

Project Title: **Wastewater Management for Provincial Urban Centers in Vietnam**

Planning Period: **First Phase (February 2005 until Jan 2008)**

Prepared on: 30.06.2005

### Project Planning Matrix – Status June 2005

Strategy	Indicators	Risks
<p><b>Overall Objective of the Project:</b> Wastewater companies in up to six provincial urban centers operate their storm water and sewerage systems economically in accordance to agreed plans</p>	<ol style="list-style-type: none"> <li>1. Storm water &amp; wastewater is collected &amp; treated in accordance to agreed plans and standards</li> <li>2. Storm water pumping stations are operated in accordance to agreed plans and reduces inundations considerably</li> <li>3. Effluents from the wastewater treatment plans are controlled by DoNRE in accordance to existing Vietnamese legislation</li> <li>4. Revenues fro customer tariffs cover the operation and maintenance cost of the newly constructed sewerage collection and treatment system</li> <li>5. national Ministries and relevant institutions utilize project experiences and recommendations to formulate appropriate wastewater regulations and standards</li> </ol>	<ul style="list-style-type: none"> <li>• Financial funding and revenues are insufficient to implement the project and to operate the systems</li> </ul>
<p><b>Objective of the First Project Phase:</b> Wastewater companies in up to six provincial urban centers operate their existing storm water systems in accordance to agreed standards and are prepared to take over additional tasks related to the extension of the sewerage collection and treatment facilities</p>	<ol style="list-style-type: none"> <li>1. The management of the wastewater companies have the capacity to operate the sewerage systems in accordance to agreed plans</li> <li>2. Operational conditions of the sewerage system and maintenance works are documented for at least 60% of the companies' systems</li> <li>3. All six participating cities introduced cost covering wastewater fees, limited to a maximum of 5% of average household income</li> <li>4. 60% of the households connected to the sewerage system are willing to pay the monthly wastewater tariff</li> <li>5. 2/3 of the management of the related provincial institutions and national Ministries are informed about the project via internet</li> </ol>	<ul style="list-style-type: none"> <li>• Provincial Peoples Committee's do not enforce cost covering wastewater fees</li> <li>• Households refuse to pay cost covering wastewater fees</li> </ul>

**Result 1: Capacity building [organization, management and operation] of wastewater management institutions in provincial urban centers ensure more effective operation and maintenance of the wastewater system**

Indicators:

- 1.1 At the end of the first project phase a corporate development plan is established for each participating company (public work company / water and sewerage company) and used by the company as an implementation guideline and management tool
- 1.2 At the end of the first project phase DoNRE staff in one pilot province have begun to establish a program of water quality monitoring for the surface water bodies that receives communal effluent from the treatment plants, which will be constructed through KfW co-financing
- 1.3 At the end of the first project phase records of blockages and failures of 60% of the drain/wastewater networks are identified and systematically documented
- 1.4 At the end of the first project phase manuals for the operation and maintenance for sewers, pumping stations, treatment plants, and wastewater analysis are available and in use (partly provided by FA component)
- 1.5 At the end of the first project phase the relevant company personnel for water quality testing is capable to operate testing equipment properly (according to MoH standards)

No.	Activities	Indicators	Respons.	Support by	Operational Expenditures		Remarks
					VN	GER	
1.1	Establish PMUs on provincial level	PMUs are established in acc to PPC's Letter of Appointment	PPC	natPMU	PMU		
1.2	Review institutional framework, SOE structure & procedures	Reports are compiled and discussed with natPMU Decision makers received specialized information	Minh	Comp		WWM	Under CTA guidance
1.3	Review Institutional performance/ Generate reliable SOE performance data		Minh	Comp		WWM	
1.4	Evaluate Activity 1.2 + 1.3		Minh	natPMU	shared	shared	
1.5	Assessment of Vn training institutes	External training resources identified	CTA	Minh		WWM	
1.6	Prepare & Implement CDP training	Manuals available & training executed for 6 Companies	WWM team/CTA	External Trainer		WWM	
1.7	Elaborate corporate development plans (CDP) for each Company	CDP is ready for dissemination	Comp	WWM team	shared	shared	Active cooperation of companies required
1.8	Disseminate CDP and submit to PPC for approval	CDP is approved by PPC	Comp	CTA	Comp		Dissemination is supported by WWM team

