



SYRIA

INSTITUTIONAL STRENGTHENING OF THE WATER UTILITY DAMASCUS RIF (RDWSSA)



Client	GTZ (German Agency for Technical Cooperation)
Financing	GTZ
Duration of Services	01/2006 – 12/2009
Cost of Implementation	1 360 770 EUR

Scope of Services

- Project Management
- Technical Assistance
- Analysis of existing situation and identification of fields with major deficiencies
- Elaboration and execution of training programmes
- On-the-job-Training

Brief Project Description

The management of the water resources in Damascus Rif Governorate is characterised by lack of an integrated overall concept, lack of coordination of planning, deficiencies in internal organisational structures and lack of control mechanisms. As a consequence the level of **NRW** is high, collection efficiency and cost coverage are poor, water quality and supply reliability are low.

Objectives	Activities
Management level:	
<ul style="list-style-type: none"> Improvement of management and decision making procedures, of organizational structure and introduction of management tools. 	<ul style="list-style-type: none"> Restructuring and reorganization Training support
Finance and accountancy level:	
<ul style="list-style-type: none"> Improvement of internal work procedures and efficiency of staff administration and payroll accounting. Improvement of tendering, evaluation of offers and contracting procedures. 	<ul style="list-style-type: none"> Introduction of Cost Center Accounting IT Development (Strategy, Master Study, Billing System, GIS) Financial systems: Billing and payment (introduction of computer-based billing and accounting system)
Subscribers' affairs level	
<ul style="list-style-type: none"> Improvement of internal subscribers' affair procedures (metering, billing, illegal connections, new house connections) 	<ul style="list-style-type: none"> Customer Connection Management Comprehensive Customer Survey CCS (Detection of unregistered customers and network issues. Increase of revenue and decrease of UFW)
Technical planning level	
<ul style="list-style-type: none"> Improvement of technical planning methods and techniques, procurement, planning capacities and qualifications. Model Network Rehabilitation (Network planning and tendering specs for network rehabilitation) in the pilot town Yabroud 	<ul style="list-style-type: none"> IT Development (Strategy, Master Study, Billing System,) Network GIS preparation
Technical operation level	
<ul style="list-style-type: none"> Systematization of internal O&M procedures. Preventive maintenance and repair system. Maintenance, repair and calibration of water meters. Pressure / Leakage control in main pipes. 	<ul style="list-style-type: none"> Technical areas support for reduction of NRW <ul style="list-style-type: none"> - Analysis and Proposal for DMA (district measurement areas) - Proposals to management for reduction of NRW - Results of actual NRW available in combination with Performance Indicator system

Project Results by end of 2007

The Comprehensive Customer Survey and Re-registration campaign undertaken in the Pilot area El Altal led to an increase in customers, revenue, reduction in outstanding debt, illegal connections etc. and therefore lead to a rapid improvement in key indicators like UFW, cost coverage and collection efficiency.

- Increase of Customers from 14,000 to 17,000 (by 20%)
- Operational cost coverage is expected to improve by 15%
- CCS together with DMA increased cost coverage by +25%.
- Amount of Non Revenue Water (NRW) has reduced by 10%
- Revenue collection has increased by 25%

Performance Indicators (PI) are a valuable management tool for monitoring the utility's efficiency. CES in cooperation with Sachsen Wasser GmbH assists the Ministry of Housing and 3 Establishments to develop a set of PI which shall be adopted by all 14 Water Establishments in Syria.