



TRAINING AND DIALOGUE PROGRAMS

GENERAL INFORMATION ON

MANAGEMENT OF URBAN WATER SYSTEMS FOR SOUTHEAST EUROPEAN COUNTRIES

地域別研修「南東欧地域 都市上下水道事業管理」
JFY 2011

<Type: Solution Creation / 類型: 課題解決促進型>

NO. J11-04042 / ID. 1184184

From May 2011 to February 2012

Phases in Japan : From June 21, 2011 to July 30, 2011

This information pertains to one of the Training and Dialogue Programs 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.

I. Concept

Background

Urban Water Systems in Japan had been established under firm national policy as public investment with the purpose of rapid development and wide prevalence to its citizens, since Japan's modernization in the late 19th century. Up to today, however, those operations and maintenance have been mostly transferred to local public water corporations or governmental organizations, achieving financial independence.

The initial histories of those in Southeast European Countries were almost the same as was in Japan; central governments took initiatives to consolidate social infrastructure, then transferred its management to local organizations with the introduction and acceleration towards market economy. Today, on the other hand, the following situations are commonly observed among those in Southeast European countries; (1) aging of infrastructures and facilities, (2) degradations of river water quality and portable water resource, (3) lack of financially-sustainable management system, and (4) absences of medium/long term plan for urban water systems management.

Existing infrastructure including urban water systems must be operated and maintained with good apprehensions of both technical and financial aspects. Therefore, this course is organized by variety of lectures by prominent professors from Hokkaido University to acquire the latest theory and knowledge, and by local public water corporations, Sapporo Water Works Bureau, to know practical daily operation in Japan.

Furthermore, whole program will be coordinated by an experienced course leader.

For what?

This course is to create appropriate solutions for participants to tackle their own bottlenecks in the management of urban water systems by learning Japanese experiences and knowledge, so that every participating organization will be able to operate under sound management, attaining appropriate benefits to its customers.

For whom?

This program is offered to senior staff in public/private water corporation, and local government officers in charge of financial and/or operation management of water service.

How?

"Action Plan" proposing by participants to improve management of urban water systems of their organization is the core of this training. To facilitate their activities, consultation and discussion sessions will be by a course leader throughout the course. To further increase the feasibility of plans, PCM (Project Cycle Management) workshop is incorporated as a part of program. Lectures and site visit sessions will complement to acquire theory, practical methods, and global trend of urban water systems in Japan and in the world.

II. Description

1. Title (J-No.): Management of Urban Water Systems for Southeast European Countries (J11-04042)

2. Period of program

Duration of whole program: May 2011 to February 2012

Preliminary Phase: up to June 2011

(in a participant's home country)

Core Phase in Japan: June 21 to July 30, 2011

Finalization Phase: August 2011 to February 2012

(in a participant's home country)

3. Target Regions or Countries:

Albania, Bosnia and Herzegovina, Croatia, Former Yugoslav Republic of Macedonia, Moldova, Montenegro and Serbia

4. Eligible / Target Organization:

This program is designed for governmental, semi-governmental, or corporate organizations in charge of management of urban water systems.

5. Total Number of Participants: Ten (10)

6. Language to be used in this program: English

7. Program Objective:

Every participant shares and implements its Action Plan, and then reports progress to JICA.

8. Overall Goal

Participating organizations launch the plans to improve their waterworks operations based on Action Plan proposed by the participants.

9. Expected Module Output and Contents:

(1) Preliminary Phase in a participant's home country

(Up to June 2011)

Participating organizations make required preparation for the Program in the respective country.

Expected Module Output	Activities
Job Report	(1) Job Report making (2) Preparation for Job Report Presentation

(2) Core Phase in Japan

(June 21, 2011 to July 30, 2011) *Contents are Subject to change

Participants dispatched by the organizations attend the Program implemented in Japan.

