



Knowledge Co-Creation Program (Group & Region Focus)

GENERAL INFORMATION ON
Water Supply Administration for Better Management of Water
Supply Services(Joint Program with Japanese Water Utilities'
Capacity Enhancement Training)(B)
課題別研修「水道管理行政及び水道事業経営
(日本人「能力強化研修:水道」との合同プログラム)(B)」

JFY 2017

NO. J1704158 / ID. 1784473

Course Period in Japan: From 4th October to 21st October, 2017

This information pertains to one of the JICA Knowledge Co-Creation Program (Group & Region Focus) of the Japan International Cooperation Agency (JICA), which shall be implemented as part of the Official Development Assistance of the Government of Japan based on bilateral agreement between both Governments.

'JICA Knowledge Co-Creation (KCC) Program' as a New Start

In the Development Cooperation Charter which is released from the Japanese Cabinet on February 2015, it is clearly pointed out that *"In its development cooperation, Japan has maintained the spirit of jointly creating things that suit partner countries while respecting ownership, intentions and intrinsic characteristics of the country concerned based on a field-oriented approach through dialogue and collaboration. It has also maintained the approach of building reciprocal relationships with developing countries in which both sides learn from each other and grow and develop together."* We believe that this 'Knowledge Co-Creation Program' will serve as a center of mutual learning process.

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I. Concept

1. Program Background:

The U.N. General Assembly declared in 2010 that access to safe drinking water and basic sanitation was a basic human right. However, 780 million people around the world lack access to safe drinking water, and as many as 2.5 billion lack access to improved sanitation facilities. As one of the Millennium Development Goals (MDGs), the international community strived to reduce the proportion of people lacking such access by half. And then, one of the Sustainable Development Goals' (SDGs) targets was set, stating "by 2030, achieve universal and equitable access to safe and affordable drinking water for all".

Many developing countries are still facing the challenges with lack of the human resources for the administration and management of water supply systems. As a member of the international community, JICA will be working to accelerate the progress towards improving the situation.

2. For what?

This program helps participants acquaint themselves with Japanese experiences on water supply administration and technologies that Japan has accumulated. This will eventually contribute not only to the capacity building of the participants on administration, management, operation and maintenance, but also to the supply of safe, stable drinking water for many more people in respective countries.

3. For whom?

This program is offered to administrators who are responsible for management of water services in a water supply utility, national or local government.

4. How?

Participants shall have opportunities in Japan to build up the capacity of administration and management of water supply services through lectures, field visits and discussions. And participants make "Improvement Plan" at the end of this course. This plan describes what should be done for better management of water supply services in their own countries.

Also, this course is a joint program with "Capacity Enhancement Training on Water Supply Management", which is provided by the department of Human Resources for International Cooperation, JICA. Japanese participants who are prospective JICA experts (on water quality, water business plan, facilities design, finance, customer service etc.) will also participate this program as well. During the program, overseas participants are expected to work closely with Japanese participants through group works, discussions and the elaboration of improvement plans.

II. Description

1. Title (J-No.):

Water Supply Administration for Better Management of Water Supply Services
(Joint Program with Japanese Water Utilities' Capacity Enhancement Training)(B)
(J1704158)

2. Course Period in JAPAN:

4th to 21st October, 2017

3. Target Regions or Countries:

Cambodia, Cuba, Laos, Mongolia, Myanmar, Nepal, Pakistan, Peru, Timor-Leste

4. Eligible / Target Organization:

Departments responsible for administration and management of water services in a water supply utility, national or local government

5. Course Capacity (Upper Limit of Participants):

10 participants

6. Language to be Used in This Program:

English

7. Course Objective:

This program aims to understand water supply administration, management, operation and maintenance in Japan; in particular, water quality control, measures against non-revenue water and water supply standards, in order to clarify the future challenges and draft improvement plan on the feasible basis. Participants will share and modify the plan in their organizations after the course ends, which leads to carry it out practically.

8. Overall Goal:

To secure safe drinking water through improvement of the relevant issues on water supply administration and management

9. Expected Module Output and Contents:

This program consists of the following components. Details on each component are shown below:

(1) Preparation in participants' home countries (August to October, 2017) Participating organizations make required preparation for the Program in the respective countries.		
Modules	Activities	
To identify and define work- related problems on water supply administration beforehand	For all nominees Deadline: <u>4th August (Fri), 2017</u>	To formulate and submit "Inception Report" (Word) *This report will be used as one of the nominees' screening materials. (*See Attachment 1)
	For accepted participants Deadline: <u>20th September(Wed), 2017</u>	To formulate and submit "Inception Report Presentation" (PPT) (*See Attachment 2)

