

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”**

INCEPTION 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, June 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

I.	Goals of the Inception Report	2
II.	Background and goals of the project	2
III.	Activities planned	5
IV.	Detailed schedule	8
V.	Detailed budget	9

I. Goals of the Inception Report

1. Describe in detail the activities and the actions planned for the project;
2. Provide a detailed schedule of the project activities;
3. Provide the break-down of the budget for the project.

II. Background and goals of the project

The management of Drinking Water Supply Systems (DWSS) in Tajikistan still lacks a unified legal framework, and in different areas different management schemes are in place. In some districts, a district-wide agency has been established by the central or the local government; in others, several parallel agencies act at a smaller scale (jamoat¹ level) for the same purpose; still in others, multiple agencies (local or governmental) co-exist, with no clear hierarchical structure.

In most cases, such agencies perform poorly and they ascribe their failure to the lack of financial resources, in general, and in particular, to the discontinuity and unreliability of revenues from the water consumers. However, when water consumers are questioned on this issue, they declare their willingness to pay regularly provided that the service is good and reliable, but they have no trust in the capacity of the DWSS managing agency (hereunder the “Water Agency”). Therefore a vicious cycle is established, in which the service is poor, the consumers do not pay for it, and the service quality declines steadily.

In addition, the Water Agency, who acts as the service provider, has no incentive to improve its performance, since there is no feedback mechanism from the users side nor an independent “quality controller” body.

This situation is pictured in Figure 1.

In order to reverse the above mentioned vicious cycle and to provide people with a good water supply service, a new DWSS management scheme is needed, in which the trust of the water users ensures the financial stability of the Water Agency, which then back-supports the continuation of consumers’ trust through a good quality service. This new DWSS management scheme should include separation of the “service provider” and “quality controller” roles, and participation of the water users, two elements that are not present in the existing management schemes because of the traditional “top-down” approach.

As indicated in several studies, these two factors contribute significantly to improve the quality of service, to increase the “value for the beneficiary to cost” ratio, to assure financial sustainability and to promote social acceptance of the service fee.

¹ The jamoat is the local administrative unit below the district government.

Figure 1a. The existing scheme

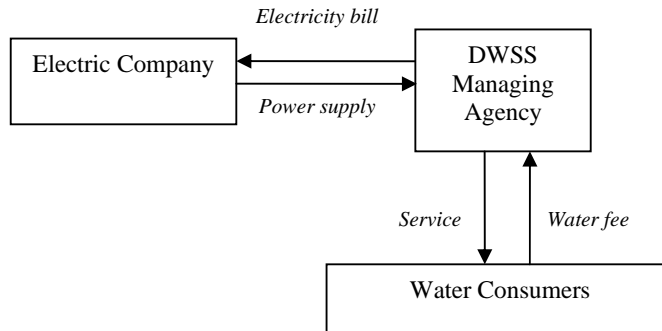
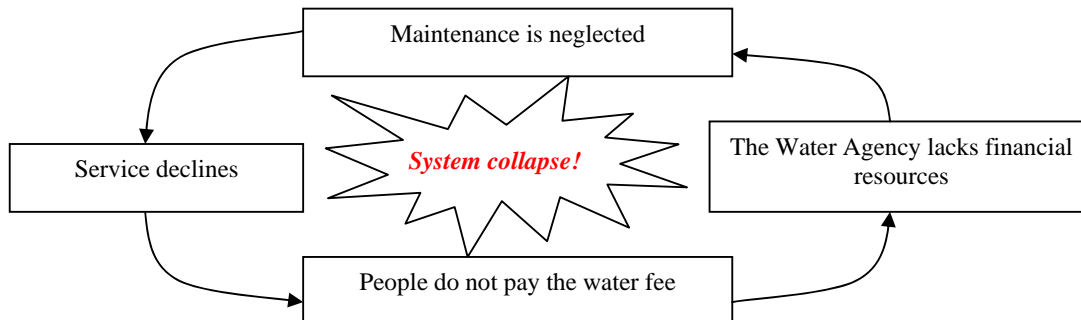


