



# Knowledge Co-Creation Program (Group & Region Focus)

**GENERAL INFORMATION ON  
Water Supply Administration for Better Management of Water  
Supply Services(B)  
課題別研修「水道管理行政及び水道事業経営(B)」**

**JFY 2018**

**NO. J1804325 / ID. 1884473**

**Course Period in Japan: From 28<sup>th</sup> October to 10<sup>th</sup> November, 2018**

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.

## **Table of Contents**

I.	Concept	— p.2
II.	Description	— p.3
III.	Conditions and Procedures for Application	— p.8
IV.	Administrative Arrangements	— p.11

# **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. After MDGs, international agenda called “Sustainable Development Goals’ (SDGs)” was set, stating that “by 2030, achieve universal and equitable access to safe and affordable drinking water for all”.

Some of 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 is working to achieve universal access to safe and drinking water for all.

## **2. For what?**

Sound management of water supply systems (i.e. water quality management, operation and maintenance of facilities, business administration, etc.) is necessary to supply safe and affordable drinking waters. In Japan, modern water supply systems have been managed sustainably since late 19<sup>th</sup> century, and accumulated vast information and experiences in water supply management. These know-how and lessons learned from Japan’s experiences will be shared to participants from developing countries to achieve sound management of water supply systems in their respective countries.

## **3. For whom?**

This program is offered to administrators who are responsible for management of water services in public utilities or national/local government.

## **4. How?**

This course is a joint program with “Capacity Enhancement Training on Water Supply Management” for Japanese engineers and administrators from water utilities in Japan. Overseas participants are expected to work closely with Japanese participants in lectures, field visits or group discussions during the course.

All the participants will formulate and present “Improvement Plan” at the end of the course. Participants are expected to describe what they will do after returning to home countries, utilizing knowledge and skills acquired in Japan.

## ***II. Description***

**1. Title (J-No.):**

Water Supply Administration for Better Management of Water Supply Services (B)  
(Joint Program with Japanese Water Utilities' Capacity Enhancement Training)  
(J1804325)

**2. Course Period in JAPAN:**

28<sup>th</sup> October to 10<sup>th</sup> November, 2018

**3. Target Regions or Countries:**

India, Cambodia, Haiti, Philippines, Viet Nam, Peru, Honduras, Laos, Timor-Leste,  
Myanmar

**4. Eligible / Target Organization:**

Departments responsible for administration and management of water services in  
public utilities or national/local government

**5. Course Capacity (Upper Limit of Participants):**

10 participants

**6. Language to be Used in This Program:**

English

**7. Course Objective:**

- (1) To understand water supply administration, management, operation and maintenance in Japan. (In particular, water quality control, non-revenue water reduction, design standard for water supply facilities, etc.)
- (2) To identify challenges in water supply services, and draft a feasible plan to improve the situation in respective organization.
- (3) To share and implement the plan in their organizations after returning to their countries.

**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:

<b>(1) Preparation in participants' home countries</b> (July to October, 2018) 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: <b>Deadline:</b> <b><u>31<sup>st</sup> August (Fri), 2018</u></b>	To formulate and submit <b><u>"Inception Report" (Word)</u></b> *This report will be used as one of the nominees' screening materials. (*See Attachment 1)
	Accepted participants: <b>Deadline:</b> <b><u>17<sup>th</sup> October (Wed), 2018</u></b>	To formulate and submit <b><u>"Inception Report Presentation" (PPT)</u></b> (*See Attachment 2)

<b>(2) Program in Japan</b> (From 28 <sup>th</sup> October to 10 <sup>th</sup> November, 2018) Participants dispatched by their organizations attend the program in Japan.	
<b>Module 1: Each Countries' Situation</b>	
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	<b>Presentation</b> "Inception Report" <b>Lecture</b> "JICA's Cooperation in Water Supply Sector"
<b>Module 2: Japanese Current Situations</b>	
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	<b>Lecture</b> "Norm for Better Water Services" "Waterworks Administration of Japan" "Challenge of Tokyo Waterworks" <b>Group Work (1):</b> "Waterworks Administration" <b>Video Show:</b> "Water and Our Life" <b>Site Visit:</b> Advanced Water Purification Plant Intake weir

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

## 10.Planned Schedule:

Tentative schedule is shown below. This schedule is subject to change.

