district  
Mr. Pulodov Kurbon



---

Chief of the Jomi District Mr. Zoirov U.T. \_\_\_\_\_

Date: \_\_\_\_\_

**Agreement between  
the Water Consumer Public Organization of Ittifogh Jamoat  
and the Water Consumer Protection Committee “Obi Hayot”  
of Chkalov and Kurultoi Villages  
on the Drinking Water Supply System Management  
(Jomi District)**

Forehead

- 1) In the period between April and September 2007, the international NGO COOPI has been responsible of the rehabilitation of the **Drinking Water Supply System (DWSS)** of the villages of **Chkalov and Kurultoi**. The rehabilitation activity has been conducted in agreement with the Hukumat of Jomi district, the Chief of Ittifogh Jamoat, the Chief of the Village and the entire community.
- 2) In the near future this system will be handed over to the **Water Consumer Public Organization (Water Agency - WA) of Ittifogh Jamoat** but it will be managed with the collaboration of the **Water Consumer Protection Committee (WCPC) of Chkalov and Kurultoi villages**.

The following articles define the details of the collaboration between the **WA** and the **WCPC**.

**Art. 1 – Main objective of the DWSS**

The DWSS has the main goal of providing people of Chkalov and Kurultoi villages with sufficient quantity of water with a quality adequate for drinking, cooking and personal hygiene. Any other use of the water, such as cloths and dishes washing, garden irrigation, animal watering, are permitted but have lower priority and therefore are allowed until the quantity of water distributed is sufficient to cover the basic need of the entire community.

**Art. 2 – Ownership of the DWSS**

The owner of the DWSS is the WA. Any replacement, modification or expansion of whole or part of the DWSS shall be done by WA. In particular, the water supply must be always guaranteed to the people of the village, in conditions of quality and quantity not inferior to those achieved at the hand-over moment. The WCPC should advise WA about any **urgent intervention needed**.

**Art. 3 – Public taps**

All the taps installed by COOPI are public, and none is allowed to divert them for private use inside the compounds. Only the WA, in agreement with the WCPC, can take the decision of shutting down one tap, if it is considered inappropriately located or causing some damage to the population. Also, the WA, in agreement with the WCPC, can decide to move a public tap to a position to another one or to open a new one, if it is considered necessary. The expenses for such operations will be covered by WA.

#### **Art. 4 – Private connections**

All private connections are under the control of WA. At any time WA, in agreement with the WCPC can take the decision of cutting a private connection, if this is considered necessary to provide a good public service. The expenses for such operation will be covered by WA.

WA, after consulting with the WCPC, can also authorize private connections that bring water inside somebody's compound, but keeping in mind the main goal of guarantying the public supply first. The expenses for the private connection will be entirely on the private beneficiary.

WA can take the decision that private connection holders have to pay a higher water fee than the basic amount.

#### **Art. 5 – Procedure for modification of the system**

In case of small maintenance interventions, such as changing position of an existing public tap, installation of a new public tap, closing an existing tap, repairing of a leakage on the main or the distribution pipes, repairing a leakage from the reservoir, and similar, which do not affect the entire well functioning of the system, the authorization for such intervention will be given by WA after consulting the WCPC. These interventions will be paid by the WA.

When major interventions on the system are required, such as replacement or relocation of pipes, extension of the distribution network, major maintenance or complete replacement for the borehole pump or the reservoir, prior to make any change, the WA can decide after consulting with the WCPC. The WCPC and the WA will agree on the contribution that both parties will provide to cover the expenses.