Figure 1b. The “no fee-no service” trap

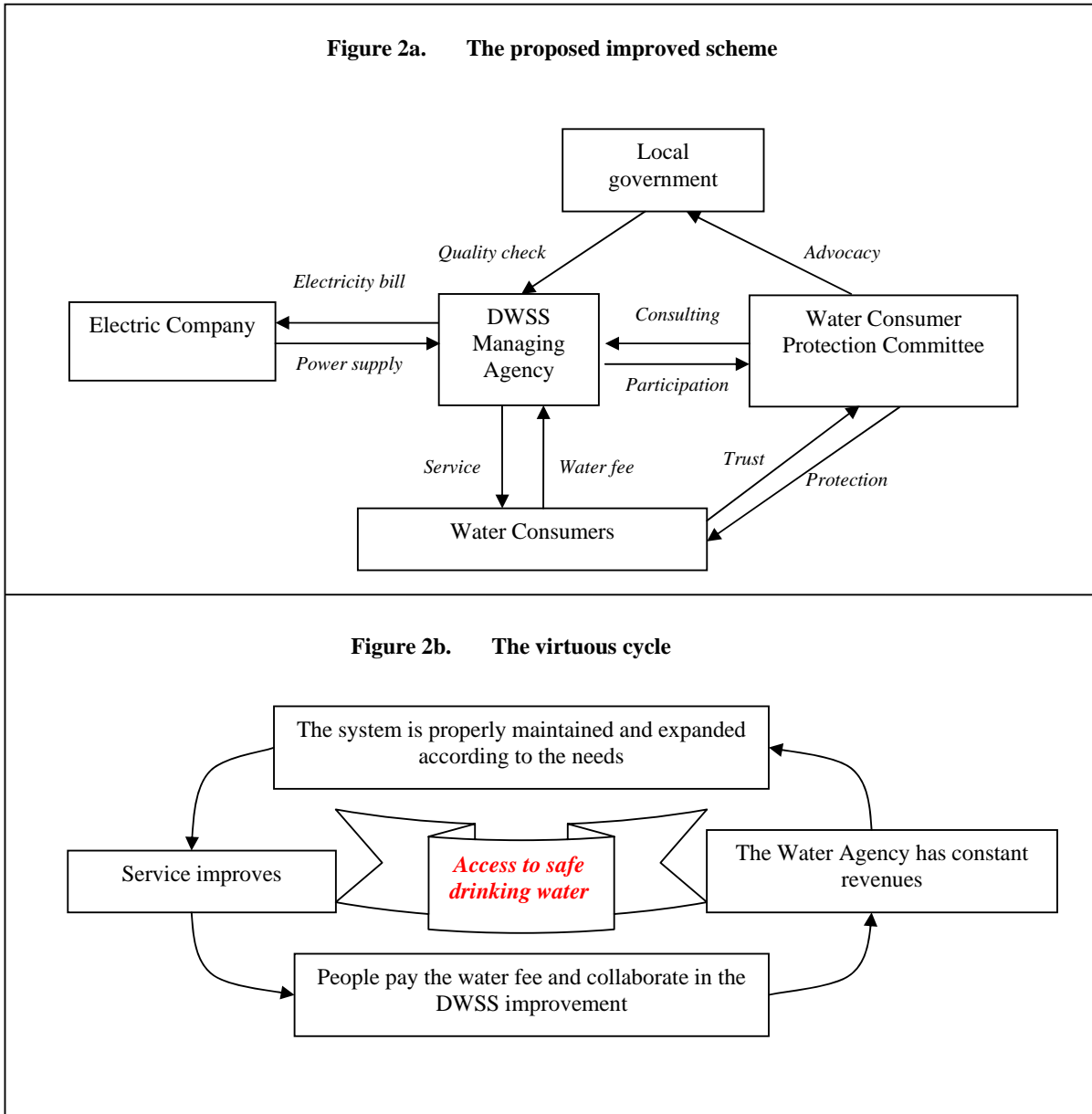


The Pilot and Demonstration Activity (PDA) objective is to create a new institutional scheme in which Water Consumer Protection Committees (WCPC) are created at village level and are recognized by the existing Water Agency as a valuable resource and respectable counterpart in the design, expansion and maintenance of the water systems. WCPCs will be independent bodies including about 5-7 members² selected by the village community which will assign them a small contribution in cash or in kind as recognition of the commitment for the community. WCPCs will be created in three villages of Jomi district, where a Water Agency was created by the local government in 2005.

