

# Report of Integrity Management Toolbox for Small Water Supply System (IMT-SWSS) Workshop



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## Background

Water is an essential resource for sustainable development. It is essential for eradicating poverty, securing food and energy for a rapidly growing population, and maintaining life-sustaining ecosystems for future generations. In spite of some commendable progress, the water sector in Bangladesh is still facing multifaceted challenges with water shortage and quality of water. Reduced flow of trans boundary river water, over-extraction of groundwater and inefficient irrigation practices are the main reasons for the shortage of water, while rapid population growth and climate change impacts are already present as critical concerns. Salinity intrusion, arsenic contamination, poor management of fecal sludge and industrial waste, and excessive use of agrochemicals are the main reasons for water pollution in Bangladesh.

The National Integrity Strategy (NIS) along with some other regulatory instruments of the GoB have widened the scope for promotion of integrity issues in management of water resources in Bangladesh.

DWASA, CWASA, RWASA & KWSA Bangladesh is working within City Corporation to establish integrity management tools. In continuation of this, with the financial & technical support of Water Integrity Network, DASCO Foundation is conducting the implementation of integrity management tools (IMT-SWSS) in the field of rural areas in Gogajari Upazila. Have not sufficient skill of the committee. Lack of coordination & communication with various stakeholders, users, LGI etc.

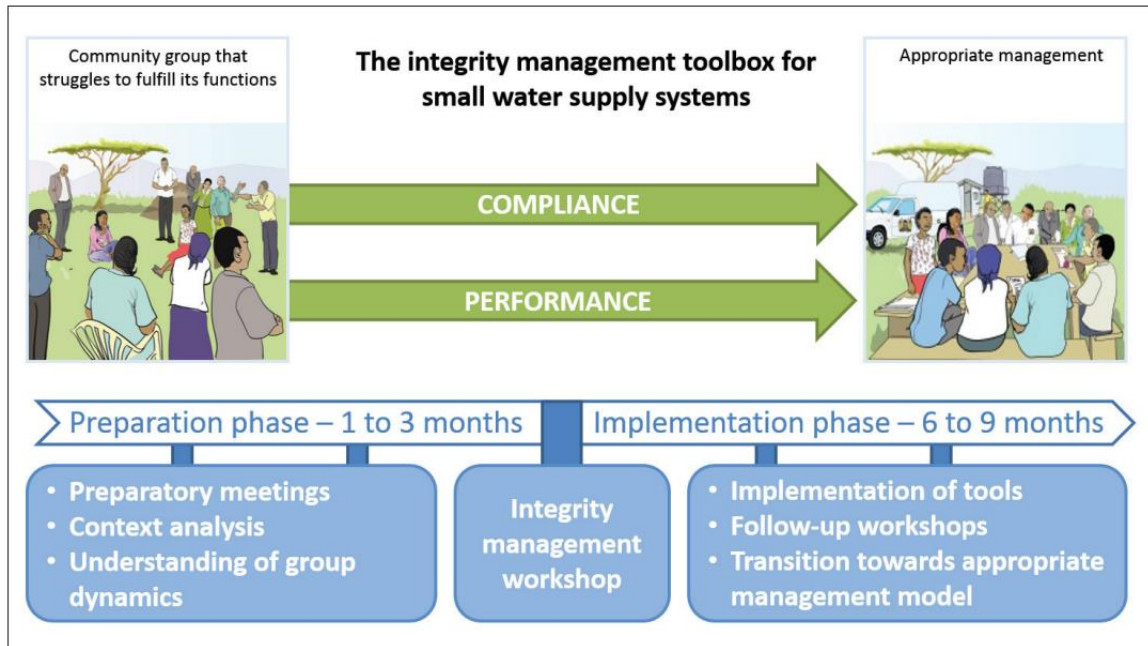
IMT activities will be implemented through coordination of GOs, NGOs and WRMC (Water Resource Management Committee). Have organized two workshops for fruitful IMT-SWSS activity at the field level of two scheme areas.