Expected Module	Subjects/Agendas	Methodology
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Output		
1) Grasp the outline of urban water service in Japan, and identify issues of their own organizations	(1) Water supply administration in Japan (2) Sewerage administration in Japan (3) Water supply in Sapporo (3) Tour the water purification plant in Sapporo (4) Tour the wastewater treatment plant in Sapporo & in Tokyo	Lecture and Site Visit
2) Identify the issues of financial management of urban water systems of participants' organization	(1) Financial management system for water service – 1: Basic theory (2) Financial management system for water service – 2: Case study (3) Collection of water charge from users -Practical Method (4) Asset management of water and wastewater treatment plants (5) Management water supply & waste water treatment plants and Global trend of technology	
3) Identify issues of water treatment systems and water quality control to improve quality of the water .	(1) Global trend of watershed management (2) New concepts of water management and its application to urban water management (3) Advanced wastewater treatment and reuse (4) Assessment of the human health risk of water (5) New trends and techniques - 1: Water treatment using membrane (6) Tour to wastewater treatment plant using membrane (7) New trends and techniques-2 wastewater treatment using membrane	
4) Identify issues in maintenance of urban water service facilities of participating organizations.	(1) Maintenance of physical structures (2) Maintenance of pipe networks (3) Water distribution and supply	
5) Propose “ Action Plan ” describing appropriate methods and techniques to improve urban water systems management	(1) Orientation (2) Job Report presentation (3) Discussion with the course leader (4) PCM workshop (5) Action Plan preparation and discussion For proposing Action Plan, it is recommended that participants bring relevant data, map, pictures, laws and regulations of your country.	

(3) Finalization Phase in a participant's home country

Participating organizations produce final outputs by making use of results brought back by participants. This phase marks the end of the Program.

Expected Module Output	Activities
Final Report	(1) Share "Action Plan" with the colleagues and implement within six month after the completion of course (2) Report the progress of the "Action Plan" as "Final Report" by 28 th , February 2012

JICA Sapporo might SUSPEND the Acceptance for the coming years from those organizations which do not seriously share participants' Action Plan, or without reporting within the mentioned period.

7. Follow-up Cooperation by JICA:

In this workshop, JICA might extend follow-up support to participating organizations that intend to develop the result of the project further. Please note that the support shall be extended selectively based on proposals from the participating organizations.

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 project 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 project to meet specific requirements of applying organizations and effectively facilitate them toward solutions for the issues and problems.
- (3) As this program is designed to facilitate organizations to come up with concrete solutions for their issues, participating organizations are expected to make due preparation before dispatching their participants to Japan by carrying out the activities of the Preliminary Phase described in section -9 .
- (4) Participating organizations are also expected to make the best use of the results achieved by their participants in Japan by carrying out the activities of the Finalization Phase described in section -9.

2. Nominee Qualifications:

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

(1) Essential Qualifications

- 1) Current Duties: be senior staff in public/private water corporation, OR local government officers in charge of financial and/or operation management of water service Being engineer is NOT essential requirement; however, daily involvement to any kinds of urban water systems-related work is indispensable.
- 2) Experience: have at least three (3) years of practical experience in urban water service.

From the past experience, this course is highly recommendable for those who are in rather higher positions, because this training deals with management part.
- 3) Educational Background: be a graduate of university, or equivalent
- 4) Language: have a competent command of spoken and written English which is equal to TOEFL CBT 200 or more (This program includes active participation in discussions, Action Plan development, thus requires high competence of English ability. Please attach an official certificate for English ability such as TOEFL, TOEIC etc, if possible)
- 5) Health: must be in good health, both physically and mentally, to participate in the Program in Japan.

Note: i) Applicants are requested to submit the Medical History Questionnaire

included in the Application Form mentioned in 4-(1) below.

ii) Pregnancy: Pregnant participants are urgently requested to complete the required procedures before departure in order to minimize any risk to their health. These procedures include a letter of the participant's consent to bear economic and physical risks a letter of permission from the participant's supervisor a letter of consent from your Embassy in Japan, a medical certificate. Please ask Staffs in JICA office in each country for details.

6) Must not be serving any form of military service.

(2) Recommendable Qualifications

1) Age: be under forty-five (45) years

3. Required Documents for Application

(1) Application Form

(2) Nominee's English Score Sheet: If you have any official documentation of English ability (e.g., TOEFL, TOEIC, IELTS), please attach it (or a copy) to the application form.

(3) Job Report: See ANNEX for instructions

4. Procedure for Application and Selection :

(1) Submitting the Application Documents:

Closing date for application to the JICA Center in JAPAN: **April 22, 2011**

Note: Please confirm the closing date set by the respective country's JICA office or Embassy of Japan of your country to meet the final date in Japan.