(2) Course in Japan (From 4th to 21st of October, 2017) Participants dispatched by their organizations attend the program in Japan.	
Module 1: Each Countries' Situation	
Contents	Means
To find and prioritize issues to promote better management of water supply services through sharing information on current situations and major issues in the participating countries by presentations, workshops and other contents	Presentation "Inception Report" Lecture "JICA's Cooperation in Water Supply Sector"
Module 2: Japanese Current Situations	
Contents	Means
To find and prioritize issues to promote better management of water supply services through understanding water supply administration, management and operation in Japan	Lecture "Norm for Better Water Services", "Waterworks Administration of Japan", "Challenge of Tokyo Waterworks" Group Work (1): "Waterworks Administration" Video Show: "Water and Our Life", Site Visit: Advanced Water Purification Plant, Intake weir

**Module 3 to Module 5 is the key elements of this course.*

Module 3: Water Quality	
Contents	Means
To have clear understanding on Water Safety Plan and prioritize issues on water quality management	Lecture "Water & Health" Group Work (2): "Water Safety Plan"
Module 4: Non-Revenue Water	
Contents	Means
To have clear understanding on water leakage and water theft and prioritize issues on non-revenue water	Lecture "Measures against Non-Revenue Water (NRW)" "Technical Cooperation of Chiba Prefectural Waterworks Bureau (CPWB) for Timor Leste" Site Visit "Training & Technical Development Center"
Module 5: Better Management	
Contents	Means
To have clear understanding on monitoring and other Operations & Maintenance and prioritize issues on administration and management	Lecture "SDGs and Performance Indicators (PIs)" "Sound Water Management" "Asset Management" "Management of Customers" Discussion "Sound Water Management"
Module 6: "Improvement Plan"	
Contents	Means
To make "Improvement Plan" to tackle issues after participants go back to their home countries that are found and prioritized in the course	Group Work (3): "How to Find Issues/Challenges" Group Work (4): "Finishing Improvement Plan" Presentation of Improvement Plan

10.Planned Schedule:

Below is the last year's schedule for your reference. The contents in this year will be similar to it in principle. You may have some lectures or site visits on the weekend in this year as we had in the previous year. A few changes however are expected, including the two days extension of the course in Japan.

A peculiar aspect of this course is that it is a joint program with JICA's another program, "Capacity Enhancement Training on Water Supply Management", for Japanese who are prospective JICA experts (on water quality, water business plan, facilities design, finance, customer service etc.). During the program, overseas participants are expected to work closely with Japanese participants through group works, discussions and the elaboration of improvement plans.

2016 Water Supply Administration for Better Management of Water Supply Services (B)

Date	Time	Module	Type	Contents	Resource Persons
5-16 Oct				Arrival in Japan	
17-Oct	10:00 ~ 12:30	-		Briefing Session	JICA
	13:30 ~ 14:00	-		Opening Address by Deputy Director, Water Supply Division of the Ministry of Health, Labour and Welfare	Ministry of Health, Labour and Welfare (MHLW)
	14:00 ~ 15:20	-	Lecture	Program Orientation	JICWELS
	15:30 ~ 16:30	-	Lecture	Orientation on Preparation of Improvement Plan	JICEWELS
18-Oct	09:15 ~ 17:00	1: Each Countries' Situations	Presentation	Presentation of Inception Report	Japan Water Works Association Management and Planning Division, Saitama City Waterworks Bureau Operation Department
	17:00 ~ 17:35	-	Discussion	Group Work (0) - Finding out issues you wish to learn	Water Supply Division, Drinking Water Department, Chiba Prefectural Waterworks Bureau
	18:00 ~ 19:00	-		Welcome Party (No Dress Code)	
19-Oct	09:30 ~ 12:00	2: Japanese Current Situations	Lecture	Norm for Better Water Services -Water Quality Standard	Japan Small Scale Water Works Association
	13:30 ~ 15:30	2: Japanese Current Situations	Lecture	Waterworks Administration of Japan: Review	Water Policy Forum
	15:30 ~ 16:45	-	Discussion	Group Work (1) - Waterworks Administration	JICWELS
20-Oct	09:30 ~ 10:30	5: Better Management	Lecture	SDGs and Performance Indicators (PIs)	CEO Office, Swing Corporation
	10:30 ~ 12:30	4: Non-Revenue Water	Lecture	Measures Against Non Revenue Water (NRW), Water Supply Management and Water Quality (Incl. practical training)	Oriental Consultants Global Project Management Department
	14:00 ~ 15:00	1: Each Countries' Situations	Lecture	JICA's Cooperation in Water Supply Sector	JICA
	15:00 ~ 15:20	1: Each Countries' Situations	Lecture	International expansion of small and medium-sized enterprises (1)	International Water Business Division, NAGAOKA INTERNATIONAL CORPORATION
	15:20 ~ 15:40	1: Each Countries' Situations	Lecture	International expansion of small and medium-sized enterprises (2)	TESCO ASIA Co., Ltd
	15:40 ~ 16:30	-	Discussion	Group Work (2) - Waterworks Planning	JICWELS
21-Oct	10:00 ~ 12:00	2: Japanese Current Situations	Lecture	The Challenge of the Tokyo Waterworks	Bureau of Waterworks Tokyo Metropolitan Government
	13:30 ~ 16:00	2: Japanese Current Situations	Site Visit	Advanced Water Purification Plant & Akigase Intake Weir	
22-Oct					
23-Oct	10:00 ~ 10:45	1: Each Countries' Situations	Lecture	"Rain Cities" for solving the urban water crisis/"Rain Villages" for solving the rural drinking water crisis	Institute on Sky Water Harvesting Ltd.
	11:00 ~ 12:00	1: Each Countries' Situations	Lecture	About Project of rain water harvesting, Sumida Ward	
	14:15 ~ 14:45	1: Each Countries' Situations	Lecture&Site Visit	Project site visit on rain water harvesting, Sumida Ward, Tokyo	
	15:15 ~ 17:45	1: Each Countries' Situations	Lecture&Site Visit	Museum visit on rain water harvesting	

