



Summary Report:

Regional Workshop on “Capacity Development, Water Operators’ Partnerships and Financing for Non-revenue Water Management”

Dushanbe Plaza, Dushanbe, Republic of Tajikistan

7-9 July 2014

The Global Water Operators’ Partnerships Alliance (GWOPA)/UN-Habitat, the UN-Water Decade Programme on Capacity Development (UNW-DPC) and their local partners, the State Unitary Enterprise “Khojagii Manziliyu Kommunalii” and the Ministry of Energy and Water Resources of the Republic of Tajikistan, organized a Regional Workshop on “Capacity Development, Water Operators’ Partnerships and Financing for Non-revenue Water Management” for Central Asian Countries from 7-9 July 2014.

This three-day workshop was organized in response to a request made during the High-Level Panel on “Water Cooperation and Capacity Building” at the High-Level International Conference on Water Cooperation in Dushanbe (August 2013), where UNW-DPC had reported on its workshop series related to drinking water loss reduction, which it conducted with various partners in other parts of the world (South-East Europe, Latin America and the Caribbean, Arab Countries and Africa).

The workshop took place at Dushanbe Plaza, in parallel with the Sub-Regional Preparatory Meeting of the 7th World Water Forum. The two events shared a joint Opening Ceremony, as well as a session on “Financing the water supply sector focusing on water efficiency/Non-revenue Water investments and capacities”, while the rest of the workshop was limited to the invited participants.



Mr. Sulton Rahimov (right), First Deputy Minister of Land Reclamation and Water Resources of the Republic of Tajikistan, and Mr. Alimurod Tagoyurodov (left), General Director, State Unitary Enterprise “Khojagii Manziliyu Kommunalii” giving their opening statements

The workshop was attended by 27 participants, gathering representatives from water utilities and water sector administrations from the Central Asia, Middle East and South Asia regions, as well as financial and development institutions active in the region. The participants came from Armenia, Georgia, I. R. of Iran, Kazakhstan, Kyrgyzstan, Pakistan, and Tajikistan, as well as from the European Bank for Reconstruction and Development (EBRD), the Organization for Security and Co-operation in Europe (OSCE), Oxfam GB, the United Nations Economic Commission for Europe (UNECE), the United Nations Educational, Scientific and Cultural Organization (UNESCO), the United Nations Development Programme (UNDP), WaterLinks and the World Bank.

While Non-revenue Water (NRW) management and drinking water loss reduction are global issues, the Central Asian region faces significant challenges. The Caucasus and Central Asia is the only region that reported “no progress or deterioration” on the drinking water target of the MDG 7 ([MDG 2013 Progress Chart](#)).

The workshop aimed at sharing knowledge and experiences on NRW management and water loss reduction in water supply operations in the region. Common key challenges identified in the country reports included, among others:

- High or not well known levels of NRW;
- Lack of a water balance as a basis for NRW management;
- Degraded water supply infrastructure and lack of metering;
- Need for human and technical capacity at different levels of the utilities, as well as financing;
- Poor payment morale and/or large number of illegal users; and
- Lack of political backing for the enforcement of payment or institutional frameworks for cost-covering tariffs.

The workshop also allowed for the discussion of the implementation of NRW management programs and capacity needs in participating countries, and assessed the opportunity for Water Operators Partnerships (WOPs) to support such programs. In this regard, the workshop aimed at shaping a regional response in order to address these challenges, and mobilize the resources of interested countries and relevant international and regional actors.

The workshop was organized and run by Jose Luis Martin Bordes and Taeko Yokota of GWOPA/UN-Habitat and Jens Liebe of UNW-DPC. Further information can be found on the UNW-AIS page dedicated to Non-Revenue Water Management and Drinking Water Loss Reduction at <http://www.ais.unwater.org/dwlr>