(2) Selection:

After receiving the document(s) through due administrative procedures in the respective government, the respective country's JICA office (or Japanese Embassy) shall conduct screenings, and send the documents to the JICA Center in charge in Japan, which organizes this project. Selection shall be made by the JICA Center in consultation with the organizations concerned in Japan based on submitted documents according to qualifications. *The organization with intention to utilize the opportunity of this program will be highly valued in the selection.*

(3) Notice of Acceptance:

Notification of results shall be made by the respective country's JICA office (or Embassy of Japan) to the respective Government by **not later than May 20 2011.**

5. Conditions for Attendance:

- (1)** to observe the schedule of the program,
- (2)** not to change the program subjects or extend the period of stay in Japan,
- (3)** not to bring any members of their family,
- (4)** to return to their home countries at the end of the program in Japan according to the travel schedule designated by JICA,
- (5)** to refrain from engaging in political activities, or any form of employment for profit or gain.
- (6)** 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.
- (7)** to observe the rules and regulations of their place of accommodation and not to change the accommodation designated by JICA, and
- (8)** to participate the whole program including a finalization phase after the program in Japan. Applying organizations are expected to carry out the actions described in section -9, -1 after the participants backed to respective home countries.

IV. Administrative Arrangements

1. Organizer:

(1) **Name:** JICA Sapporo

(2) **Contact:** jicasic@jica.go.jp and sictp1-as@jica.go.jp

2. Implementing Partner:

(1) **Name:** Research Center for Environmental Nano & Bio Engineering, Hokkaido University

(2) **URL** <<http://www.eng.hokudai.ac.jp/nanobio/>>

3. 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:** Term of Insurance: From arrival to departure in Japan. The traveling time outside Japan shall not be covered.

4. Accommodation in Japan:

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

JICA Sapporo International Center (JICA Sapporo) Address: Minami 4-25, Hondori, 16 chome, Shiroishi-ku, Shiroishi-ku, Sapporo, Hokkaido, 003-8668, Japan TEL: 81-11-866-8383 FAX: 81-11-866-8382 (where "81" is the country code for Japan, and "11" is the local area code)
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If there is no vacancy at [JICA Sapporo](#), JICA will arrange alternative accommodations for the participants.

5. Expenses:

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

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

(2) Expenses for study tours (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

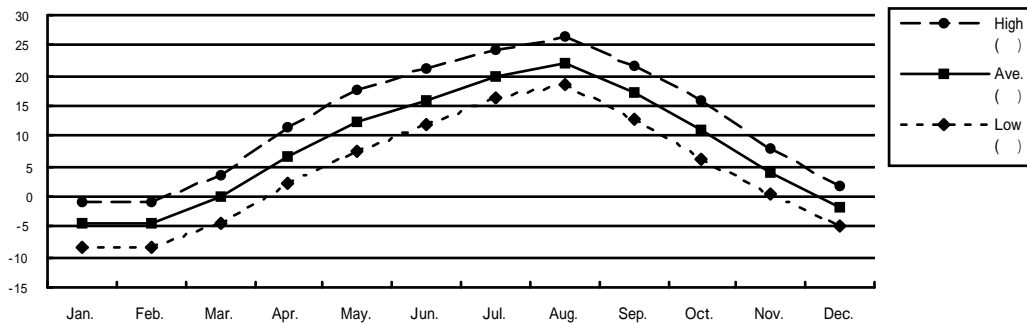
For more details, please see p. 9-16 of the brochure for participants titled "KENSU-IN GUIDE BOOK," which will be given to the selected participants before (or at the time of) the pre-departure orientation.

6. Pre-departure Orientation:

A pre-departure orientation will be held at the respective country's JICA office (or Japanese Embassy), to provide participants with details on travel to Japan, conditions of the workshop, and other matters.

V. Other Information

1. Pre-departure orientation is held at JICA office to provide the selected candidates with details on travel to Japan, conditions of training, and other matters. They will see a video, "TRAINING IN JAPAN", and will receive a textbook and a cassette tape, "SIMPLE CONVERSATION IN JAPANESE". A brochure, "GUIDE TO TRAINING IN JAPAN" will be handed to each selected candidate before or at the orientation.
2. Participants who successfully complete the training will be awarded a certificate by JICA.
3. Climate in Sapporo



	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
High ()	-1	-0.8	3.4	11.4	17.8	21	24.2	26.3	21.7	15.9	7.8	1.7
Ave. ()	-4.4	-4.4	-0.2	6.5	12.2	16	19.8	22.1	17.1	11	4.1	-1.6
Low ()	-8.4	-8.5	-4.2	2.1	7.3	11.9	16.4	18.7	12.8	6.3	0.4	-5
Snow(cm)	58	83	64	2							5	28

Typical Seasonal Wear

(July-August) Long sleeves, short sleeves, Light jacket

4. Recreation

- 1) Participants can use an indoor swimming pool and gymnasium located next to JICA Sapporo. The charges are paid by JICA.
- 2) JICA encourages international friendship exchange between the participants and local communities. Therefore, it would be helpful for participants to bring national costumes and materials such as slides, videos, and music cassettes or CDs which explain respective cultures in their countries.

