

Introducing Water Integrity in Water Utilities in the MENA Region

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- A real challenge !
- The initiative with the Arab Countries Water Utilities Association started in 2012



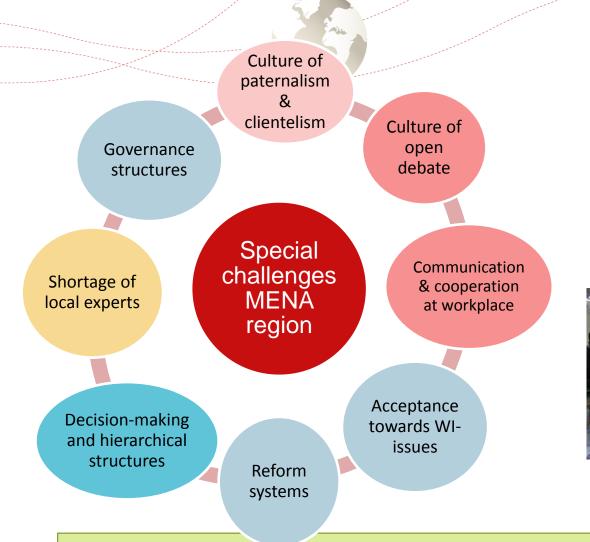


- Pilot project take-off: planned July 2013 (until Dec 2104)
- Partners are at regional and national levels: ACWUA, water utilities
- Partner countries with different institutional set-up: JOR, EGY, TUN, MOR
- Guiding principles: internal driving forces; ownership of process and results is in the region; flexibility and adaptations at all stages
- Avoid the C-word in the 1st place!
 Focus on TAP (transparency, accountability and participation)



Senior executive seminar in Oman, ACWUA Best Practice Conference 2012





New Opportunities: Arab Spring;

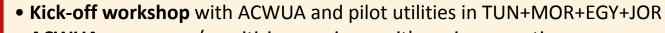
new anti-corruption and good governance initiatives in the water sector; new management structures evolve; new regional organisations (ACWUA, AWC)







The process (planned, starting in July 2013 until Dec 2014)



- ACWUA awareness/sensitizing seminars with senior executives
- Trainer/expert network from the MENA region
- Adaptation of training and diagnostic material to MENA region
- Senior staff nominates WI-Ambassadors in pilot utilities
- WI-analysis with management and staff in pilot utilities
- WI-Action Plans with all staff to address 6 department-based levels
- Priority WI-initiatives (small., smart & beautiful)
- **Roll Out** Implementation by partners, with coaching by ACWUA regional experts
 - Feed back to ACWUA members at conferences. International feed back: WIN
 - 1-technical operations department
 - 3-purchasing/contracting department
 - 5-senior management
 - set performance indicators and benchmarking

Start

ACŴUA

network



Special considerations & Expected results

- Increase awareness on benefits of TAP
- Involve all management and operational levels
- Build trust and ownership: flexible approach
- At first, getting **commitment** by senior management
 - ACWUA trainer/expert network
 - Nomination of WI-ambassadors at utility level
 - WI-analysis done by the utilities' staff, facilitated by regional trainers/experts network
 - WI-action plan developed by utility staff at department-based levels (up to 6 levels)

TAP actions

- start with small but tangible short-term improvements
- Continue with TAP actions that have strategic impacts
- RBM & E system
- Regional / national learning, coaching and twinning mechanism, supported by ACWUA



Water Integrity in MENA region



GIZ promotes self-driven LEARN (adult learning and regional networking)



Feldafing training centre