24-Oct	Mon	10:00 ~ 11:30	2: Japanese Current Situations	Site Visit	Tanigahara Water Purification Plant (Slow & Rapid Sand Filtration)	Water purification unit, Tananigahara Water Purification Plant, Kanagawa Prefectural Government Public Enterprises Agency
			Lunch in the bus			
		13:10 ~ 13:45	2: Japanese Current Situations	Lecture	Overview of Water Supply at HAKONE Area	Hakone Suidou Center, HAKONESUIDOU PARTNER'S
		13:45 ~ 14:00	2: Japanese Current Situations	Site Visit	Central Monitoring Room	
		14:25 ~ 14:45	2: Japanese Current Situations	Site Visit	Italy Water Purification Plant (Membrane Processing)	
		15:05 ~ 15:30	2: Japanese Current Situations	Site Visit	Used Water Conservation (Ultraviolet Treatment)	
25-Oct	Tue	10:00 ~ 12:00	2: Japanese Current Situations	Site Visit	Training and Technical Development Center, Bureau of Waterworks, Tokyo Metropolitan Government	Bureau of Waterworks Tokyo Metropolitan Government
		13:30 ~ 14:30	2: Japanese Current Situations	Lecture	Training and Technical Development Center	Bureau of Waterworks Tokyo Metropolitan Government
		14:30 ~ 15:30	5: Better Management	Lecture	Management of Customers (about Water Service Business)	Bureau of Waterworks Tokyo Metropolitan Government
		15:30 ~ 16:30	-	Discussion	Group Work (3): Management of Customers and Human resources development	JICWELS
26-Oct	Wed	09:30 ~ 12:00	3: Water Quality	Lecture	Water and Health /Water Safety Plan	Department of Environmental Health National Institute of Public Health (NIPH)
		13:30 ~ 14:00	3: Water Quality	Lecture	Video Show: Water and Our Life	JICWELS
		14:00 ~ 16:30	-	Discussion	Group Work (4): Water Safety Plan	Department of Environmental Health National Institute of Public Health (NIPH) / JICWELS
27-Oct	Thu	09:30 ~ 12:00	5: Better Management	Lecture	Sound Management of Urban Water Operator	Japan Water Works Association
		13:30 ~ 14:30	4: Non-Revenue Water	Lecture	Reduction in NRW through leak control	Water Supply Division, Drinking Water Department, Chiba Prefectural Waterworks Bureau
		14:30 ~ 17:00	-	Practice	Group Work (5): Sound Management of Urban Water Operator and Finishing Improvement Plan	Management and Planning Division, Saitama City Waterworks Bureau Operation Department Water Supply Division, Drinking Water Department, Chiba Prefectural Waterworks Bureau
28-Oct	Fri	09:00 ~ 15:00	6: "Improvement Plan"	Presentation	Presentation of Improvement Plan	Japan Water Works Association Management and Planning Division, Saitama City Waterworks Bureau Operation Department
		15:00 ~ 15:30	-	Discussion	Group Work (6): Discussion after Presentation of Improvement Plan	Water Supply Division, Drinking Water Department, Chiba Prefectural Waterworks Bureau
		15:45 ~ 16:45	-		Evaluation Meeting	JICA
		17:15 ~ 17:45	-		Closing Ceremony	
29-Oct	Sat				Departure	

III. Conditions and Procedures for Application

1. Expectations for the Participating Organizations:

- (1) This program is designed primarily for organizations that intend to address specific issues or problems identified in their operation. Participating organizations are expected to use the program for those specific purposes.
- (2) This program is enriched with contents and facilitation schemes specially developed in collaboration with relevant prominent organizations in Japan. These special features enable the program to meet specific requirements of applying organizations and effectively facilitate them toward solutions for the issues and problems.
- (3) In this connection, applying organizations are expected to nominate the most qualified candidates to address the said issues or problems, carefully referring to the qualifications described in section III-2 below.
- (4) Applying organizations are also expected to be prepared to make use of knowledge acquired by the nominees for the said purpose.