² The WCPC will include one member each 50-60 families possibly located in different village neighborhoods.

At present, the Water Agency reports only to the Hukumat³ but under the new scheme, it would report also to the WCPC which can advocate to the Hukumat in case of inadequate performance of the agency.

Figure 2 shows the suggested “improved” management scheme.



Once established, the WCPC’s role will be as follows:

- Draw the attention of the Water Agency to the priority issues of the community
- Participate in the design of the solution for the identified problems
- Negotiate on a stronger base the community contribution in the implementation of the solution identified

³ The district local authority



- Verify the performance of the Water Agency, reporting to a higher level (i.e. the local government) in case of decreased quality of the service
- Suggest social-sensitive mechanisms for establishing the water fees
- Promote a positive attitude within the community toward the Water Agency in order to maintain a constant and predictable revenue cash flow.

III. Activities planned

The activities planned for the project fall under two main categories:

- a) Activities aimed at establishing a regular dialogue and collaboration between the WCPCs and the Water Agency
- b) Activities aimed at supporting the rehabilitation of the existing DWSS in order to re-start as soon as possible the water supply and to provide the Water Agency again with a reliable cash flow.

The first category includes the following actions:

Activity	Parties involved	Methodology
Selection of the WCPC among the village population	COOPI (initiator), villages	Village meetings
Training of the WCPC (on legal, technical and financial aspects of DWSS management)	COOPI (provider), WCPCs	Seminars
Registration of the WCPC as legal bodies and formalization with the local government	COOPI (initiator), WCPCs, Department of Justice	Specific registration procedure
Identification of priorities in the DWSS management	WCPCs, COOPI (supporter)	Internal meeting
Agreement between WCPC and the Water Agency about an Action Plan to be implemented	WCPCs, Water Agency, COOPI (supporter)	Round table
Checking of the Water Agency performance and of the cost-recovery level	WCPCs, Water Agency, COOPI (supporter)	Periodical meetings

The second category mainly includes infrastructural work, which will be led by COOPI's personnel based on the indications of the WCPCs and the Water Agency. This may include installation of new pumps, replacing of pipes, etc.

In order to implement the above listed activities, the following actions will be started in the first week after project kick-off:

- Hiring of the planned staff for the positions available (vacancy announcements and collection of the CV are already put in place). In particular the following staff is planned for the project:
 - Advocacy and Awareness Training Specialist (AATS)
 - Technical and Management Training Specialist (TMTS) (working in collaboration with AATS)
 - Water Engineer (WE)
 - Field workers (under the responsibility of the WE)
- Renting of vehicles to allow transportation of the staff to the field.

- Renting of a warehouse in the field to allocate the material needed for the infrastructural work