#### **Art. 6 – Responsibilities of the WA**

The WA will be responsible for the following duties:

- a. At the beginning of every year, agreeing with the WCPC about the water fee for the different categories of users (i.e. basic fee for public taps use, increased fee for private connection users, etc.) and the criteria for exemption, where applicable (for example: woman headed families, families with disable people, families with more than 10 children, etc.). After the plan has been prepared, a village general meeting will be arranged to inform about modifications in the fees and the exemption criteria. Comments will be considered, before final approval of the new fee plan.
- b. Every month, collecting the water fees according to the established plan. Each household contribution will be recorded in the "Fee record book" and the total collected amount in the "Income and Expenses form", under the "IN" column, specifying the related month under the "Description" column.
- c. Every month, paying the electricity bill to the Electric Company. This expense will be recorded in the "Income and Expenses form", under the "OUT" column specifying the related month under the "Description" column.
- d. At least monthly, or upon request by the WCPC, deciding about the actions to be taken to maintain or modify the water supply system, if necessary.
- e. Recording the expenses for maintenance work in the "Income and Expenses form", under the "OUT" column, specifying the date of the intervention under the "Description" column. Also, a complete description of the intervention must be recorded in the "Maintenance record form".



- f. Upon the agreement with the WCPC, planning for the number of hours to run the borehole pump. Such decision will be based on the need for water, the convenience of the population and the cost for the electric bill.
- g. Recording any other income or expense in the “Income and Expenses form”, and constantly verifying the available balance.
- h. Once a month the field officer of the WA should meet the WCPC members for discussing the problems related DWSS.

**Art. 7 – Responsibilities of the WCPC**

The WCPC will be responsible for the following duties:

- a. Support the WA in the collection of the amount due for the water fees.
- b. Support the WA in the major maintenance activities, especially providing free work.
- c. Sensitize the population about respecting and maintaining of the DWSS.
- d. Twice a month the WCPC members should organize a meeting and collect the suggestions of the entire community about DWSS, and they should elaborate a written report to submit to the WA.
- e. Once a month the WCPC chairman should meet the WA field officer in order to discuss about the DWSS, suggest and take decision in agreement with the WA.

**Art. 8 – Contribution of the community**

<i>Topic</i>	<i>Decision taken</i>
<ul style="list-style-type: none"> <li>➤ For the initial rehabilitation of the DWSS</li> <li>➤ For future maintenance of the system               <ul style="list-style-type: none"> <li>○ In case of leakage in the pipeline</li> <li>○ In case of leakage from the tap</li> </ul> </li> </ul>	<p>Under the coordination of the WCPC members, the community will dig along the roads where new pipes and new taps are to be installed, after being instructed by the COOPI’s engineer and/or the person in charge from the Water Agency.</p> <p>The family neighboring the area where the leakage appeared will dig to the point of making the pipe visible and the work around it easy and comfortable for the employee of the Water Agency in charge of the repairing. In addition, free food will be provided to the Water Agency workers during their work.</p> <p>The closest family to the tap will arrange for a temporary solution in order to limit the waste of water and will inform the WCPC or directly the Water Agency of the problem arisen.</p>

**Art. 9 – Coverage of DWSS management costs.**

The DWSS costs have to be covered with the water fees collected among the water consumers. The WCPC are responsible for sensitizing the population about the importance of paying regularly the water fee in order to maintain a regular service. About water fees level, which should always be affordable to most of the population, the following points are agreed:

- Amount due for public tap use: Between 1,2 and 1,5 somoni per month per family, uniformly applied, without differentiation among summer and winter, regardless the number of components and the number of kids under 6 year.
- Amount due for private connections: 3,0 somoni per month per family, regardless the season, the area of the household, the number of components, the wealth or the presence of particular disadvantaged individuals in the family (veterans, invalids, widows).
- Method of collection: Monthly, door-by-door made by an employee of the Water Agency
- Penalty in case of delayed payment: 5 somoni per month of delay (+ the payment of the debt incurred)
- Penalty in case of tap damaging: 25 somoni, to be shared among the identified responsible households
- Reduction in case of complete lack of water: Up to 7 days of complete lack of service – no reduction. From 8 to 15 days of lack of service – 50% of reduction. From 16 days above (to 30 days) – 25% of reduction

### Art. 10 – Indicators

The WCPC and the WA agree on adopting the following parameters in the evaluation of the DWSS management:

<ul style="list-style-type: none"> <li>➤ # of hours of water</li> <li>➤ # of taps in service</li> <li>➤ # of days required to have a leakage repaired (or a major damage solved)</li> <li>➤ # of days required to have a broken tap repaired (or a minor damage solved)</li> <li>➤ # of days required to have the pump repaired</li> <li>➤ # of days required to have the electric transformer repaired</li> </ul>	<p>4 hours in winter (2 in the morning + 2 in the evening) 6 hours in summer (3 in the morning + 3 in the evening) These are considered the minimum thresholds to be compliant with (unless there is no power available for the required # of hours) 80%. This means that the performance of the Water Agency is still considered satisfactory even if up to 20% of the installed taps do not receive water.</p> <p>3 days – case of leakage that requires digging, the days are counted starting from the moment when the place is properly digged by the community.</p> <p>4 days – the Water Agency will try to keep always sufficient stock of spare parts in order to be able to replace any broken part as soon as the damage is detected, without the potential delay due to the spare part procurement</p> <p>15 days</p> <p>20 days – the Water Agency in this respect is fully dependent on the timing of the Electric Company.</p>
--	---

Chief of the Water Consumer  
Public Organization “Sitara”  
of Ittifogh jamoat  
Jomi district  
Mr. Tagoev Khurbon

Chief of the Water Consumer  
Protection Committee “Obi Hayot”  
of Chkalov and Kurultoi Villages  
Jomi district  
Mr. Tagoyev Nazar



---

Chief of the Jomi District Mr. Zoirov U.T. \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix 2

### Test for WUA and WCPC

#### Technical questions

- 1) If you see a big leakage from the main water pipe, what should you do as first thing?
  - a. Run away and do not tell anybody about the problem
  - b. Try to repair yourself
  - c. Switch off the pump yourself
  - d. Tell the guardian of the pumping station to switch off the pump and then inform the chief of WUA
  
- 2) If you find that a person has created a private connection without authorization of WUA, you should:
  - a. Immediately cut it
  - b. Inform the WUA representative who will take action
  - c. Go inside the house and congratulate with the owner of the private connection for his good idea
  - d. Complain with the owner of the private connection and the ask him some bribe
  
- 3) If you see that a public tap is leaking, you should:
  - a. Inform the WUA representative
  - b. Switch off the pump
  - c. Put a small stone inside the pipe
  - d. Break the platform
  
- 4) If the pump does not start and the village cannot receive water, what should be done?
  - a. To wait one month without doing anything, because after the pump will start
  - b. Immediately organize for crane to lift the pump because for sure it is burnt
  - c. Beat the control panel with a big hammer
  - d. Call an expert electrician to check if there is current, if all phases are ok, and if there is no problem in the control panel or the main line
  
- 5) The electric transformer of the pumping station should be used...
  - a. Only for the deep pump of the pumping station
  - b. For the pumping station and for the houses around
  - c. For the pumping station and for a new shop
  - d. For all public events such as concerts, weddings, big parties