2. Nominee Qualifications:

Applying Organizations are expected to select nominees who meet the following qualifications. Nominees should;

- (1) be nominated by their government in accordance with the procedure mentioned in III -4,
- (2) be executive officers or senior administrative officers in charge of water services in a water supply utility, national or local government (over 10 years' experience is preferred),
- (3) have sufficient experience in the field of water supply administration,
- (4) be expected to continue their careers in the water supply field,
- (5) be fluent in **English** enough to participate discussion and presentation,
- (6) be in good health (both physically and mentally), enough to participate in the program in Japan (pregnant nominees are not recommended to apply due to the potential risk of health and life issues of mother and fetus),

3. Required Documents for Application:

(1) **Application Form:** available at the JICA office (or the Embassy of Japan).

(2) **Photocopy of passport:** to be submitted with the application form, if you possess your passport which you will carry when entering Japan for this program. If not, you are requested to submit its photocopy as soon as you obtain it.

* Photocopy should include the followings:

Name, Date of birth, Nationality, Sex, Passport number and Expire date.

(3) **Nominee's English Score Sheet:** to be submitted with Application Form. If you have any official documentation of English ability. (e.g., TOEFL, TOEIC, IELTS)

(4) **Inception Report:** to be submitted with Application Form. This report will be used as one of the nominees' screening materials. (*See "V. Annex 1")

4. Procedures for Application and Selection:

(1) Submission of the Application Documents:

Closing date for applications: **Please inquire to the JICA office (or the Embassy of Japan).**

(After receiving applications, the JICA office (or the Embassy of Japan) will send them to the JICA Center in JAPAN by 4th August (Fri), 2017)

(2) Selection:

After receiving the documents through proper channels from your government, the JICA office (or the embassy of Japan) will conduct screenings, and then forward the documents to the JICA Center in Japan. Selection will be made by the JICA Center in consultation with concerned organizations in Japan. *The applying organization with the best intention to utilize the opportunity of this program will be highly valued in the selection.* Qualifications of nominees who belong to the military or other military-related organizations and/or who are enlisted in the military will be examined by the Government of Japan on a case-by-case basis, consistent with the Development Cooperation Charter of Japan, taking into consideration their duties, positions in the organization, and other relevant information in a comprehensive manner.