**cont: Result 1: Capacity building [organization, management and operation] of wastewater management institutions in provincial urban centers ensure more effective operation and maintenance of the wastewater system**

1.9	Establish a MIS to facilitate the implementation of strategic elements of the CDP	MIS installed and selected staff trained	MIS Expert	Comp	shared	shared*	*WWM will install software & train staff
1.10	Set-out Quality Management System	Structure of QM is introduced & accepted in selected companies	QM Expert	Comp		WWM	Application of QM shall be commenced in second project phase
1.11	Assess technical training needs in acc. to CDP activities, prepare training manuals, set-up training schedule and implement training	Schedule for technical training agreed by natPMU and provPMUs, training implemented in accordance to agreed schedules	WWM Team	PMU/Comp	shared	shared	Training activities will be supported by external WWM trainers
1.12	Train selected staff and establish asset inventory	Teams are established, field investigations are carried out and documented	Comp	GIS Expert	shared*	shared	*Cost of field surveys
1.13	Assist DoNREs in one participating pilot province to develop expertise in monitoring wastewater treatment operations*	One selected DoNRE begun to establish a program of water quality monitoring	DoNRE	WWM	shared	shared	*Exact activities need to be defined

**Result 2: Revenue collection systems and mechanisms to recover operation and maintenance costs of upgraded wastewater systems in provincial urban centers are developed and introduced stepwise**

Indicators:

- 2.1 By the end of this phase a revised and segregated accounting system is in place in all participating companies and appropriate allocation of wastewater management costs for operation and maintenance are compiled
- 2.2 By the end of this phase an estimate of the expected operation, maintenance and replacement costs for mechanical & electrical equipment for the upgraded wastewater management system is available in all of the participating companies and is used to justify proposals for the introduction of cost-covering wastewater fee
- 2.3 By the end of this phase all six participating cities introduced cost covering wastewater fees, limited to a maximum of 5% of average household income
- 2.4 By the end of this phase all customers which are not yet paying wastewater fees have been identified and measures on fee collection are proposed
- 2.5 By the end of this phase local regulations are enacted ensuring that collected wastewater fees are entirely used for the operation and maintenance of the wastewater facilities

No.	Activities	Indicators	Respons.	Support by	Operational Expenditures		Remarks
					VN	GER	
2.1	Generate reliable financial data	Reports are compiled	Phung	Comp		WWM	
2.2	Evaluate financial data	Decision makers received specialized information	Phung/ Chito	nat.PMU		WWM	
2.3	Assess financial management training needs in acc. to CDP activities, prepare training manuals, set-up training schedule and implement training	Schedule for financial management training agreed by natPMU and provPMUs, training implemented in accordance to agreed schedules	Phung/ External Trainer	Comp		WWM	
2.4	Assess cost of operation and maintenance and propose tariff structure	Cost for O& M of wastewater and drainage system are disseminated to PPC	Phung/ Chito	Comp		WWM	
2.5	Establish legal framework for user fees/customer tariff	PPC approved introduction of wastewater tariff	natPMU/ Comp	Legal Advisor	Comp		*Legal base needs to be analyzed
2.6	Introduce effective means and institutional arrangements of fee collection	PPC approved fee collection methods and public information is conducted	Comp	WWM Team	Comp		
2.7	Support stepwise introduction of customer tariffs, based on actual operation and maintenance costs	User fee is collected in acc. to wastewater tariff	Comp	WWM Team	Comp		

**Result 3: Beneficiaries in the selected provincial urban centers are aware of their rights and responsibilities regarding wastewater management and participate actively**

Indicators:

3.1 By the end of this phase at least 60% of the households connected to the drainage system in all of the participating provincial urban centers are paying a wastewater fee

3.2 By the end of this phase \_\_\_% of households in the project area have participated in regular public sanitation campaigns within in their residential area

3.3 The majority of local women associations are actively participated in awareness building for good sanitation practices and environmental protection

