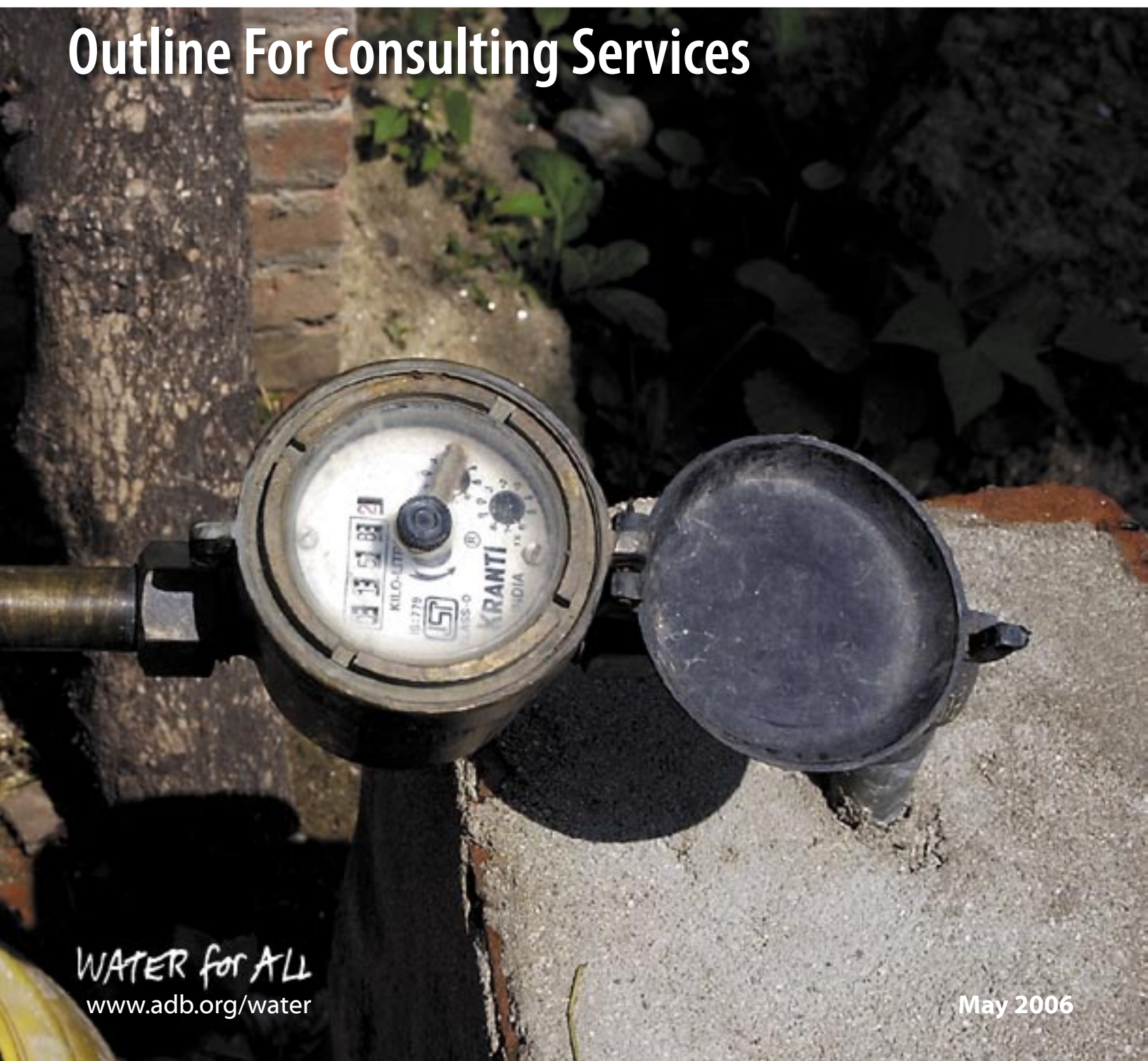


Model Terms of Reference
**Diagnostic City
Water Assessments**

Outline For Consulting Services



A. Background

1. A comprehensive water assessment is required in any town or city contemplating a water supply project. This needs to cover information about all the water providers including the utility, small private piped water operators, water vendors and bottled water suppliers. It also must cover at least a 5% representative sample of water consumers including the non-domestic ones. An analysis of survey results will be able to provide important findings on piped water coverage, the roles of small private piped water operators and water vendors in the water business, non-revenue water, tariffs, household consumption and cost and the plight of the urban poor.

B. Objectives

2. The objectives of the water assessment are to provide facts for (i) policy and/or ordinances formulation, (ii) civil society involvement, (iii) determining priorities for a new project, (iv) improving the efficiency of the water utility and (v) highlighting the needs of the urban poor.

C. Scope

3. The water assessment involves three steps. The first is to undertake surveys of water consumers, the water utility, small private piped water operators, water vendors and bottled water suppliers. The second is to analyze the results of these surveys. The third is to discuss the findings of the surveys in a stakeholder consultation. This is expected to lead to two actions; the formulation of water policy and the constitution of a civil society task force to monitor implementation of the policy (after formal endorsement from the government).

D. Methodology

4. After obtaining formal permission from the local government **university students** will undertake 5% sample surveys of water consumers in each of 100 zones of approximately equal population comprising the whole of the city. They will also survey all bottled water suppliers and water vendors operating in their zone. **Domestic consultants** will supervise the students undertaking

the surveys and themselves survey all the small private piped water operators throughout the city. They will then summarize the results of all the surveys and organize a stakeholder consultation. An **international consultant** will survey the water utility, analyze the summary of results of the surveys and propose draft water policy. A **facilitator** will convene a two-day stakeholder consultation to discuss the findings of the water assessment, propose water supply policy and formulate a civil society task force to monitor implementation of policy. Sample questionnaires for all the surveys (5) are available but will be pre-tested by the domestic consultants before use.

E. Implementation Schedule (total 4 months)

Surveys of consumers and water providers	one month
Clarifications and preparation of summary of results	one month
Analyze results and prepare draft water supply policy	one month
Stakeholder consultation and report of findings	one month

F. Inputs

University students	100 person months
Domestic water supply consultants	10 person months
International consultant	1 person month
Stakeholder consultation facilitator	2 person days

G. Outputs

1. Water Assessment Report

Part A Summary of Results of Surveys
Part B Analysis of Results

2. Stakeholder Consultation Report

(i) Discussion of Water Assessment Findings
(ii) Draft Water Policy
(iii) Civil Society Task Force
(iv) Participants