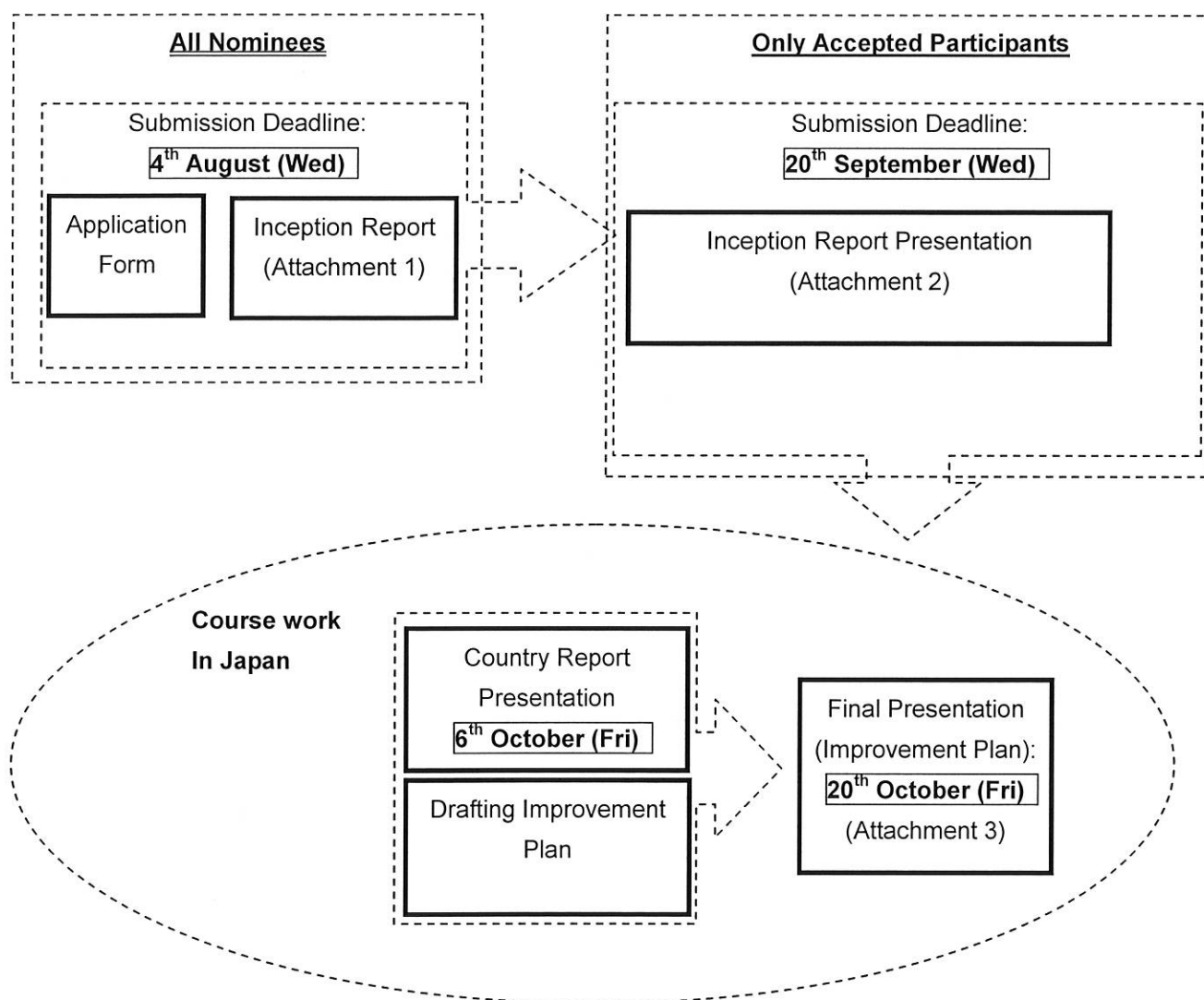
(3) Notice of Acceptance

Notification of results will be made by the JICA office (or the Embassy of Japan) **not later than 4th September (Mon), 2017.**

5. Document(s) to be Prepared by Accepted Participants:

The accepted participants are expected to make visual materials for their “Inception Report Presentation” (Attachment 2), and submit them to ticttee@jica.go.jp (JICA Tokyo) by 20th September (Wed), 2017. The accepted participants will have to do presentations regarding “Inception Report” at the beginning of the course in Japan. Each participant has about 15 minutes for the presentation including Q&A session.

(*See “V. Annex”)



6. Conditions for Attendance:

The accepted participants are required;

- (1) to strictly adhere to the program schedule.
- (2) not to change the program topics.
- (3) not to extend the period of stay in Japan.
- (4) not to be accompanied by family members during the program.
- (5) to return to home countries at the end of the program in accordance with the travel schedule designated by JICA.
- (6) to refrain from engaging in any political activities, or any form of employment for profit or gain.
- (7) to observe Japanese laws and ordinances. If there is any violation of said laws and ordinances, participants may be required to return part or all of the training expenditure depending on the severity of said violation.
- (8) to observe the rules and regulations of the accommodation and not to change the accommodation designated by JICA.

IV. Administrative Arrangements

1. Organizer:

(1) **Name:** JICA Tokyo International Center (JICA Tokyo)

(2) **Contact:** Mr. Keiji EHARA (tictree@jica.go.jp)

2. Implementing Partner:

(1) **Name:** Japan International Corporation of Welfare Services (JICWELS),

(2) **URL:** <http://www.jicwels.or.jp>

3. Special Cooperation Organization

(1) **Name:** Ministry of Health, Labour and Welfare

(2) **URL:** <http://www.mhlw.go.jp/english/index.html>

4. Travel to Japan:

(1) **Air Ticket:** The cost of a round-trip ticket between an international airport designated by JICA and Japan will be borne by JICA.

(2) **Travel Insurance:** Coverage is from time of arrival up to departure in Japan. Thus traveling time outside Japan will not be covered.

5. Accommodation in Japan:

JICA will arrange the following accommodations for the participants in Japan:

JICA Tokyo International Center (JICA Tokyo)

Address: 2-49-5 Nishihara, Shibuya-ku, Tokyo 151-0066, Japan

TEL: 81-3-3485-7051 FAX: 81-3-3485-7904

(where "81" is the country code for Japan, and "3" is the local area code)

Please refer to facility guide of JICA Tokyo at its URL:

https://www.jica.go.jp/tokyo/english/office/c8h0vm00009uld4m-att/facilities_service_guide.pdf

* If there is no vacancy at JICA Tokyo, JICA will arrange alternative accommodations for the participants.

* The course includes field trips outside Tokyo in Japan. JICA will arrange hotels for the participants.

6. Expenses:

The following expenses will be provided for the participants by JICA:

(1) Allowances for accommodation, meals, living expenses, outfit, and shipping

(2) Expenses for field trips (basically in the form of train tickets.)

- (3) Free medical care for participants who become ill after arriving in Japan (costs related to pre-existing illness, pregnancy, or dental treatment are not included)
- (4) Expenses for program implementation, including materials
 - * Rain gears, clothes, pen-and-pencil set and camera will not be provided to participants. PC can be rented.
 - * For more details, please see the brochure for participants titled "KENSU-IN GUIDE BOOK" (III. ALLOWANCES), which will be given before the departure.

7. Pre-departure Orientation:

A pre-departure orientation will be held at the respective countries' JICA offices or Embassies of Japan to provide participants with details on travel to Japan, conditions of the workshop, and other matters.

V. Annex

«For ALL Nominees – With Application Form»

1. Inception Report:

- by 4th August (Fri), 2017

(1) What is “Inception Report”?

