

UZBEKISTAN

O&M AND FINANCIAL MANAGEMENT TRAINING

Location

Chorezm Province (Oblast)

Client

AIK Obi Hajet, Tashkent

Financing

German Financial Cooperation / KfW

Period

2003 – 2006

Value of own Services

0.182 million US\$



Project Description

Agricultural irrigation and drinking water supply of the Oblast Chorezm depends on the River Amu Darya, one of the rivers feeding the Aral Sea. The excessive use of its water for irrigated agriculture, and the reflux of the drainage water with high contents of pesticides and fertilisers into the river, have caused a considerable deterioration of the drinking water quality and serious health hazards for the population. This is worsened by the poor operation and maintenance of the water supply systems, which has led to their progressive decay.

In order to ensure a sustainable operation and maintenance of the water supply systems in altogether 7 Kolkhozes of the Oblast, the newly created water service provider Obi Hajet Chorezm is being strengthened in technical, operational and financial management aspects through an intensive support and training programme. The ultimate aim is to achieve an independent and sustainable operation of Obi Hajet Chorezm as a water utility, able to adequately operate the systems and to cover its O&M expenses from current revenues.

The consulting services aim to achieve this objective by supporting the introduction and consolidation of relevant technical, operational, legal, administrative and financial procedures, the creation and administration of a customer data base, the design and implementation of a transparent tariff system, efficient billing and cost recovery as well as the establishment of a suitable monitoring, reporting and corporate planning system. A part of the consultant's remuneration is based on the development of previously determined performance indicators.

Scope of Services

The consulting services required for the set-up and implementation of the training programme for the Operator's newly recruited technical and administrative staff include (all in Russian language):

- Preparation of the training, i.e. schedules, needs assessment, programmes of work and logistics
- Development of general and subject-specific training modules, focussing on vital components and on the right balance between staff absorption capacity, on-the-job and classroom training
- Procurement, installation and customisation of suitable hardware and standard software for administration, finance and accounting
- Implementation and adjustment of training measures with due integration of construction contractors' training in the operation and maintenance of equipment
- Technical training: management of technical department, general O&M issues, use of electrical and measurement/instrumentation equipment
- Other specialised training: general management issues, setting up and optimisation of administrative, finance and accounting departments, start up of the operations, integration of house connections, clients contacts and customer relations, computer use and reporting
- Development and implementation of simple and efficient methods and performance indicators as monitoring tools for measuring training success
- Elaboration of a business plan for the Client
- Review, performance assessment and recommendations for follow up and future operations

(Joint Venture)