5. Equipment of JICA Sapporo.

JICA Sapporo has the following equipment for the participants.

<Private Room> Bed, Prefabricated Bath, Desk, Refrigerator, Hot pot, Bookshelf, Air Conditioning, In-room Safe, TV sets (CNN、 NHK (BS) , DVD/VHS Video Player)

*ATTENTION: There are no slippers and towels. Soap, shampoo & conditioner, toothpaste & toothbrush, razor, detergent, sewing kit and CD-R can be purchased at the front desk.

<Equipment for training>

Audio-Visual Equipment: Video, OHP, Slide Projector, Multimedia Projector.
(available to use Microsoft Power Point)

VI. ANNEX:

Job Report

1. Purpose

Please be reminded that this report plays significant role starting from selection process to the end of training course, because the objective of this training course is not just acquire knowledge and techniques in Japan, but to create solutions for the issue that you/your organization face in waterworks. In other words, for the issue you mention in this report, you might propose solution to tackle the problem as “ Action Plan”, making the best use of training in Japan.

2. INSTRUCTIONS:

- 1) Should be written in **English** and summarized in approximately **4 (four) pages**.
- 2) Should cover **ALL** “Items” below
- 3) Based on the Job Report, **every participant** will have 5-10 minutes to give an oral presentation at the beginning of the course.
 - it is advisable to prepare audio visual aids such as Microsoft Power Point, for the presentation, before arrival.

2. ITEMS of COUNTRY REPORT

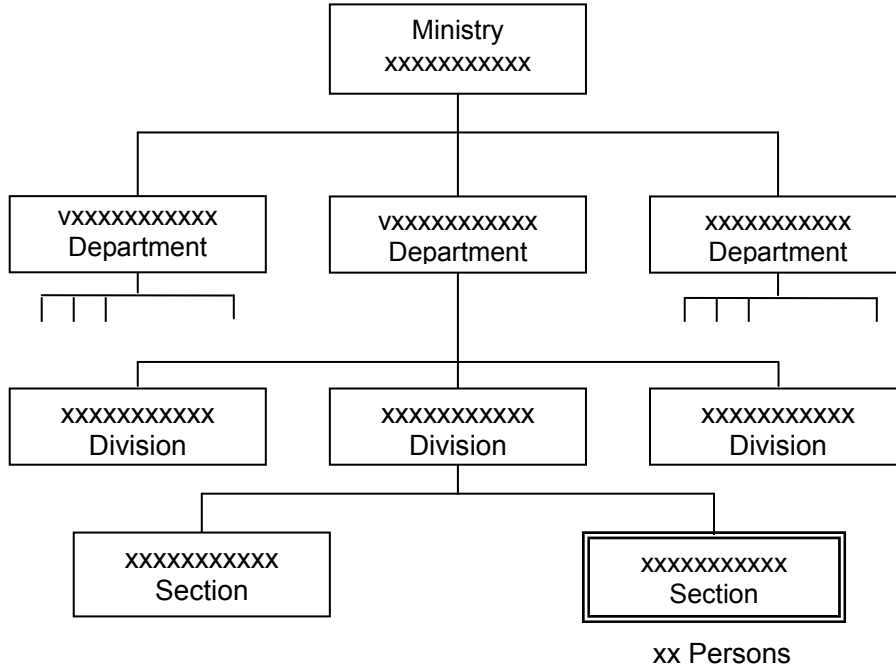
1. Name of participant
2. Name of Organization
3. Urban water systems-related Job experience

Referring to the example, fill in table below. Add columns upon your experiences.

Year	Job title	Specification of applicant's duty
from to		
from to		
from to		
<EXAMPLE> from April 2000 to March 2002	Cheif Engineer Maintenance Department Water Management Authority	-maintenance of water distribution center and distribution pipes -supervising other 5 engineers of the department

4. Organization chart

Referring to the example below, draw the chart of the organization and indicate the department/division/section with a double line.



5. Main problem(s) the participant directly faces, and what he/she expects from this training course.

6. Present status of water service in the organization's service area.

- a) Financial condition
- b) Water treatment system
- c) Water resources
- d) Domestic wastewater management
- e) Industrial wastewater that contributes to water pollution

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.



CORRESPONDENCE

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

JICA Sapporo International Center (JICA Sapporo)
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Sapporo. Hokkaido 003-8668, Japan
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