All nominees are required to submit “Inception Report” with Application Form to the respective countries’ JICA offices (or Embassies of Japan). This report will be used as one of the nominees’ screening materials.

(2) Why do we need “Inception Report”?

The role of “Inception Report” is to share the present issues of water supply administration related to participants’ organization with other participants and lecturers. Moreover, “Inception Report” is supposed to assist Course Organizer, Implementing Partner and other lecturers to know about the details of participants’ professional careers, present challenges and expectation toward the program.

(3) Contents of “Inception Report”

“Inception Report” should be typewritten in English on A4 size paper. It is highly recommended to include graphs, figures and maps in your report.

Contents include the following 9 topics about the individual water supply utility, national or local government which the nominee belongs to. Please make sure to describe the contents based on the 9 topics:

- 1. Position of Water Supply Services**
- 2. Water Supply Service Levels** (including the SDGs indicator “proportion of population using safely managed drinking water services”)
- 3. Management of Water Quality**
- 4. Reduction of Non-Revenue Water**
- 5. Accounting system of Water Supply Service**
- 6. Major Recent Achievements in Improvement of Water Supply Services**
- 7. Recent Challenges to Improvement of Water Supply Services**
- 8. Expectations toward Japan**
- 9. Expectations toward the Program**

(4) Sample of “Inception Report”

Please use “Attachment 1: Inception Report”

«**For Accepted Participants-After receiving Acceptance Notification**»

2. “Inception Report Presentation” - by 20th September (Wed), 2017

(1) What is “Inception Report Presentation”?

The accepted participants are expected to bring visual materials for their “Inception Report Presentation”s (Annex 2) since participants will have to do presentations regarding “Inception Report” at the beginning of the course in Japan. Each participant has about 15 minutes for the presentation including Q&A session.

(2) Requirements of “Inception Report Presentation”

Regarding the visual materials for “Inception Report Presentation”, it is recommended to include photos, graphs, maps and statistic information to promote understandings and discussions among lecturers and participants (M/S Power Point with less than 15 slides).

(3) Sample of “Inception Report Presentation”

Please use “Attachment 2: Inception Report Presentation”

«*For Accepted participants* – At the end of the course in Japan»

3. Improvement Plan:

(1) What is “Improvement Plan”?

By the end of the training course in Japan, all participants are required to formulate “Improvement Plan”. The plan should focus on something you may carry out upon return to your organization in the next 6 months to 1 year, based on your Problem Analysis Matrix. Also it should be referred to the knowledge and skill which you have gained during this course. (Please do not extract from existing national plans/on-going plans when you prepare this draft of improvement plan.) Therefore, “Improvement Plan” should be both concrete and practical. Participants are expected to make the plan by using the existing human and financial resources in your organization in the most efficient and effective way.

(2) Why do we need “Improvement Plan”?

The role of “Improvement Plan” is to apply the gained knowledge from the course to your own actual situation upon return to your country. The preparing process itself will help participants turn their ideas into feasible actions to improve the current situation.

(3) Contents of “Improvement Plan”

“Improvement Plan” should focus on how to address challenges and to set one specific goal. The detail of how to formulate the “Improvement Plan” will be explained during the course. And the final version of the “Improvement Plan” will be elaborated through discussions with other overseas participants and Japanese experts during the program in Japan.

(4) Sample of “Improvement Plan”

For more details, please check “Attachment 3: Improvement Plan”.

For Your Reference

JICA and Capacity Development

The key concept underpinning JICA operations since its establishment in 1974 has been the conviction that “capacity development” is central to the socioeconomic development of any country, regardless of the specific operational scheme one may be undertaking, i.e. expert assignments, development projects, development study projects, training programs, JOCV programs, etc.

Within this wide range of programs, Training Programs have long occupied an important place in JICA operations. Conducted in Japan, ~~they~~ provide partner countries with opportunities to acquire practical knowledge accumulated in Japanese ~~society~~. Participants dispatched by partner countries might find useful knowledge and re-create their own knowledge for enhancement of their own capacity or that of the organization and society to which they belong.

About 460 pre-organized programs cover a wide range of professional fields, ranging from education, health, infrastructure, energy, trade and finance, to agriculture, rural development, gender mainstreaming, and environmental protection. A variety of programs and are being customized to address the specific needs of different target organizations, such as policy-making organizations, service provision organizations, as well as research and academic institutions. Some programs are organized to target a certain group of countries with similar developmental challenges.

Japanese Development Experience

Japan was the first non-Western country to successfully modernize its society and industrialize its economy. At the core of this process, which started more than 140 years ago, was the “*adopt and adapt*” concept by which a wide range of appropriate skills and knowledge have been imported from developed countries; these skills and knowledge have been adapted and/or improved using local skills, knowledge and initiatives. They finally became internalized in Japanese society to suit its local needs and conditions.