This process aims to;

- i. To establish and practice IM tools in the water sector/scheme and ensure its sustainability
- ii. Improve management of the water projects/scheme
- iii. Increase their compliance of the water projects to WSP guidelines
- iv. Community members will develop action plans that they face or identify challenges in their water systems and service delivery. Will continue to address challenges by implementing IM tools.

## The IMT Process

The IMT is a 9-month process that we started from January 2024 with the expectation that by the end of this period, there will be: Improved governance/management of the water projects, improvement in service delivery, smooth operation of the water projects in compliance with local laws and regulations, and inclusion of users, community representatives, and staff in the management of the water projects/scheme. The following steps were followed in the first phase of the IMT process (January 2024- May 2024).



**Preparatory phase:** The preparatory stage is very important for know about community context and also assessing the needs of the water project develop & sustain issues. This stage meets with community and know the current situation of the community- relationship between Water users to water resource management committee, quality of service delivery, community gate keepers, relationship with LGI etc. Discussed about objective of the workshop with WRMC, local authority, counterpart, LGI, technical staff & others stakeholders. This stage also, participants selection, venue selection, material purchase & prepared for the workshop. Information collected from these preparatory meetings was analyzed to identify key themes that informed the structure of the workshops.



### Integrity Management workshop:

Conducted two IMT workshops for two schemes in two areas based on geographical location. Workshop-1, Place- Kakanpara drinking water supply scheme, Date: 12-14 May 2024 and Workshop-2, Place- Bidirpur drinking water supply scheme (Pirijpur) Date: 27-29 May 2024.



The IMT workshops started with a session on good news and bad news which focuses on what kind of news the participants would like or not like to hear about their water systems and the effects this would have on their operations. It was then followed by a session on Integrity which focused on the participants' views on what integrity means and its importance. On this, participants mainly pointed out the bad news- customers do not pay bills properly, Scheme has more expenditure than income, Water users waste more water, customers are harassed to pay bills, lack of honest qualified people, there is a possibility of closure of projects due to lack of funds, In case of damage, no funds are available for any repairs, resulting in sudden cut off of water supply, Due to climate change, the project may be stopped due to the possibility of desertification of the northern region at water projects as the bad news that they wouldn't want to hear.



On the good news, Only Pirijpur WRMC in Rajshahi provides 24 hours water to the customers, project works are repaired in an integrated manner, manage the scheme rationally proper implementation, Sensible beneficiary formation, ensuring continuous safe water supply, all parties have active participation in project implementation and management, volunteers perform their duties properly, there is no scope for corruption in this scheme, people have easy access to clean and safe water supply. efforts to establish equitable rights to water continue. To summarize this step, participants learned the importance of working with integrity as a way of ensuring that a system has more of good news than bad news.

**Understanding the water system:** The participants prepare a map their scheme and present it to everyone. They also assessment about quality of services in their scheme. This was followed by indicating red flags on the system, areas that generate/bring in money and areas of the system where money is lost. Key lesson from this step is the pivotal role played by presentations and feedback from the other groups as it fosters learning and is an eye-opener for the participants. In all the workshops this was an exciting session as it saw the participants work together to have a common picture and understanding of their water system. Through this, the community groups were able to self-evaluate, identify their weaknesses in terms of bill collection and safely preservation, and identify areas that need improvements in their systems.



In this phase the coach helped the participants to engage in discussion. What challenges do they have? Did you miss any challenges? Committee structure, water meter, bills paid properly? How much money is

earned, whether it is possible to manage the scheme with this money etc. Here participants ask each other questions, they not only challenge each other to deeply understand their systems but also create their own solutions. These things were very important.