Date		Time	Module	Type	Contents
28-Oct	Sun				Arrival in Japan
29-Oct	Mon	10:00 ~ 12:30	-		Briefing Session
		13:30 ~ 14:00	-		Opening Address by Deputy Director, Water Supply Division of the Ministry of Health, Labour and Welfare
		14:00 ~ 15:20	-	Lecture	Program Orientation
		15:30 ~ 16:30	-	Lecture	Orientation on Preparation of Improvement Plan
30-Oct	Tue	09:15 ~ 17:00	1: Each Countries' Situation	Presentation	Presentation of Inception Report
		17:00 ~ 17:35	-	Discussion	Group Work (0) - Finding out issues you wish to learn
31-Oct	Wed	09:30 ~ 12:00	2: Japanese Current Situation	Lecture	Norm for Better Water Services -Water Quality Standard
		13:30 ~ 15:30	2: Japanese Current Situation	Lecture	Waterworks Administration of Japan: Review
		15:30 ~ 16:45	-	Discussion	Group Work (1) - Waterworks Administration
1-Nov	Thu	09:30 ~ 10:30	5: Better Management	Lecture	SDGs and Performance Indicators (PIs)
		10:30 ~ 12:30	4: Non-Revenue Water	Lecture	Measures Against Non Revenue Water (NRW), Water Supply Management and Water Quality (Incl. practical training)
		14:00 ~ 15:00	1: Each Countries' Situation	Lecture	JICA's Cooperation in Water Supply Sector
		15:00 ~ 15:40	1: Each Countries' Situation	Lecture	International Expansion of Small to Medium-size Enterprises
		15:40 ~ 16:30	-	Discussion	Group Work (2) - Waterworks Planning
2-Nov	Fri	10:00 ~ 12:00	2: Japanese Current Situation	Lecture	The Challenge of the Tokyo Waterworks
		13:30 ~ 16:00	2: Japanese Current Situation	Site Visit	Advanced Water Purification Plant & Akigase Intake Weir
3-Nov	Sat		-		
4-Nov	Sun		-		
5-Nov	Mon	10:00 ~ 11:30	2: Japanese Current Situation	Site Visit	Tanigahara Water Purification Plant (Slow & Rapid Sand Filtration)
		13:10 ~ 13:45	2: Japanese Current Situation	Lecture	Overview of Water Supply at HAKONE Area
		13:45 ~ 14:00	2: Japanese Current Situation	Site Visit	Central Monitoring Room
		14:00 ~ 14:45	2: Japanese Current Situation	Site Visit	Membrane & UV treatment Process
6-Nov	Tue	10:00 ~ 12:00	2: Japanese Current Situation	Site Visit	Training and Technical Development Center, Bureau of Waterworks, Tokyo Metropolitan Government
		13:30 ~ 14:30	2: Japanese Current Situation	Lecture	Training and Technical Development Center
		14:30 ~ 15:30	5: Better Management	Lecture	Management of Customers (about Water Service Business)
		15:30 ~ 16:30	-	Discussion	Group Work (3):Management of Customers and Human Resources Development
7-Nov	Wed	09:30 ~ 12:00	3: Water Quality	Lecture	Water and Health /Water Safety Plan
		13:30 ~ 14:00	3: Water Quality	Lecture	Video Show: Water and Our Life
		14:00 ~ 16:30	-	Discussion	Group Work (4): Water Safety Plan
8-Nov	Thu	09:30 ~ 12:00	5: Better Management	Lecture	Sound Management of Urban Water Operator
		13:30 ~ 14:30	4: Non-Revenue Water	Lecture	Reduction in NRW through Leakage Control
		14:30 ~ 17:00	-	Practice	Group Work (5):Sound Management of Urban Water Operator and Finishing Improvement Plan
9-Nov	Fri	09:00 ~ 15:00	6: "Improvement Plan"	Presentation	Presentation of Improvement Plan
		15:00 ~ 15:30	-	Discussion	Group Work (6):Discussion after Presentation of Improvement Plan
		15:45 ~ 16:45	-		Evaluation Meeting
		17:15 ~ 17:45	-		Closing Ceremony
10-Nov	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.

##### **(1) NOMINATION**

- be nominated by their governments in accordance with procedures mentioned in III-4,

##### **(2) EXPERIENCES**

- be executive or senior administrative officers in charge of water services in water supply utilities, national or local governments,
- have more than 10-years' experience in the field of water supply administration,
- be expected to continue their careers in the water supply field,

##### **(3) LANGUAGE**

- be fluent in **English** enough to participate discussions and presentations,

##### **(4) AGE**

- be under 50 years old (in principle),

##### **(5) HEALTH**

- 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 a valid 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 "Attachment 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 31<sup>st</sup> August (Fri), 2018**)

#### (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 applicants 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