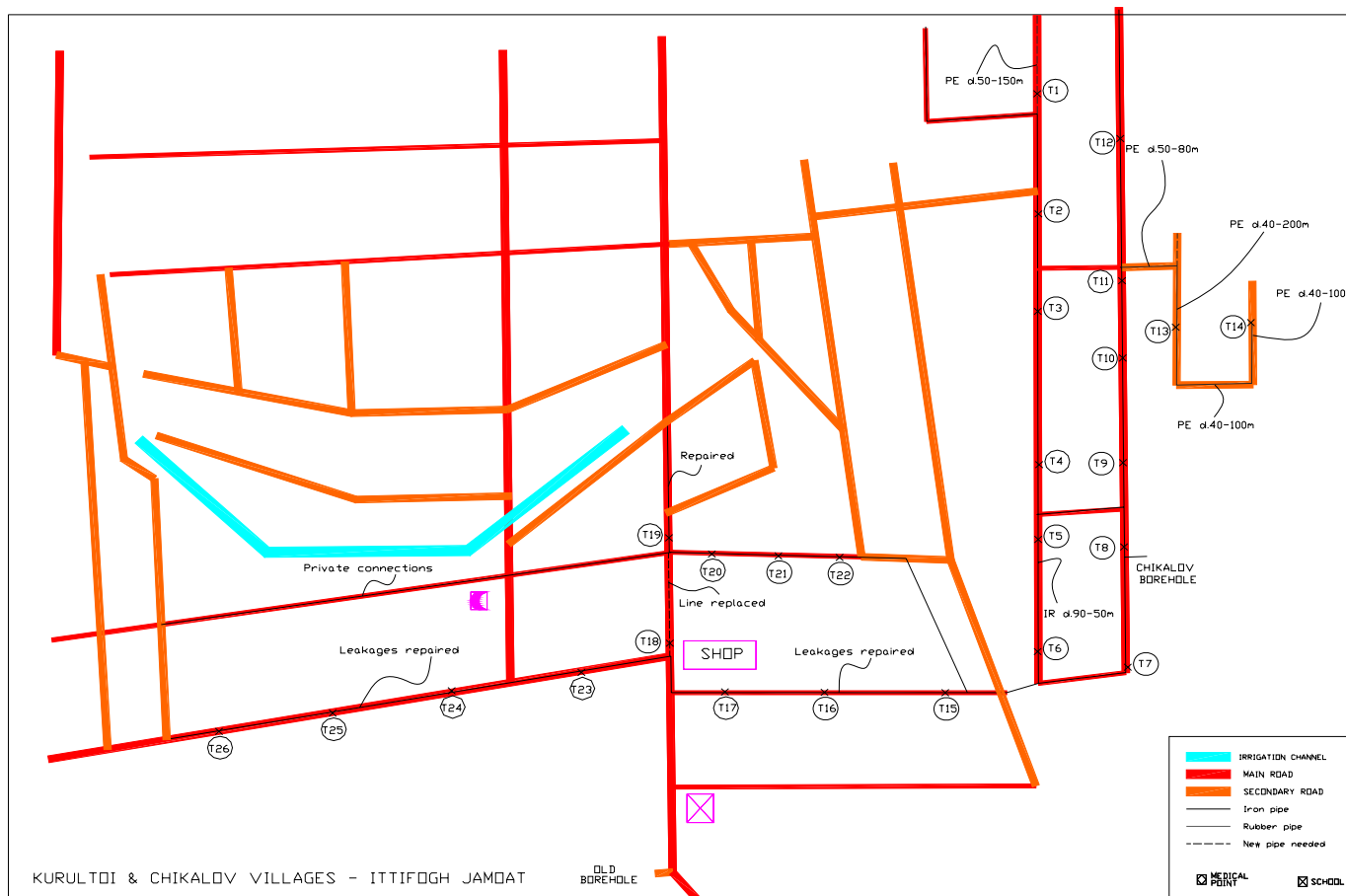
#### Financial questions:

- 6) Who is authorized to collect the water fees?
  - a. The representative of the Jamoat
  - b. The guardian of the pumping station
  - c. The representatives of the Water User Association
  - d. The person leaving in the first house of the village

