

→ Improved communication with and participation of water users

Country Ukraine

Project title Improvement of quality of service provision by Regional Water Administrations

Twinning Regional Water Authority Groot Salland (the Netherlands)
Dzhankoy Water Management Department, Krasnogvardeiskiy
Water Management Department (Ukraine)

Project period 1 December 2006 to 30 September 2007

Project budget € 67,838

A practice to improve service delivery of local governments

Project objective

Improve the water management department service by better communication with and participation of water users.

Project summary

The project improved the quality of services related to water supply, established a water service centre as front-office for water users, established a council for the main water communication platform of stakeholders, and implemented recommendations for tariff setting and planning of operation and maintenance.

Core information

The main activity of the water management department is to manage water and to supply water for irrigation of agricultural lands, and water legislation enforcement. The project was implemented with the Dzhankoy Water Management Department and the Krasnogvardeiskiy Water Management Department. Dzhankoy Water Management Department has a service area of 72,199 hectares, 69 pumping stations, and 202 km distribution canals. The length within the administration area of responsibility is 1350 km. The Krasnogvardeiskiy Water Management Department covers 45,400 hectares, 37 pumping stations and 253 km of distribution canals.

Problem analysis

The Water Management Departments of Dzhankoy and Krasnogvardeiskiy suffered under-financing for water management, especially for the maintenance of infrastructure, a lack of qualitative communication means and insufficient participation of water users in the process of service

provision. To solve these problems it was suggested to create a front-office for water users to broaden the services and to involve water users in water resources management. An information and service center as a front-office would be the first contact point for gathering information for water users on service provision and vice versa.

Project implementation

To manage the process, an information and service center was created as a separate structure with separate guidelines and personnel instructions. Information about the center was spread in mass media. A council of water users was established with representatives from each of the water users' group. A one week training course was held in the Netherlands for the specialists of the information and service center. Together with the Dutch partners the necessary equipment was bought for the center. The center functions on the basis of the one-desk principle, which saves time and reduces the costs of a water license and the number of permit documents for special purpose of water use. A major achievement in this regards was the delegation of the licensing for water use from the province to the water management departments, which saves a lot of traveling time for the applicants. During meetings of the water councils the urgent water management problems were discussed, including the pricing policy and plans for operations and maintenance.

Process management

The approval procedure for special water use was significantly simplified: the procedure was delegated to the water management departments and all necessary materials were prepared by the center. Information about construction works and hydrometric measurements is available. The meetings of the water council take place monthly, where management specialists together with water users work on planning, pricing, procedures, and plans for repair works in 2008.

Recommendations: do's and don'ts

- Know what service the client wants and make it available and affordable for everyone;
- A one-stop principle for clients is time-efficient for both parties;
- Use different information sources: face-to-face functions, telephone, e-mail, brochures, booklets;
- Improve internal and external communication.