



TC Component 2: Capacity Development Wastewater Management
Project Planning Matrix – Phase II

Overall Program Objective (until 2012): Conditions for sustainable wastewater disposal and solid waste management are improved.
Goal of Phase II – TC Component 2 (until July 2011): Wastewater disposal in supported provincial centers improved.

PERSPECTIVES	INDICATOR I The wastewater companies operate according to commercial principles in line with the Enterprise Law and Decree 88/2007/ND-CP and revenue from wastewater tariffs cover at least the O&M costs in full. <i>(Note: This indicator is adjusted and varies from the GTZ offer to BMZ)</i>	INDICATOR II The wastewater installations are maintained in accordance with agreed inspection and maintenance programs.	INDICATOR III In the project areas of the towns under the program, at least 60% of the households that are connected to the sewerage system are informed about their rights and obligations in wastewater management (survey results).	INDICATOR IV The relevant decision-makers and technical departments are informed about the various options for decentralized wastewater management and endorse them (survey results).	INDICATOR V The Departments of Natural Resources and Environment (DONRE) in the participating provinces monitor surface water and effluent discharge into receiving water bodies in accordance to prevailing regulations. <i>(Note: This indicator is not mentioned in the GTZ offer to the BMZ)</i>
Local Government Level (Bullets below are at USE OF OUTPUT Level)					
A. Development of Institutional Framework Conditions for WWM at Local Government Level	<p>DIRECT BENEFIT - Policy Framework for WWM is enhanced:</p> <ul style="list-style-type: none"> Roadmap on the application of Decree 88/2007/ND-CP and its implications at local level is agreed and applied Local regulation on WWM, with particular pro-poor orientation, is enacted WW tariff proposal is endorsed by People's Council and approved by People's Committee Special accounts (escrow) for the transfer of WW revenues are established Performance-based management contract in accordance to Decree 88/2007/ND-CP is enacted <p>DIRECT BENEFIT - Local decision-makers are aware of regulatory function:</p> <ul style="list-style-type: none"> Principles of independent and transparent regulation of management contracts are disseminated among national and provincial stakeholders 			<p>DIRECT BENEFIT - Local decision-makers are aware of various options for decentralized WW treatment:</p> <ul style="list-style-type: none"> Pilot projects for decentralized WW treatment are implemented and lessons learned disseminated Local stakeholders are aware of advantages and disadvantages of decentralized WW treatment 	



Wastewater Company Level (Bullets below are at USE OF OUTPUT Level)					
B. Organizational Perspectives	<p>DIRECT BENEFIT - WWC's mid-term corporate goals and strategies are defined:</p> <ul style="list-style-type: none"> • CDP for WWC is under implementation <p>DIRECT BENEFIT - Management efficiency is improved:</p> <ul style="list-style-type: none"> • Management system/practices in WWC is improved • QMS is endorsed by WWC director and applied by all WWC staff • MIS is established and WWC managers have access to required information • Annual performance benchmarks are available 				
C. Financial Management	<p>DIRECT BENEFIT - WWC's revenue stream and financial autonomy is improved:</p> <ul style="list-style-type: none"> • Appropriate FM is in operation • WW tariff is calculated, endorsed by WWC's director and submitted to People's Committee 				
D. Customer Relations Management & Community Participation	<p>DIRECT BENEFIT - Billing efficiency is improved:</p> <ul style="list-style-type: none"> • System for billing management in operation <p>DIRECT BENEFIT - 80% of customers are satisfied with CCU services:</p> <ul style="list-style-type: none"> • CCU is functioning in accordance to operational objectives of the CDP • System for Customer Complaints Management in operation • Network of collaborators on local level established and used 		<p>DIRECT BENEFIT - WWC's orientation towards community needs is improved:</p> <ul style="list-style-type: none"> • BLS results disseminated and used for IEC campaign planning and improving services <p>DIRECT BENEFIT - 80% of customers are satisfied with CCU services:</p> <ul style="list-style-type: none"> • Service contracts with at least 80% of connected households are signed <p>DIRECT BENEFIT - 60% of customers are aware of WWM activities (evidence: survey results):</p> <ul style="list-style-type: none"> • IEC campaigns implemented in 100% of service area • Pilot measures implemented (follow-up of Phase I) 		
E. Asset Management / Asset Documentation	<p>DIRECT BENEFIT - Technical and financial options for increase of HH connections and improvement of tertiary system discussed among local decision makers:</p> <ul style="list-style-type: none"> • Local decision-makers are aware of actual HH connection rates and condition of tertiary systems 	<p>DIRECT BENEFIT - The wastewater assets are operated and maintained in accordance to agreed plans:</p> <ul style="list-style-type: none"> • ADU is operating in accordance to agreed SOPs • Asset Management knowledge in WWC is improved • Sewer/drainage networks are operated and maintained in accordance to agreed SOPs • WWTP is operated and maintained in accordance to agreed SOPs 			
F. Human Resources Management (HRM)	<p>DIRECT BENEFIT - HRM implemented in accordance to agreed guidelines and procedures:</p> <ul style="list-style-type: none"> • Personnel department is in operation • PMIS is applied by personnel department (for entire WWC) 				



DONRE Level (Bullets below are at USE OF OUTPUT Level)					
<p>G. Capacity Building in Departments of Natural Resources and Environment</p>					<p>DIRECT BENEFIT - Surface water monitoring data are made available to provincial and national decision-makers:</p> <ul style="list-style-type: none"> • Surface water is monitored and results are documented and disseminated <p>DIRECT BENEFIT - Legal follow-up performed in accordance to Vietnamese regulations regarding effluent discharge:</p> <ul style="list-style-type: none"> • Effluent discharge is monitored and results are documented and disseminated <p>DIRECT BENEFIT - Laboratories are able to deliver reliable results:</p> <ul style="list-style-type: none"> • Laboratory is using analytical procedures based on international/national standard methods