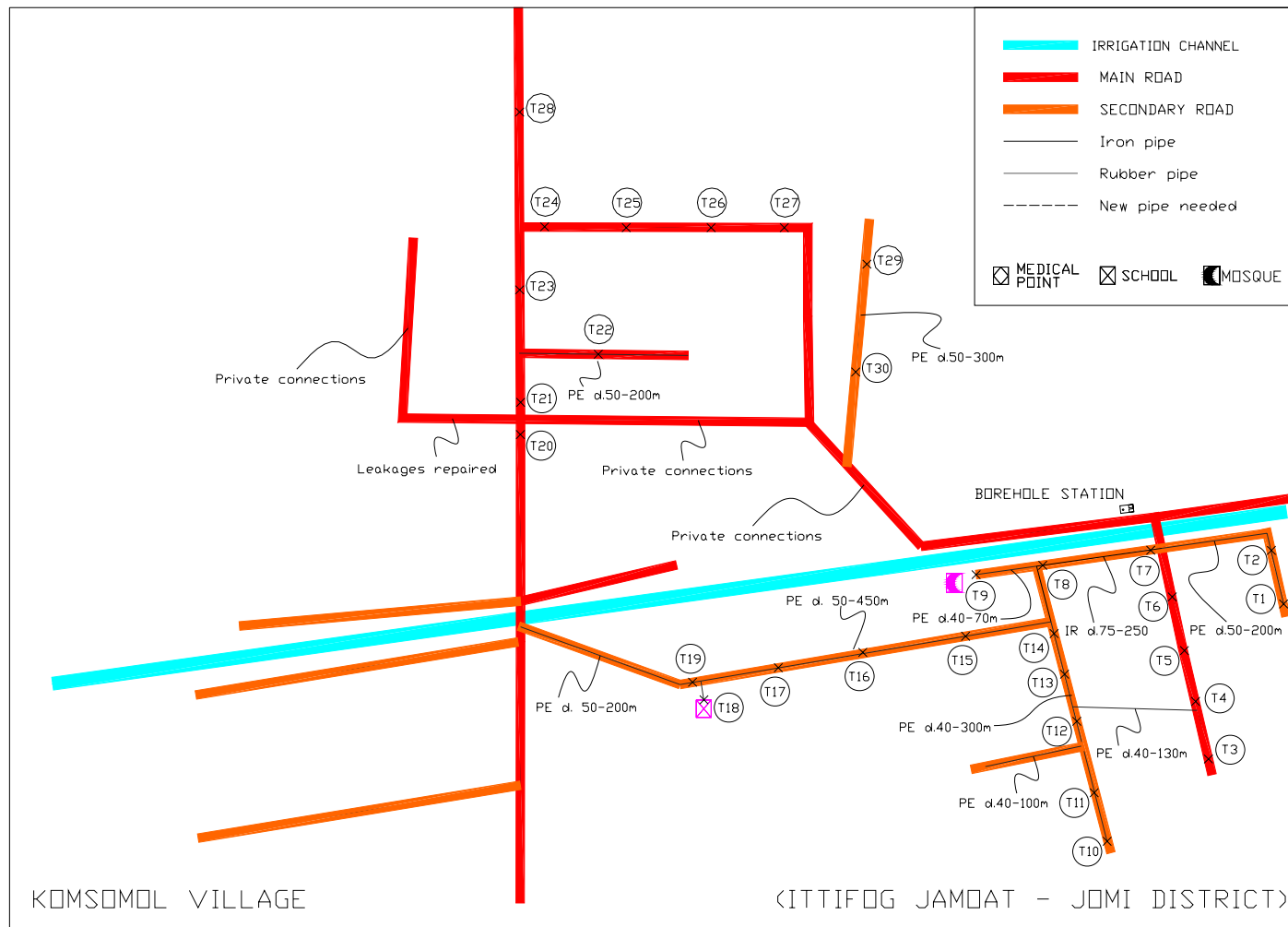
- 7) Who will decide the amount of the water fee?
  - a. The WUA in agreement with the Water Consumers Protection Committee
  - b. The Water Consumer Protection Committee
  - c. The teachers of the school
  - d. The electrosset
  
- 8) The water fee should be used to pay...
  - a. A big party for all the people of the village
  - b. The expenses of the water systems maintenance, including salaries and electricity
  - c. A new car for the chief of the village
  - d. For repairing the roads of the village
  
- 9) The stabilization fund should be used
  - a. To compensate for unexpected expenses every month, in order to cover always all costs
  - b. To increase the salaries of Water User Association employees every month
  - c. To pay salary to the members of the Water Consumers Protection Committee
  - d. To pay for a trip to Varzob
  
- 10) Are the members of the Water Consumer Protection Committee allowed to check the administration books of the WUA?
  - a. Yes, always
  - b. No, never
  - c. Yes, but only with permission of Hukumat
  - d. Yes, but only once per year

## Appendix 3 – Technical maps for the Water Supply Systems

### TECHNICAL MAP FOR THE NEW WATER SYSTEM IN CHIKALOV AND KURULTOI



## TECHNICAL MAP OF THE NEW WATER SYSTEM IN KOMSOMOL



## TECHNICAL MAP OF THE NEW WATER SYSTEM IN ZARIA VASTOK AND UDARNIK