At this time there were some challenges identified by the participating groups;

- Some users do not pay to bill
- Users are not aware of their responsibilities
- Any action or decision in respect of the scheme is not participatory
- The committee itself takes all kinds of decisions
- Some customers do not trust the committee
- Communication level is very poor between users & committee
- Community's negative attitude towards the committee.
- Committees are not aware of their responsibilities.
- Political influence of opposite parti.
- They depend on the chairperson.
- Users feel that water supply is the responsibility of LGI/Committee.

Raised the key question all the systems were, why don't some users pay for water bill, how do the water projects communicate to users, and how do users communicate to committee if they have grievances?

Below are some of the responses given.

- The committee may hold regular meetings with water users
- Can set a transparent tariff for water and establish a regular billing system.
- Presenting the income and expenditure accounts of the committee to the community.
- Co-ordinating with local government to implement operational infrastructure

Details discussed on roles and responsibilities of the Water Resources Management Committee & its structure. Note that a mapping of stakeholders involved in the water sector has been done. Their engagement with the legal framework of the WASH sector is identified. Here a clear understanding of the roles and responsibilities of the committee as well as the user's responsibility was discussed. Here the committee and community people got an idea about the WASH sector and how they can interact with the WASH sector stakeholders.



At the end of the two workshops, participants developed action plans and identified 3 key issues on a priority basis for each scheme. Determines 03 required tools for each problem. Which they make a plan to implement in the next 3 months to deal with some of their problems. The coaches helped them in clearly outlining these tools and setting reasonable timelines.

## Common issues were the water systems

Through the two workshops held with the 2-water scheme, a number of common issues raised, a suggestion of more support required by the water projects for sustainability. These issues are outlined below:

### **Problem-1. The money collected is insufficient for operation and maintenance pay to staff (For two scheme)**

#### **Selected tools-**

Set up simple bookkeeping system. Install water meter at every water point and individual connection, agree with local government on technical and financial support, Set up transparent tariff structure, Organize regular meetings as a committee

### **Problem-2. Some people refuse to pay**

**Selected tools-** Set up simple billing system, Sensitize the community on their rights and responsibilities, Improve the water quality at the source.

### **Problem-3. The money collected is not kept safe (For two scheme)**

**Selected tools-** Organise simple bookkeeping training, open a bank account or use mobile banking, Organise regular meetings as a committee,

### **Problem-4. Some people are unable to fully pay**

**Selected tools-** Sensitize the community on their rights and responsibilities. Set up regular meetings with customers & discuss and tackle gender issues around water, hygiene and sanitation with customers.

## Lessons learnt

- Application of Integrity Management Tools improve the quality of water service for the community people and establish an appropriate financial management system that reduce corruption.
- Implementation of integrity management tools will ensure easy access to water for the people of this community. Opening a bank account will promote financial transparency, accountability and prevent corruption.

## Next Step

The Workshops are the beginning of a 9–12-month long process. This next phase the implementation phase which is where the actual work for the community groups starts. The coaches and the counterparts will support the trained groups in implementing the selected tools and actions. The change agents will also be supported to implement selected tools to the community. The community group implements the selected tools and the actions agreed upon, with coaching from the coach and the counterpart.

## Implementation of the selected tools by the Water Committees

Tools selected through prioritization in the workshop must be implemented within 3 months. Coaches and counterpart will visit each group to provide the necessary support to the committee to implement the tools. These visits will play an important role in ensuring the implementation of the plans developed during the workshop.

### Support provided by coaches and counterpart will include:

- Conducting a follow up visit to provide guidance on how to implement the selected tools
- Maintain regular contact through phone
- Meeting with community groups and collaborating to better fulfill their responsibilities
- To organize simple bookkeeping training for the committee with the purpose of delivery financial management clarity.
- Progress review workshops during which the community groups will conduct a self-assessment of their progress, identify new problems and select new tools as may be needed. To assess the progress of the trained groups, coaches and counterparts will use the water system models and action plans developed during the workshop.
- Selected Counterpart will be fill up the monthly monitoring factsheet
- After three months arranging the progress review workshop. Progress update of implementation tools & prepare next plan.



