

## W A T E R M A R K

*E-newsletter to keep WOPs utilities in touch and informed.*

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### SAWUN Steering Committee Strategize for a revitalized network

The SC committee met in Colombo and reviewed the progress of CIB and twinning programs, shared best practices on water operations, and discussed future directions of SAWUN. The SC has agreed to develop a clear strategy on enhancing member performance, increasing membership and establishing presence in the region.



For a start, the SC will spearhead the preparation of SAWUN knowledge products to include the documentation of member utilities' best practices. Each SC member will submit a report on these initiatives to be consolidated by Mr. Attanayake of Sri Lanka's NWSDB. ADB facilitators will help write and package the knowledge products.

To complement these efforts, an operational Secretariat is being established in Mumbai to steer the relevant SAWUN activities and programs and make it self sustaining. Mr. Holani of MJP, India who is leading the establishment of SAWUN Secretariat has been elected SAWUN deputy chairman during the meeting. Mr. Holani would like to remind the SC members to submit the requirements needed for the Secretariat's establishment under the India Company Act.

ADB will continue to closely work with the SC to sustain the momentum achieved in this meeting. The SC members will meet again in Nepal by April 2009 to discuss the amended charter, election of office bearers and evaluate the program's progress. The meeting will coincide with a planned leadership forum.

### Switch of SAWUN Chairman

In the maiden issue of Watermark, we introduced the new SAWUN Chairman, Mr. Md Suleman Chandio. Now, we would like to re introduce Mr. Ghulam Arif Khan who was recently reappointed Managing Director of the Karachi Water and Sewerage Board - Pakistan and consequently Chairman of SAWUN. Mr. Khan has expressed full support to Karachi's twinning program with Malaysia and the SAWUN program as a whole.

Kudos Chairman Khan!

### **Karachi twins with Malaysia**

KWSB has signed a twinning agreement with Puncak Niaga Sdn Bhd (PNSB) of Malaysia. Following a short diagnostic in Karachi, KWSB agreed that the focus will be on water treatment plants using PNSB expertise. This now completes the 4 twinning agreements in South Asia. There are now 8 twins in place for South and Southeast Asia. Two twins will also be put in place for Central Asian utilities to complete the circle of 10.



*KWSB staff briefing PNSB officials on their operations*

### **CIB visits wrapped up in the Pakistan**

CIB Facilitator Bryn Campbell has just concluded two utility visits to Pakistan. This visit provided first hand support to CIB participating water and sanitation agencies (WASAs) – Rawalpindi and Faisalabad. Bryn coached their teams on CIB techniques and mapping of future activities. The two WASAs are keen to advance their CIB efforts on reducing non revenue water.

Bryn also discussed the CIB collaboration with the Housing Urban Development and Public Health Engineering Department (HUD-PHED) of the Government of Punjab and Water and Sanitation Program – South Asia (WSP-SA). Both HUD PHED and WSP–SA and officials actively participated in the CIB workshops and expressed their full support to the program. Under the leadership of Dr. Nasir Javed, Government of Punjab and Bryn’s tireless efforts, both WASAs are now applying CIB techniques.

During the course of CIB implementation, 23 major visible leaks have been repaired in Rawalpindi alone, saving about 1.5 MG of water. Contaminations caused by leakages have also been reduced. How’s that for a start?!!

### **Benchmarking soars high in Pakistan**

Punjab’s HUD-PHED and WSP-SA Pakistan organized a Benchmarking Workshop for Pakistan utilities from 27 to 29 August in the scenic mountain resort of Bhurban which is around 7,000 ft. above sea level. ADB CIB Facilitators shared best practices on CIB and twinning.

The much awaited Data Book sponsored by WSP was launched during the workshop. Since 2006, Pakistani utilities have been actively engaged on Benchmarking to tackle performance issues and aid officials in decision making. This activity complements our CIB efforts.

We would like to thank Messrs. Farhan Sami and Masroor Ahmad of WSP-SA who have been WOPs' pillar of support in all the cooperation activities in Pakistan.

### **CIB workshop in Sri Lanka**

To further rejuvenate the CIB program, an in country CIB workshop was held in Colombo from September 8 to 12. Thirty one staff from the various regions of Sri Lanka had fun learning and applying CIB techniques on the water business. This complements the Sri Lanka Water Board program on NRW reduction and staff capacity building. At the end of the workshop, participants drew up their action plans and change improvements programs which they agreed to implement upon return to their work station. We await more good news of CIB results in Sri Lanka. Ayubowan!!!



### **Davao visits Ranhill, Malaysia**

With the speedy implementation and good progress of the twinning between Davao City Water District, Philippines and Ranhill Utilities Berhad, 16 Davao staff visited Ranhill's operations in Malaysia last August. The Davao guys enjoyed learning about Ranhill's operations – GIS, NRW reduction, excellent customer service, meter maintenance, leak detection, etc. The Davaoenos are now eager to implement the change program they developed learning from Ranhill's experience.

### **SEAWUN Leadership Forum held in Luang Prabang**

The Forum, co organized with the Luang Prabang Department of Housing and Urban Planning, brought together 50 water operators and regulators from Southeast Asia on October 27 and 28. The participants learned from the experience of successful water utilities in the region and are now ready to better lead their own utilities.

## Introducing WOPs' Main Guy

Not many know the man behind the WOPs initiative of ADB so allow us to introduce Paul van Klaveren, ADB Water Supply and Sanitation Specialist. Paul has 20 years of extensive work on water resources management and sanitation in Europe, Asia and Africa. He is responsible for ADB's water projects in Cambodia, Lao PDR and Viet Nam. He is also multilingual, can fluently speak German, French, Bahasa Indonesia, Filipino, English and of course Dutch. So the next time you meet Paul, say hello in any of these languages!



## Upcoming Events

### Twinning Workshop in February

A workshop for twinning utilities is planned to be held in early February at the K Water Academy in Daejeon, Korea. Twinners will surely learn a lot from each other's wealth of experience and K Water's excellent operations. Meanwhile, twinning utilities are strongly encouraged to work double time on achieving results to maximize this learning opportunity. A workshop concept note will be circulated in early November.

### Second Non Revenue Water (NRW) Workshop to be held in Kota Kinabalu

Participants in the first NRW workshop held in Manila who have dutifully worked on their action plans will be meeting again from 10 to 14 November in Kota Kinabalu to continue their training. SAWUN and SEAWUN helped put this event together as a service to members – the second of a series of three workshops on reducing NRW.

## Announcement

Everybody is invited to share your water stories in our Newsletter. Please email us and read your article in Watermark's next issue.

### **CIB and Twinning Team**

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