From engineering technology to production management methods, most of the know-how that has enabled Japan to become what it is today has emanated from this “*adoption and adaptation*” process, which, of course, has been accompanied by countless failures and errors behind the success stories. We presume that such experiences, both successful and unsuccessful, will be useful to our partners who are trying to address the challenges ~~currently~~ faced by developing countries.

However, it is rather **challenging** to share with our partners this whole body of Japan’s developmental experience. This difficulty has to do, in part, with the challenge of explaining a body of “tacit knowledge,” a type of knowledge that cannot fully be expressed in words or numbers. Adding to this difficulty are the social and cultural systems of Japan that vastly differ from those of other Western industrialized countries, and hence still remain unfamiliar to many partner countries. Simply stated, coming to Japan might be one way of overcoming such a cultural gap.

JICA, therefore, would like to invite as many leaders of partner countries as possible to come and visit us, to mingle with the Japanese people, and witness the advantages as well as the disadvantages of Japanese systems, so that integration of their findings might help them reach their developmental objectives.

Attachment 1 Inception Report

1. What is “Inception Report”?

All nominees are required to submit “Inception Report” with Application Form to the respective countries’ JICA offices (or Embassies of Japan). This report will be used as one of the applicants’ screening materials.

2. Why do we need “Inception Report”?

The role of “Inception Report” is to share the present issues of water supply administration related to participants’ organization with other participants and lecturers. Moreover, “Inception Report” is supposed to assist Course Organizer, Implementing Partner and other lecturers to know about the details of participants’ professional careers, present challenges and expectation toward the program.

3. Contents of “Inception Report”

“Inception Report” should be typewritten in English on A4 size paper. It is highly recommended to include graphs, figures and maps in your report.

Contents include the following 9 topics about the individual water supply utility, national or local government which the nominee belongs to. Please make sure to describe the contents based on the 9 topics:

10. Position of Water Supply Services

11. Water Supply Service Levels (including the SDGs indicator “proportion of population using safely managed drinking water services”)

12. Management of Water Quality

13. Reduction of Non-Revenue Water

14. Accounting system of Water Supply Service

15. Major Recent Achievements in Improvement of Water Supply Services

16. Recent Challenges to Improvement of Water Supply Services

17. Expectations toward Japan

18. Expectations toward the Program

1. Position of Water Supply Services

1-1. Legal Basis of Water Supply Services

(What kind of laws and regulations are Water Supply Services based on?)

1-2. Demarcation of Water Supply Services

(Which ministry is in charge of what kind of field of water?)

1-3. Main Actor of Water Supply Utilities

(e.g. In Japan, most water utilities are public bureau under local government.)

1-4. Mission/Vision of Water Supply Utilities

1-5. Your Mission/Vision in your organization

2. Water Supply Service Levels

2-1. Main Performance Indicators (PI)

Coverage area	(sq. km)
Population Served	
Collection ratio	(%)
Production capacity	(m3/day)
Supply duration	(hr/day)
Supply pressure	
Non-Revenue Water	(%)
Water quality	
Staff number	
Number of connections	
Staff/1,000 connections	(people/1,000connections)

2-2. Any Monitoring by Performance Indicators (PI)

3. Management of Water Quality

3-1. Current Situation and Major Challenges/Problems

3-2. Current Actions against Those Challenges/Problems

3-3. Any Achievements

3-4. Water Quality Standards for Drinking Water

3-5. Monitoring System or Plans for Safety of Drinking Water in Your Organization /
Regulatory Body / Independent Institution /Others

3-6. Implementation of Water Safety Plans* or Similar Efforts

(* Water Safety Plans: refer to the following URL and review before participating in the Course, the Chapter 4 "Water Safety Plans" of the "Guidelines for drinking-water quality, third edition"

URL: http://www.who.int/water_sanitation_health/dwg/gdwq3_4.pdf)

4. Reduction of Non-Revenue Water

4-1. Current Situation and Major Challenges/Problems

4-2. Current Actions against Those Challenges/Problems

4-3. Any Achievements

4-4. Constitution of NRW (If you have the data, please fill in the table)

Authorized consumption	Revenue water	Billed authorized consumption	(m3 /year) (%)
	Non-Revenue Water (NRW)	Unbilled authorized consumption (ex. fire fighting, cleaning)	(m3 /year) (%)

Water losses		Apparent losses (Unauthorized consumption (i.e. Illegal use), Customer metering inaccuracies)	(m3 /year) (%)
		Physical losses (Leakage)	(m3 /year) (%)

4-4. Situations about Leakage Detection Measures (DMA etc.)

5. Accounting system of Water Supply Service

5-1. Water Tariff in your Organization

5-2. Balance Sheet of your Organization

5-3. Profit and Loss Statement of your Organization

(*[Public Utilities] (1) Profit and Loss Account

(2) Capital Income and Expenditures of your Organization)

(* You can check the case of Tokyo in the chapter 4 "Financial System and Future Financial Management" of this file.