### Follow up Workshop

Need to follow arrange follow up workshop. Are the activities of the implementation phase carried out according to the work plan? Exchange experiences with coach counterparts, how change agents have helped, etc. All will encourage the continued implementation of the Action Plan and the transition towards an appropriate management model

The table below summarizes the proposed activities for the implementation phase

When	Activity	Expected outcome
June, 24	Support to established simple bookkeeping system to the WRMC for enhance their capacity on financial data record & preservation. In Kakonhat Kakonpara WRMC	<ul style="list-style-type: none"> <li>- How much money was spent and received will be specified.</li> <li>- Confidence builds among committee &amp; users.</li> <li>- The bookkeeping process will build safeguards against corruption, bribery, embezzlement, and theft.</li> <li>- It will be strengthening internal controls, which in turn enhances accountability.</li> <li>- Financial data will be recorded in sorted and classified system.</li> </ul>
June, 24	Support to established simple bookkeeping system to the WRMC for enhance their capacity on financial data record & preservation. In Matikata Pirijpur WRMC	



July-August 24	Support to Install water meter at every water point and individual connection (one meter on test basis optional) at Kakonpara WRMC, Kakonhat	<ul style="list-style-type: none"> <li>- Charges will be fixed up to customers are based on the amount of water used.</li> <li>- A correct meter reading procedure can lead to higher revenues, as it improves the efficiency of billing.</li> <li>- Actually, this will improve customer relations and the image of the management committee.</li> </ul>
July-August 24 (need base)	Assist to WRMC for seek technical and financial support from local government	<ul style="list-style-type: none"> <li>- A good and transparent relationship will be developed with the local government regarding technical and financial support</li> <li>- The committee and the government will work through coordination. Mutual accountability will be ensured. This will contribute to establishing a sustainable appropriate management model.</li> </ul>
June-August 24	Support to established simple billing system to the WRMC for increases accuracy in billing to customers, reduces the problem of non-revenue water and the number of nonpayers. In Kakonhat Kakonpara WRMC	A clear billing system will also improve the management of expenditures. By implementing a billing system, management committees can detect and prevent dishonest activities related to billing and payment, such as bribery, petty cash theft or money laundering.
July 24	Support to established simple billing system to the WRMC for increases accuracy in billing to customers, reduces the problem of non-revenue water and the number of nonpayers. In Matikata Pirijpur WRMC	
June-December 24	Support to WRMC for sensitise the community on their rights and responsibilities activity performed In Kakonhat Kakonpara WRMC	Community members will know their rights and responsibilities related to water and sanitation.
June 24	Support to WRMC for sensitise the community on their rights and responsibilities activity performed In Matikata Pirijpur WRMC	
June- 24	Support to WRMC Improve the water quality at the source for measuring water quality for provide safe water to users.	Community & committee will sensitize how to they could establish water quality protection measures that would result in good quality water.
July 24	Provide simple bookkeeping training to the WRMC members (one day) for increase their financial record system	Committee member is able to keep records of the money that the committee receives and spends.
July-August 24	Support to WRMC open a bank account or use mobile banking for helps keeping record of the transfers and keeping the money safe. In Kakonhat Kakonpara WRMC	Money collected by the committee is deposited regularly and safely in the bank account.
July-August 24	Support to WRMC open a bank account or use mobile banking for helps keeping record of the transfers and keeping the money safe.	