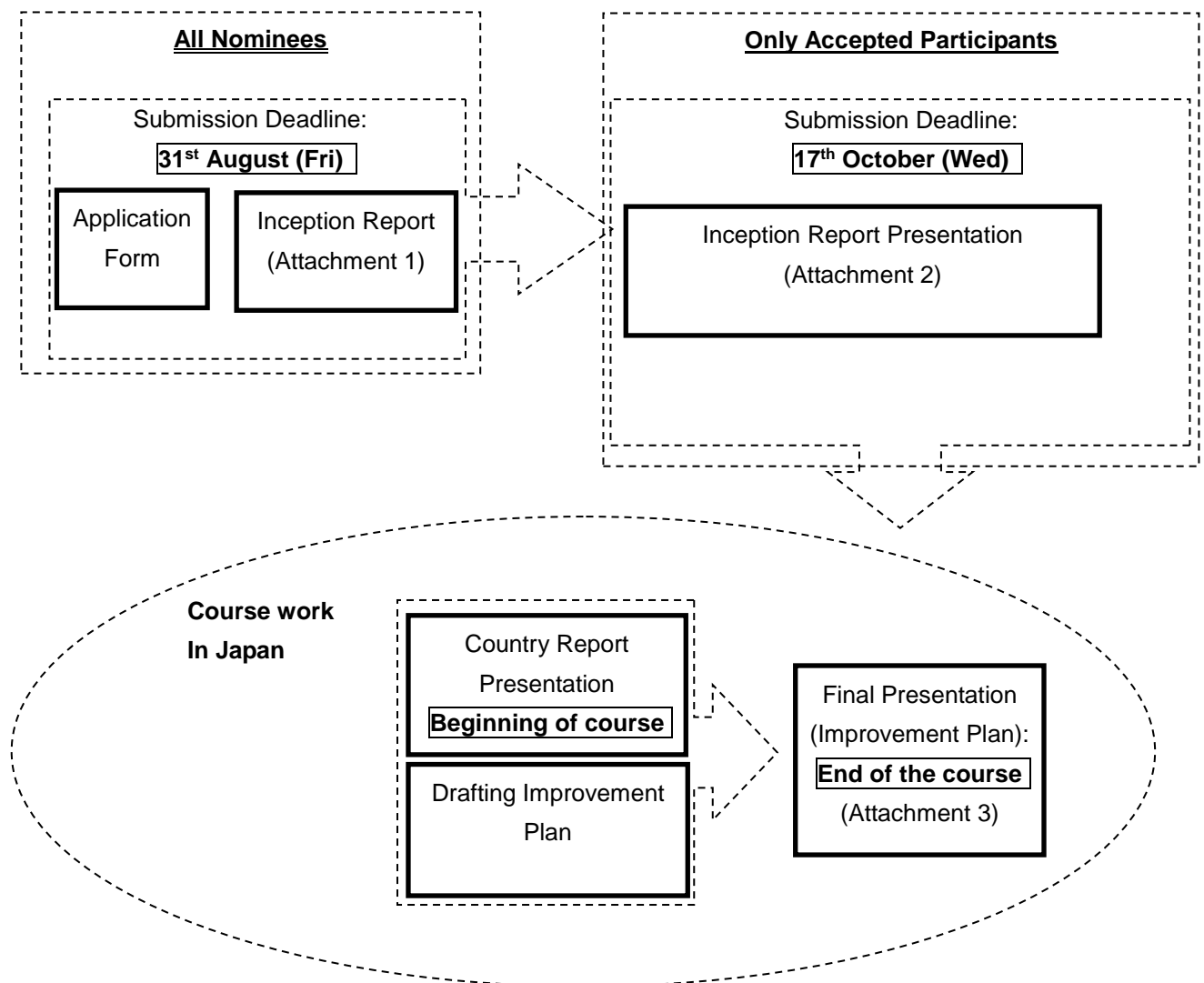
Notification of results will be made by the JICA office (or the Embassy of Japan) **not later than 25<sup>th</sup> September (Tue), 2018.**



## 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](mailto:ticttee@jica.go.jp) (JICA Tokyo) by 17<sup>th</sup> October (Wed), 2018. The accepted participants will have to present their “Inception Report” at the beginning of the course in Japan. Each participant has about 15 minutes for the presentation including Q&A session.

(\*See )



## **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. Hideki OSAWA ([ticttee@jica.go.jp](mailto:ticttee@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](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.

**For**

**All Nominees << by 31<sup>st</sup> August (Fri), 2018 >>**

## **<< 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”?**

“Inception Report” is supposed to assist Course Organizer, Implementing Partner and other lecturers to understand the details of participants’ professional careers, present challenges and expectation toward the program.

### **3. Contents of “Inception Report”**

Following 9 topics should be included in your “Inception Report”. Please describe the situation of your utilities or organization based on following 9 topics.

- 1. Outline 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. Format of “Inception Report”**

Format of “Inception Report” is given in next page. “Inception Report” should be typewritten in English on A4 size paper using font size larger than 11 pt. It is highly recommended to include graphs, figures and maps in your report.