URL: http://www.waterprofessionals.metro.tokyo.jp/pdf/wst_02.pdf)

6. Major Recent Achievements in Improvement of Water Supply Services/Management

7. Recent Challenges to Improvement of Water Supply Services

8. Expectations toward Japan

8-1. Expectations toward Japanese Government and JICA

8-2. Expectations toward Japanese Water Utilities

8-3. Expectations toward Japanese Private Companies

9. Expectations toward the Program.

(Any comments and requests are appreciated.)

(Please add sheets of paper for the description if necessary.)

END.

Attachment 2 Inception Report Presentation

For
Accepted Participants Only < by 20th September (Wed), 2017 >

Attachment 2 Water Supply Administration for Better Management of Water Supply Services

Inception Report Presentation

1. Country:
2. Name:
3. Position:
4. Organization:



Inception Report Presentation

- Each applicant is kindly requested to make presentation of Inception Report (M/S Power Point file with **less than 15 slides**) which cover the following 7 topics about the individual water supply company/public water supply authority to which the participant belongs.
- Presentation time: 15 minutes including Q/A
- 3 topics:
 - 1. Outline of Water Supply Services of your Organization
 - 2. Success Story of your Water Supply Services
 - 3. Recent Challenges to Improvement of Water Supply Services



1. Outline of Water Supply Services of your Organization

- Body sentence of the profile / Background

Whole Country:

Area : km²

Population : Habitants

Proportion of population using safely managed drinking water services : %

Your Water Supply System/City:

Service Area : km²

Population Served: million/ thousand



1. Outline of Water Supply Services of your Organization

Please fill in variation of the indicators below based on your situation!

(Example)

INDICATORS	2004 or 2005	2014 or 2015	Goals for 2025
Staff/1,000 connections	22	3.2	2
Production capacity (m3/day)	65,000	300,000	400,000
Water quality	None	WHO Guidelines	WHO Guidelines
Coverage area	20%	90%	95%
Supply duration (hr/day)	10	24	24
Supply pressure	0.2 bar	2.5 bars	2.5 bars
Number of connections	26,88	191,092	300,000
NRV	72%	6.2%	4.5%
Collection ratio	48%	99.9%	99.9%
Staff number	4,200	611	700



2. Success Story of your Water Supply Services

- Body sentence



3. Recent Challenges to Improvement of Water Supply Services

- Body sentence



Attachment 3 Improvement Plan

For
Accepted Participants Only < At the end of the course in Japan >

Attachment 3

Water Supply Administration for Better Management of Water Supply Services

Drafting Improvement Plan

1. Country:
2. Name:
3. Position:
4. Organization:

1

Contents of Improvement Plan Presentation

- ✓ Plan Title (Presentation Title)
- ✓ Background
- ✓ Input (Resources required)
- ✓ Activity
- ✓ Due Date
- ✓ Outcome
- ✓ Cost
- ✓ Verification (Evaluation)

2

Draft of Improvement Plan

At the end of the course, participants are required to prepare a final draft of improvement plan in accordance with the worksheet format (please refer).

3

Select and Prioritize the Plan Title

- **Background/Considering real situation of your**
- - **workplace,**
 - **division,**
 - **department,**
 - **organization**
 - **and country**

4

Improvement Plan Worksheet

No	Activity to be carried out	Resources required	Person Responsible	Due Date	Estimated costs (USD)	Expected Outcome	Indicators for verification
	List activities needed for the achievement of project purpose from the viewpoint of domestic level, international level, and regional countries cooperation scheme.	List inputs from your countryside, and Japanese side, e.g. Manpower, Place, Equipment, Training, etc.			Describe estimated cost of the plan with its concrete base (unit) for the estimates.	Describe the expected outcomes of the project	Set up appropriate indicators to verify whether these outcomes are being achieved

Input (Resources required)

List inputs from your side,

Ex)
 Manpower,
 Place,
 Equipment,
 Training,
 Information, etc.

Person Responsible and role

- **Keyperson**
- **Key section/division/department/ministry**
- **Task force**
- **Steering committee, etc.**

7

Activity to be carried out

List activities needed for the achievement of project purpose from the viewpoint of domestic level, international level, and regional countries cooperation scheme.

At any level based on your contexte (work, position, preference, etc.)

8

Due Date

- Short Term
- Mid, Long Term

9

Expected Outcome

Describe the expected outcomes of the activities/project of the plan

10

Estimated costs (USD)

Describe estimated cost of the plan with its concrete base (unit) for the estimates.

Roughly!

In order to obtain reality of the plan

11

Indicators for verification

Set up appropriate indicators to measure / monitor whether the outcomes are being achieved

12



CORRESPONDENCE

For enquiries and further information, please contact the JICA office or the Embassy of Japan. Further, address correspondence to:

JICA Tokyo International Center (JICA TOKYO)
Address: 2-49-5 Nishihara, Shibuya-ku, Tokyo 151-0066, Japan
TEL: +81-3-3485-7051 FAX: +81-3-3485-7904