	In Matikata Pirijpur WRMC	
May - December 24	Support to Organise regular meetings as a committee for active role play. In Kakonhat Kakonpara WRMC	committee members update each other on their activities, discuss any issues and take joint decisions on further actions.
June 24	Support to Organise regular meetings as a committee for active role play. In Matikata Pirijpur WRMC	Committee members update each other on their activities, discuss any issues and take joint decisions on further actions.
June 24	WRMC will be arranging regular meetings with customers ensures that they are informed about priority issues arising from the management of the water system and what measures have been taken to address them	Customers are informed about the activities and decisions of the committee and their opinions and comments are taken into account.
August 24	Support to WRMC for discuss and tackle gender issues around water, hygiene and sanitation	Committee will be skilled on gender issues, water, hygiene and sanitation & they will seek support from local government or NGOs
June 24	Support to WRMC to set up transparent tariff system for ensure financial sustainability	A transparent tariff structure will be established use, for ensuring operation and maintenance of the committee services.
September 24	Follow up workshops	Selected tools already implemented
May 24---	-Regular contact between counterparts and change agents through phone calls and monthly visits - Need base additional capacity building trainings	-The counterparts provide tailor-made coaching for the groups -The community group implements the selected tools and actions agreed upon during the IM workshop
September – November 24	Progress review workshops	-The community group carries out a self-assessment of their progress, identifies new problems and selects new tools if need be -The community groups gradually improve how they manage the water system and their compliance status

Workshop on Integrity management Toolbox for Small Water Supply System (IMT-SWSS)  
Workshop Schedule

Venue: Hall Room Kakonhut Pourasava

Workshop Facilitate by DASCOH team

Day 1	Sunday 12/05/2024	Facilitator/moderator
9.30 am -10.15am	Welcome of participants and introduction, Opening, Sharing the programme,	Feroza, Jahangir, LGI representative
10.15am-10.30am	<b>Tea Break</b>	
10.30 – 11.00 am	Context Analysis	Anwara & Feroza
11.00 am-12.00 am	Step 1. Introduction of the IMT Impact of good news and bad news	Israt & Feroza
12.00 am-13.00 pm	What is integrity, Integrity pillar What is IM training	Jahangir & Anwara
13:00 pm-14:00 p.m.	<b>Lunch</b>	
14.00 pm- 15.30pm	Step 2: Introduction of the water system model Mapping the water system	Feroza & Israt
15.30pm – 16.30pm.	Step 2. The water system model Assessing the quality of services provided (identifying challenges)	Jahangir & Israt
16.30pm	<b>Wrap up for day one</b>	All participants & Anwara
Day 2	Monday 13/05/2024	
9.30am-10.00am	Recap of Day 1 and review of issues arising from day 1	Participant
10.00am-10.45am	Roles & responsibility of Water Resource Management Committee	Anwara & Israt
11.45am- 11.00am	<b>Tea Break</b>	
11.00am-13.00pm	Step 3. Stakeholders and compliance Roles and responsibilities Stakeholders that are important for us and the rules and regulation they set (football pitch)/Stakeholders mapping	Jahangir & Feroza
13:00pm-14:00pm	<b>Lunch Break</b>	
14.00pm-15.00pm	Step 4. Identifying Integrity Problems Identification of integrity problems Prioritising integrity problems	Anwara & Israt
15.00pm-16.00pm	Step 5. Selecting tools Selection of tools Reflecting back on water system models and stakeholders	Jahangir & Feroza
16:30pm	<b>Wrap up for day two</b>	Feroza & Participants

<b>Day 3</b>	<b>Tuesday 14/05/2024</b>	
<b>9.30am-10.00am</b>	Recap of Day 2 and review of issues arising from day 2	Participant
<b>10.00am-11.00am.</b>	Step 6. Developing an Action plan Purpose of an action plan Defining action for compliance	Feroza & Israt
<b>11:00am-11.30 am</b>	<b>Tea Break</b>	
<b>11.30am-13.00pm</b>	Developing an action plan Defining actions to implement the tool Preparing for the implementation phase	Feroza & Anwara
<b>13:00pm-14:00pm</b>	<b>Lunch Break</b>	
<b>14.00pm-15.0w20pm</b>	How to Work Implementation phase	
<b>15.00pm-15.30pm</b>	Discussion on progress review workshop	
<b>15.30 pm</b>	Summary of the workshop and way forward Closing remarks	-Participant LGI representatives & Facilitator