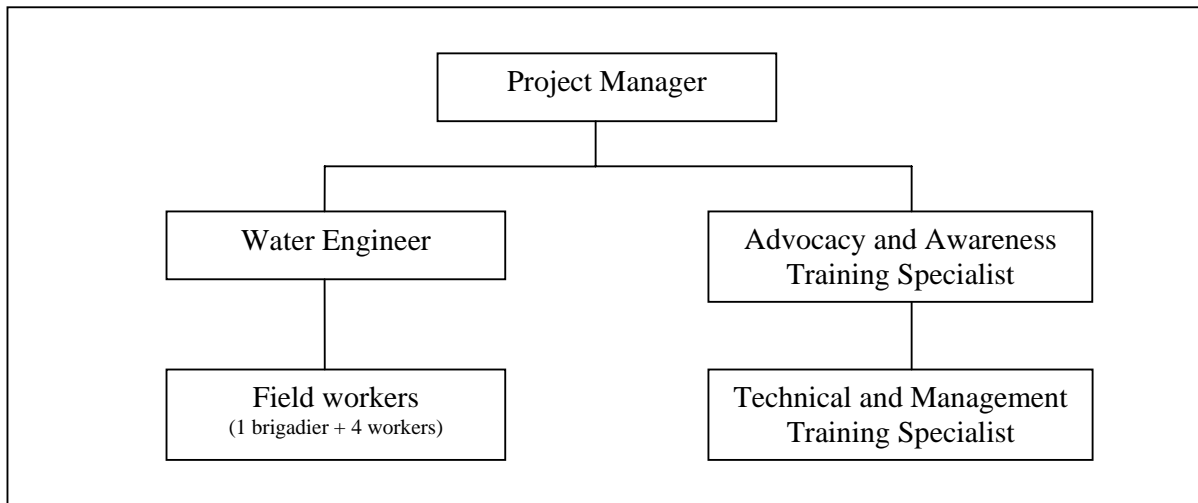


Figure 3 – Staff structure

Then, the following three action channels shall be activated during the second week:

- Community mobilization: the Project Manager together with the Advocacy and Awareness Training Specialist (AATS) shall contact the partner authorities of Jomi (Hukumat, Jamoat and Water Agency) in order to inform them about the starting of the project. Then the AATS will meet the chiefs of the target villages in order to plan for the meetings with the population to select the WCPC members.
- Technical survey: the Water Engineer will visit the target villages to assess the situation of the water systems. Preliminary evaluations of the work needed will be carried out, in order to evaluate the potential budget.
- Legal issues: the AATS, who is also in charge of the procedure for the WCPCs registration, will contact the legal authority in charge for the registration of Public Associations in the working area to clarify the details of the process.

During the third week, the selection of the WCPC members will be completed, and during the following three weeks the training seminars will be conducted. On the seventh week, the first internal meetings among the WCPC members will take place, followed by the first round table with the Water Agency.

Expected outputs of this first round table are:

- A general Agreement between the WCPCs and the Water Agency, where duties and rights are specified, to be submitted and approved by the local government, which will play the role of external regulator of controversies.
- A clear and shared Action Plan of the improvements required by the DWSS of the target villages, where expected results, costs and parties contributions are listed.
- A shared Water Fee Plan, through which full O&M cost recovery (at least) and attention to the most vulnerable components of the societies are guaranteed at the same time.



- A shared Performance Indicator List, which will be used by both parties to check the performance of the DWSS and the respect of the commitments taken.

The following three round tables will be used to check the results obtained in the intermediate implementation period and to provide additional training to the WCPCs on those subjects that have appeared less easy to assimilate.

At the same time, the infrastructural work will be continued, according to the plans established by the WCPCs and the Water Agency.

IV. Detailed schedule

The following dates have been planned for the implementation of the actions above listed.

