

## → Optimization of water use with a water information centre

**Country** Ukraine

**Project title** Optimization of water use with a water information centre

**Twinning** Waterboard De Dommel (the Netherlands)

Salgir Water Management Department (Ukraine)

**Project period** 1 December 2006 to 30 September 2007

**Project budget** € 66,075

### Project objective

Improve communication between Salgir Water Management Department and its water users to 1) provide information about technical and economic aspects of water use (irrigation modes, licensing procedures, etc.) and 2) provide services of higher quality to water users, taking into full account their needs and wishes.

### Project summary

Research on the need for information was performed, communications and involvement of water users in the inter-regional water management organization was improved, and the information center was improved and re-opened. The project improved the quality of water provision according to the irrigation needs.

### Core information

Salgir WMD is in the districts of Simferopol, Alushta and Yalta, which cover an area of approximately 260,000 hectares. Irrigated land covers 20,000 hectares. Water consumers are agricultural companies of various types, municipal water providers, industrial facilities and water stock holders. Simferopol region has the country's highest number of artificial water reservoirs (252).

### Problem analysis

Salgir WMD had a shortage of information on water users as to their needs and water usage, water pricing, procedures and permit approval etc. There was no integrated policy on limited water resources management. Salgir WMD decided to analyze in depth the needs of water users to provide an improved quality of services.

### **Project implementation**

To address the lack of information for water users and to contribute to an increased use of agricultural land, a water information centre was established that would be a platform for Salgir WMD and its water users. The needs of water users were analyzed and information put on the information center's website and brochures were printed. Information center staff were trained in web-design and English language. The functional capacities of the center were improved by using modern equipment and automated meteorological station. A long-term strategic plan for communication for Salgir WMD was developed as well as a business plan for the water information center. The project resulted in improved access to information for water users and 'assessment cards', in which visitors assess the quality of the service received.

### **Process management**

The water information center has become a structural unit within Salgir WMD. The center is a key part of the whole. Water users of Salgir WMD are also often clients of the information center. A working group of representatives of the information center and Salgir WMD implemented the project.

### **Recommendations: do's and don'ts**

- Involve people in the project management team who speak English, as the language barrier is a significant challenge in rapid preparation of documents and personal communication.