

JORDAN

OPERATIONS MANAGEMENT SUPPORT (OMS) TO THE WATER AUTHORITY OF JORDAN

Location	Nationwide
Client	Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ), Eschborn
Financing	German Technical Cooperation / GTZ
Period	1994 - 2006 (Phase 1 - 5)
Value of own Services	1.160 million US\$

Project Description

The overall objective of the Operations Management Support is the countrywide improvement of the operational efficiency of water supply under due consideration of ecological, economic and water resources management constraints. In pursuance of this goal, the project embraces comprehensive technical and financial management consulting services to help reorganise, restructure and transform the regional water administrations of Jordan into commercial business entities attractive for private operators to be run under performance-based management contracts.

The Amman Governorate Water Administration, responsible for 1.5 million inhabitants, was the first regional water utility in Jordan put to tender for private operation. This has been followed by further private sector participations in the City of Aqaba and the Northern Governorate Water Administration (NGWA), which comprises the cities of Irbid, Jerash, Mafrqa and Ajloun.

Scope of Services

Advisory services to the Water Authority of Jordan in the following fields:

- Development of an organisational concept for the regional water administrations
- Elaboration of an integrated management information system and of financial management/accounting procedures
- Training of financial managers and accounting staff and support to vocational training centres
- Assistance in the establishment of an internal audit unit
- Analysis of staff performance, needs assessment for staff capacity building and retrenchment
- Guidance and monitoring of the transformation of the regional water administrations into self-sustaining commercial enterprises
- Assistance in the preparation of Management Contracts for the operation of water utilities
- Support for the involvement and performance of private sector companies
- Elaboration of a business plan for NGWA
- Assistance to the Programme Management Unit in its transformation into a regulatory body, responsible also for the supervision of private operators

(Joint Venture)