

## → RESTORAN

**Country** Ukraine

**Project title** RESTORAN (Restoration of Drainage Systems and Involvement of Stakeholders for Participation in the Improvement of the Sanitary State of Populated Areas and Adjacent Territories in Dzhankoy and Krasnogvardeiskiy Region of AR of Crimea)

**Twinning** Water Board Groot Salland (the Netherlands)  
Dzhankoy Water Management Department (DWMD)  
Krasnogvardeyskiy Water Management Department (KWMD)  
(Ukraine)

**Project period** 1 May 2008 to 30 November

**Project budget** € 71.256,10

### Project objective

Improve the water quality in a pilot area through improved drainage systems and sanitation. Capacitate Water Councils through training. Develop the Water Service Centre through introducing database management tools and GIS techniques.

### Project summary

The project contributed to improving the operation and maintenance of the drainage systems and introducing better sanitation standards. It capacitated the Water Councils (or Water Communication Platforms, Water Users Councils). It assisted in the development of the Water Information Centre (WIC) and communication with water users. In addition, local contact points of WIC were established.

### Core information

Dzhankoy is an industrial city of about 40,000 inhabitants in the north of Crimea. Krasnogvardeyskoye is a town of 12,700 in the center of Crimea. Dzhankoy and Krasnogvardeyskiy WMDs are non-profit organizations financed from the state budget and water users' fees. They are in charge of the development, operation, and maintenance of the irrigation system, control and monitoring of water resources, drainage, sanitation, etcetera.

### Problem analysis

One of the paramount issues within the WMDs is a poor state of maintenance of the drainage and sanitation in small villages. This influences water quality and causes health problems. The WMDs want to improve the situation together with the newly established Water Councils. The Water Councils need assistance in developing internal regulations and training. The Water Information Center, which was established during the implementation of the first LOGO EAST I

A practice to improve the service delivery of local governments

project with these partners, needed further development and equipment with database management tools, GIS techniques, and communication strategies.

### **Project implementation**

Sanitation and drainage: DWMD performed the monitoring of melioration in the pilot village of Bolotnoye and prepared estimation for the capital repair of the drainage system. In the pilot village of Pobednoye, pilot bio-toilets were installed to show people how the problem of flooding toilets may be resolved. For cleaning the drainage system in the Krasnogvardeyskiy district (including the pilot village Vidnoye), the KWMD managed to receive 240,000 Ukrainian hryvnias of state financing, making improvement of the system possible. The Water Councils were supported by the project team in developing all the regulations needed for the Water Councils, their operation was legalized and training of their members was planned. In the Water Information Centre (WIC), the Project team organized training sessions on GIS technologies and water issues. 'Daughter' WICs were opened and a website launched. WICs were equipped with necessary equipment and tools. Communication materials were produced and distributed.

### **Process management**

The project team had a good vision on the scope, tasks, and ways how to achieve the expected results. Ukrainian partners took an English language course to improve the communication with their Dutch colleagues. Planning, discussions, exchanging of expertise, pilot training, training needs assessment, pilot areas analysis were effective processes that brought positive results. The Water Councils changed their status as their form of existence was legalized. Their performance was improved, based on trainings and knowledge exchange, based on their Dutch experiences with participation of water users. In general, a broad scale of stakeholders was involved in this project, such as the representatives of both WMDs, Dutch and Ukrainian NGOs, governmental organizations, thereby supporting the successful process of change.

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

- Broaden the composition of Water Communication Platforms (WCP) by involving not only water users, but also representatives of environmental and sanitary regulative bodies, NGOs, district administrations, local rural councils. Legalize it. This will improve the Platform's influence.
- Water users should be ready for changes. Communicate with them.