Date	Action
15 – 18 May '07	Completing hiring process of staff for the project. Preparation of contracts
21 May '07	Meeting with the chief of the Hukumat of Jomi district (Mr. Rajabov (Hukumat of Jomi), the chief of Ittifogh Jamoat (Mr. Jonmakhmadov), and the chief of the Water Agency (Mr. Khurbon) in order to illustrate the details of the project and agree on the planned agenda
22 – 25 May '07	Village meetings to select the WCPC members Preparation of 1 st cycle of seminars Water Engineer starts the assessment of the work to be implemented in the villages in order to rehabilitate the DWSS
28 May – 1 June '07	Completion of village meetings and starting of 1 st cycle of seminar (legal issues)
4 – 8 June '07	Completion of seminars on legal issues
11 – 15 June '07	Seminars on technical issues of water system management
15 June '07	DEADLINE FOR INCEPTION REPORT
18 – 22 June '07	Seminars on financial issues of water system management
25 – 28 June '07	Internal meetings for the WCPCs to prepare 1 st round table with Water Agency
29 June '07	1st round table with WCPCs, Water Agency, Water Engineer, Trainers, Hukumat
2 – 6 July '07	Starting of mobilization of community by WCPCs in order to implement the actions agreed with Water Agency and COOPI's Water Engineer aimed at improving / rehabilitating the DWSS
9 – 13 July '07	Monitoring of implementation of the Action Plan Completion of registration process of WCPCs
16 July '07	DEADLINE FOR MID-TERM REPORT
16 – 20 July '07	Monitoring of implementation of the Action Plan
23 – 26 July '07	Internal meetings for the WCPCs to prepare 2 nd round table with Water Agency
27 July '07	2nd round table with WCPCs, Water Agency, Water Engineer, Trainers, Hukumat
30 July – 3 August '07	Preparation of 2 nd cycle of seminars (follow-up and review)
6 – 10 August '07	2 nd cycle of seminars Starting of preparation of final publication
13 – 17 August '07	2 nd cycle of seminars (cont.)
20 – 23 August '07	Internal meetings for the WCPCs to prepare 3 rd round table with Water Agency
24 August '07	3rd round table with WCPCs, Water Agency, Water Engineer, Trainers, Hukumat (update and revision of the action plan – 1 st evaluation of the water service)
27 – 31 August '07	Continuation of implementation of Action Plan – monitoring of Water Agency performances
3 – 7 September '07	Continuation of implementation of Action Plan – monitoring of Water Agency performances Printing of final publication
10 – 13 September '07	Internal meetings for the WCPCs to prepare 2 nd round table with Water Agency
14 September '07	4th round table with WCPCs, Water Agency, Water Engineer, Trainers, Hukumat Completion of infrastructural work
15 September '07	Rehabilitated Water Supply System Inauguration Ceremony Distribution of the Final Publication Signing of hand-over act Signing of equipment donation act End of the project
28 September '07	DEADLINE FOR FINAL REPORT

V. Detailed budget

<i>Inputs / Expenditure category</i>	<i>Unit</i>	<i>Quantity</i>	<i>Unit cost (in USD)</i>	<i>Total Cost (in USD)</i>	
1. Civil Works:					15,035
➤ Material (as per attached purchase order)	set	1	9,500	9,500	
➤ Workers (1 brigadier + 4 workers)	months	4	1,385	5,535	
2. Training, workshops, seminars, public campaigns:					13,835
➤ Renting of warehouse for material	months	4	300,0	1200	
➤ Renting of 2 computer	days	240	4,0	960	
➤ Renting of projector and screen	days	60	15,0	900	
➤ Renting of venue for village meetings	days	5	40,0	200	
➤ Stationary for meetings with population	village	3	400,0	1200	
➤ Renting of venue for seminar	events	18	10,0	180	
➤ Travel reimbursement for seminar participants	people	144	4,0	576	
➤ Per diem for seminar participants	people	144	4,0	576	
➤ Food for coffee breaks	events	18	10,0	180	
➤ Food for seminar participants	people	180	6,0	1080	
➤ Didactic material for seminar participants	people	144	10,0	1440	
➤ Food for round tables	meals	120	8,0	960	
➤ Final publication	copies	100	15,0	1500	
➤ Mobile phone reimbursement	weeks	18	75,0	1350	
➤ Leaflets for awareness in villages	copies	1000	0,6	613	
➤ Posters for awareness in villages	copies	200	3,0	600	
➤ Food for final inauguration ceremony	meals	40	8,0	320	
3. Specialists Services:					7,060
➤ Water Engineer					
○ Salary (including taxes)	months	4	485	1,940	
○ Per diem	days	64	10	640	
➤ Technical and Management Training Specialist					
○ Salary (including taxes)	months	4	485	1,940	
○ Per diem	days	20	10	200	
➤ Advocacy and Community Dev. Specialist					
○ Salary (including taxes)	months	4	485	1,940	
○ Per diem	days	40	10	400	
4. Project Management:					5,070
➤ Fuel (200 liters average per week)	liters	3600	0.70	2,520	
➤ Renting of 3 cars	weeks	50	45	2,250	
➤ Stationary (paper, printer cartridges, toner, etc.)	forfeit	1	300	300	
5. Contingencies:					4,000
Total PDA grant financed					45,000