# Inception Report

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Country: \_\_\_\_\_

Organization: \_\_\_\_\_

Position: \_\_\_\_\_

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## 1. Outline 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

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## 2. Water Supply Service Levels

### 2-1. Main Performance Indicators (PI)

Coverage area	(km <sup>2</sup> )
Population served	
Collection ratio	(%)
Production capacity	(m <sup>3</sup> /day)
Supply duration	(hour/day)
Supply pressure	
Non-Revenue Water	(%)
Water quality	
Staff number	
Number of connections	
Staff/1,000 connections	(people/1,000 connections)

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

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## 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 in Water Quality Management

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/dwq/gdwg3\\_4.pdf](http://www.who.int/water_sanitation_health/dwq/gdwg3_4.pdf) )

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#### 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 in Reduction on NRW

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

Authorized consumption	Revenue water	Billed authorized consumption	(m <sup>3</sup> /year) (%)
	Non-Revenue Water (NRW)	Unbilled authorized consumption (ex. fire fighting, cleaning)	(m <sup>3</sup> /year) (%)
Water losses		Apparent losses ( Unauthorized consumption (i.e. Illegal use), Customer metering inaccuracies )	(m <sup>3</sup> /year) (%)
		Physical losses (Leakage)	(m <sup>3</sup> /year) (%)

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

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#### 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](http://www.waterprofessionals.metro.tokyo.jp/pdf/wst_02.pdf) )

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

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**7. Recent Challenges to Improvement of Water Supply Services**

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**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

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**9. Expectations toward the Program.**

(Any comments and requests are appreciated.)

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(Please add sheets of paper if necessary.)

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## **<< Attachment 2 Inception Report Presentation >>**

### **1. What is “Inception Report Presentation”?**

The accepted participants are expected to **bring visual materials for their “Inception Report Presentation”** since participants will deliver 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. Contents of “Inception Report Presentation”**

Following 7 topics should be included in your “Inception Report”. Please describe the situation of your utilities or organization based on following 7 topics.

- 1. Outline 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**

### **3. Format of “Inception Report Presentation”**

Format of “Inception Report Presentation” is given in next page. “Inception Report Presentation” should be prepared with Microsoft PowerPoint with minimum font size of 18 pt. The presentation should consist of less than 15 slides. It is recommended to include photos, graphs, maps and statistic information to promote understandings and discussions among lecturers and participants

## Water Supply Administration for Better Management of Water Supply Services

### Inception Report Presentation

Name:

Position :

Organization

2

### 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)**
- **7 topics:**
  1. **Outline of Water Supply Services**
  2. **Water Supply Service Levels**
  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**

## Outline of Water Supply Services

- Legal Basis of Water Supply Services  
(What kind of laws and regulations are Water Supply Services based on?)
- Demarcation of Water Supply Services  
(Which ministry is in charge of what kind of field of water?)
- Main Actor of Water Supply Utilities  
(e.g. In Japan, most water utilities are public bureau under local government.)
- Mission/Vision of Water Supply Utilities
- Your Mission/Vision in your organization
- Etc.

### Whole Country:

Area : km<sup>2</sup>

Population :

Coverage Water Supply: %

### Selected Water Supply System/City:

Service Area : km<sup>2</sup>

Population Served: million/ thousand

## Water Supply Service Levels

- Please fill data of your organization to below table.

INDICATORS	(Example)	2000	2018	Goals for 2025
Staff/1,000 connections		22		
Production capacity (m <sup>3</sup> /day)		65,000		
Water quality standards		None		
Coverage area		20%		
Supply duration (hour/day)		10		
Supply pressure		0.2 bar		
Number of connections		26,88		
Population Served		8000		
NRW		72%		
Collection ratio		48%		
Staff number		4,200		

## Management of Water Quality

- Current Situation and Major Challenges/Problems
- Current Actions against Those Challenges/Problems
- Water Quality Standards for Drinking Water
- Monitoring System or Plans for Safety of Drinking Water in Your Organization / Regulatory Body / Independent Institution /Others
- Implementation of Water Safety Plans or Similar Efforts

## Reduction of Non-Revenue Water

				Fill this column
System input volume	Authorized consumption	Revenue water	Billed authorized consumption	xx m <sup>3</sup> /year ( %)
		Non Revenue Water (NRW)	Unbilled authorized consumption (ex. fire fighting, cleaning)	xx m <sup>3</sup> /year ( %)
	Water losses		<b>Apparent losses ( Unauthorized consumption (i.e. Illegal use), Customer metering inaccuracies )</b>	xx m <sup>3</sup> /year ( %)
			<b>Real losses (Leakage)</b>	xx m <sup>3</sup> /year ( %)

- Leakage Detection Measures
- Countermeasures for NRW

## **Accounting System of Water Supply Services**

- Water Tariff in your Organization
- Balance Sheet of your Organization
- Profit and Loss Statement of your Organization

## **Major Recent Achievement in improvement of water supply services**

- Body sentences

## Recent challenges of Water Supply Services

- Body sentences

## ***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 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.



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