No.	Activities	Indicators	Respons.	Support by	Operational Expenditures		Remarks
					VN	GER	
3.1	Assess present situation, assess training needs & prepare training plans	Decision makers received specialized information	natSTE/ Rod	Comp		WWM	
3.2	Design public campaigns & build PR capacity in the companies	Company is ready to implement public campaigns	natSTE/ Rod	Comp		WWM	
3.3	Inform citizens about benefits of the project	Company implements public campaigns in accordance to agreed plans	Comp	WWM/ DED	Comp		Activities 3.3 until 3.7 shall be implemented by the companies through WWM & DED support
3.4	Organize regular clean-up campaigns in residential areas and inform public about proper use of drains		Comp	WWM/ DED	Comp		
3.5	Conduct assessment of company performance through public consultations	Company conducts public consultations with 20% of their customers every year	Comp	WWM/ DED	Comp		
3.6	Mobilize citizens to connect to the urban sewerage system	Public relations department of the company is actively approaching its citizens	Comp	WWM/ DED	Comp		
3.7	Mobilize citizens to regularly empty their septic tanks	System for regular emptying of septic tanks is in place and implemented	Comp	WWM/ DED	Comp		
3.8	Assist poor households to build suitable toilets which are connected to the urban sewerage system*	(yet to be defined)	Comp/ PCC	WWM/ DED	Comp		*Scope & location & finance need to be defined

**Result 4: Cooperation and information sharing within and between local and national levels are increased**

Indicators:

4.1 By the end of this phase the majority of the main stakeholders confirm that they have used information provided through different means (the internet, workshops, documents) to learn about project activities and experiences

No.	Activities	Indicators			Operational Expenditures		Remarks
					VN	GER	
4.1	Develop links with other cities, organizations and projects financed by other donors to share experiences and exploit training opportunities	Contacts are established and exchange of information and experiences takes place			shared	shared	
	<ul style="list-style-type: none"> <li>- Exchange of staff of companies to learn from each other (Partnership Agreements)</li> <li>- Share experiences with other provinces which implement ODA projects in the wastewater, solid waste sector, and environmental sector</li> <li>- Organize meetings through the Urban Forum in the participating provinces</li> <li>- Establish "experience sharing" working group for all provinces of WWM</li> <li>- Establish contacts with the Vietnam Water Supply and Sewerage Association, which should also partly participate in the WWM activities</li> <li>- Create web links and inform participating provinces about relevant events by other donors/organizations by email</li> </ul>						
4.2	Harmonize methods and approaches	Generic means and tools for institutional development are disseminated	CTA	natPMU	shared	shared	
4.3	Organizing workshops and study tours	Workshops are implemented in accordance to demonstrated demands, available funds and resources	CTA	natPMU	shared	shared	Details need to be agreed upon
	<ul style="list-style-type: none"> <li>- Regional workshops in order to save costs</li> <li>- Workshops on specific topics with relation to the actual conditions / situation</li> <li>- Workshops on sharing experiences in WWM project management, opportunities, lessons learnt, and proposal for improvements</li> <li>- Study tours visiting other provinces participating in WWM project and other provinces with similar projects</li> <li>- Study tour in VN or in SEA region visiting functioning / models of wastewater management system</li> <li>- Regular meetings with media to inform about the project progress and achievements</li> </ul>						

**cont.: Result 4: Cooperation and information sharing within and between local and national levels are increased**

4.4	Make information available on the internet (e.g. MoC website)	WWM web site established and maintained	IT Expert	natPMU	shared	shared	
<ul style="list-style-type: none"> <li>- <i>Display information at MoC website</i></li> <li>- <i>Display information at provincial websites of provinces participating in WWM</i></li> <li>- <i>Provide relevant information</i></li> <li>- <i>Establish "electronic newsletter"</i></li> </ul>							
4.5	Providing inputs in the development of regulations, bye-laws, contracts, norms and standards	Dissemination seminars conducted, national feedback evaluated, conclusions and recommendations formulated	CTA/ Legal Advisor	natPMU	shared	shared	
<ul style="list-style-type: none"> <li>- <i>Collect, list (database) and summarize all relevant legal documents / regulations on WWM, also standards and unit prices etc.</i></li> <li>- <i>Analyze above legal framework at workshop with the 6 provinces, receive comments, pinpoint obvious existing weakness/inappropriateness and recommend legal adjustments to relevant agencies</i></li> <li>- <i>Organize a presentation in order to show relevant agencies (MoC, MONRE, MoF, Provincial PCs) how to calculate a WW tariff that fully covers operational and maintenance costs</i></li> <li>- <i>Communicate with MoF and request MoF to guideline the application of degree 67, especially usage of wastewater fee, in the 6 provinces participating in the WWM project</i></li> </ul>							