

→ Effective management of sewerage system

Country Ukraine

Project title Modernization of Dzhankoy's sewage system

Twinning Municipality of Kampen (the Netherlands)

Municipality of Dzhankoy, State Administration of Dzhankoy
Rayon, Council of Dzhankoy Rayon (Ukraine)

Project period 1 December 2006 to 30 September 2007

Project budget € 64,286

A practice to improve service delivery of
local governments

Project objective

Create pre-conditions for a better service provision of the discharge of waste water and excess rainfall by exchanging knowledge, involve stakeholders and develop a global long term plan for the repair, restoration and improvement of the town's sewage system with involvement of system users.

Project summary

The project created a global plan for the rehabilitation, improvement, maintenance and operation of the sewage system together with its users. There were two pilot projects, one in the city and one in a village in the Dzhankoy area. The pilots provided clear forecasts for costs and user charges for the whole area.

Core information

The Dzhankoy district has a population of approximately 126,000, of which 38,000 live in the district capital, also named Dzhankoy. Dzhankoy city is a transport center. Main tasks of the municipality cover schooling, roads, drinking water supply, discharge and treatment of waste water and rainfall.

Problem analysis

Dzhankoy experienced an insufficient capacity of sewage system due to lack of funds for repair and modernization, and the absence of a long-term strategy for maintenance, restoration and modernization. The municipality lacked good communication with water users (citizens and organizations) and applied unclear tariff norms. Water supply and water disposal charges were applied with long time delays as a result of the complicated procedure and were thus not transparent. There was little integrated control over the resources themselves.

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Project implementation

Exchanges were organized between the Netherlands and Ukrainian partners which resulted in a global long-term strategy for sewage system modernization and the working plan 'Reconstruction of sewage water treatment facilities in Dzhankoy'. Water and sewage city services received the necessary office equipment for operational management of area resources. A platform of user groups was organized to hold regular dialogue on system improvement. Knowledge on the needs and problems of sewage system use were raised by training, feedback and communication with the population. The results of the project were distributed to the target group through brochures and newspapers.

Process management

During the process essential information was provided to the population of Dzhankoy city and to the staff of the water supply and sewage system. Feedback from consumers was incorporated in order to develop a large-scale strategic plan on modernization and restoration of the city sewage system. Recommendations on improving pricing policy for sewage services was provided. The project involved more than 100 staff of the water supply and disposal organizations and local government units.

Recommendations: do's and don'ts

- Ensure feedback from the target group(s) in the process optimization phases;
- Use a systematic approach to problem solving;
- The final purpose of any reform should be not local elimination of the current problem but to increase the quality of services.