

Bangladesh Projects

Year 1 of 4

| | |
|--------------------------|---|
| SA/BAN/52: | Improving decentralized, customer focused service provision and sustainable access to urban water supply |
| Task Team Leader: | Glenn Pearce-Oroz |
| Clients: | Pourashavas, City Corporations, Local Government Division |
| Country: | Bangladesh |
| Partners: | Private Sector, International and National NGOs, Civil Society, Donors, |

Desired Outcome: Improved Pourashava and City Corporation capacity to plan for and provide water supply services to the people living within their municipal jurisdictions, while anticipating future service provision scenarios with regard to climate change, especially for low income populations.

Project Description

Currently, water supply service provision by the legally responsible public authority (urban municipal governments) is limited to a minority of city dwellers. Most urban households rely on alternative sources for their water supply. It is anticipated that the urban population will nearly double to 50 million people by 2015, with nearly half living in 310 municipalities and 4 city corporations outside of Dhaka and Chittagong.

These urban populations, especially the poor, are expected to be the most vulnerable to impacts resulting from climate change. Aggressive measures need to begin immediately in order to understand how to best adapt UWSS to the new constraints resulting from climate change.

The purpose of this project is to enhance the capacity of the local government actors in urban areas, mostly in pourashavas and city corporations, to improve their service delivery, monitoring of off-system service providers, and prepare for climate change impacts. A more comprehensive approach in managing water supply resources (both quality and quantity) will be required due to huge influx of urban migration from rural areas and adverse effects of climate change. While the local effects of climate change will not be known, initial efforts at understanding what parameters require monitoring and introducing management mechanisms to adapt to new parameters need to be introduced and tested. Some activities may be undertaken in Dhaka and Chittagong, especially with regards to the expansion of services to slum areas, but the focus of this project will be on pourashavas and the other four city corporations (Khulna, Rajshahi, Sylhet and Barisal).

Assumptions:

1. Decentralization reforms continue and are inclusive of urban areas.
2. Central government agencies will be supportive of increased decentralization to pourashavas and city corporations.

Project Milestones:

1. Variables to measure climate change impacts on water supply identified by five cities – Mar 09
2. Performance Improvement Planning process for service delivery launched in 10 cities – Dec 09.
3. Improved accountability to customers measured by customer satisfaction surveys launched in four cities – Mar 10.

Start Date: July 2008

End Date: June 2012

Indicators of outcome:

1. At least five cities disseminate baseline information to begin measuring impacts of climate change – Sep 09.
2. Analysis of potential climate change impacts on UWSS in Bangladesh leads to investment for adaptation – Dec 09
3. Performance Improvement Plans reviewed and disseminated in at least three leading utilities/towns on an annual basis – Dec 08, 09, 10.
4. Investment programs and customer satisfaction survey results disseminated at least in three different leading utilities/towns annually – Dec 08, 09, 10.

| |
|----------------------------|
| Project Update: N/A |
|----------------------------|

Bangladesh Projects

Project Activities and Outputs

| Activity | Verifiable Outputs and their deliverable dates |
|--|---|
| Enabling Environment | |
| Support identification of new variables/parameters for anticipating impacts on sustainable water supply delivery due to changes in climate | <ul style="list-style-type: none"> • Baseline study in five participating pourashavas and city corporations - Mar 09 • Analysis of potential effects of climate change on urban water supply delivery - Jun 09 |
| Support reform effort (e.g. Pourashava Ordinance and City Corporation Acts) to allow for more decentralized decision-making. | <ul style="list-style-type: none"> • Policy Advisory Note on recommended operationalization of reforms in pourashavas and city corporations (e.g. use of decentralized funding sources through larger initiatives: decentralized block grants, ADB urban governance funding)- Dec 08 |
| Sector Strategies | |
| Support improved pourashava and city corporation performance improvement monitoring in existing utilities, and expanded to more utilities. | <ul style="list-style-type: none"> • Lessons learned workshop with targeted utilities implementing performance improvement plans and monitoring their progress through benchmarks, including new climate change variables (annual) • Learning event on increased reliability of data reported by utilities - Sep 08 |
| Support pourashava-wise and city-wise networking established to share learning. | <ul style="list-style-type: none"> • Workshop on potential learning processes across pourashavas and City Corporations - Mar 09 |
| Service Provider Performance | |
| Support to large urban utility (e.g. DWASA, CWASA, Khulna WASA) in improving performance and expanding services to slum areas. | <ul style="list-style-type: none"> • Issues and options paper on monitoring mechanisms of expansion of services to slum areas (e.g. for Dhaka WASA) - Sep 08 • Design recommendations of approach in second major city with multiple stakeholders - Sep 08 |
| Support to urban utilities in improved commercial practices (e.g. reviewing and establishing tariff regimes based on economic principles). | <ul style="list-style-type: none"> • Workshop on tariff setting - Jun 09 |
| Social Accountability | |
| Design of accountability mechanisms (e.g. customer satisfaction surveys) to increase customer responsiveness by utilities. | <ul style="list-style-type: none"> • Baseline established in at least three leading urban municipalities - Mar 09 |
| Support introduction of systematic monitoring of off-system households | <ul style="list-style-type: none"> • Baseline assessment of household customers and off-system households in three leading urban utilities - Dec 08 |