



**11/03/2006**  
**15:00 PM**

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**Meeting called by:** **Type of meeting:** Watsan meeting  
**Facilitator:** Ngo Quoc Dung, CWS **Note taker:** CWS staff

**Attendees:** See the Delegate self-introduction below

**----- Agenda Topics -----**

- Welcome and Delegate self-introduction All
- Review and acceptance of the minutes of the previous meeting All
- RWSS Steering Committee and Vietnam Water Partnership  
    Nguyen Danh Soan, Coordinator of Vietnam Water Partnership Nguyen Danh Soan
- Discussion of WS WG Chair Rotation  
    Ngo Quoc Dung, CWS Vietnam Ngo Quoc Dung
- Presentation on recent evaluation of East Meets West Clean Water Project  
    Rick McGowan, Water Sanitation Development/Management Specialist Rick McGowan
- Review of WES-related IEC materials  
    Ben Cole, Consultant to the WES-IEC Working Group Ben Cole
- Others

**Delegate self-introduction**

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### **Review and acceptance of minutes of previous meeting**

The previous meeting minutes was shared and accepted by all participants with a suggestion that it should be said that pilot NTPII instead of NTP II

### **RWSS Steering Committee and Vietnam Water Partnership**

Nguyen Danh Soan, Partnership Coordinator gave a presentation on Rural Water Supply and Sanitation Partnership (*Refer to attached for a full presentation*)

### **Questions and answers**

*What are the 7 ministries joining in the PSC?*

MARD, MPI, MoF, MoH, Monre, Moet and MoC.

*The PSC meets every half year, then who call the meeting?*

The chairperson

*How many participants attending a meeting:*

Call for meeting: all 16 PSC members. First PSC Meeting will be held at the beginning of December this year.

*How is the Website/logo process?*

Under construction

*What is the function of TAG?*

TAG doesn't do the policy, TAG is established to discuss sector development issues and needs and advise on the design of Partnership activities..

### **WS WG Chair Rotation**

Ngo Quoc Dung, Program Manager of CWS informed that CWS has been chaired the WS WG for 3 years, since it's establishment. So now it is the time to discuss about the rotation of the WG Chair position. On this occasion, CWS would like to thank for valuable supports from other active group members, who are Plan, BORDA, IDE, Childfund, ITI and many others.

*Any one of more than 120 members would volunteer to take over the WG chair position?*

The meeting participants agreed that an email regarding to this issue should be sent to all members in the mailing list with the TOR attached, so everyone would know what to do. Anyone who is interested in that position can self-nominate.

### **Presentation on Evaluation of the East Meets West Clean Water Program**

Rick McGowan, a Water and Sanitation Development and Management Specialist who has worked on World Bank, ADB, Danida and NGO water sanitation projects in Vietnam, presented the outcomes of the recent evaluation of the East Meets West (EMW) Clean Water Program (CWP). (*The Evaluation Report was made available to interested readers*).

### **Questions and Answers**

1) *Who are EMW's partners in their water development program?*

EMW considers the local as the partners including Provincial People's Committee (PPC), District People's Committees (DPC), and Commune People's Committees. All work together in close collaboration to select communities who are in need of improved water supply, and are willing and able to make the necessary contributions and cash (for house connections) and in-kind labor (for digging and back filling pipe trenches). The local authorities provide land for the water tank, rights of way for pipelines, legal access to water sources, and planning and management support for the water systems. Local authorities also provide support to help motivate communities to actively participate in and co-finance their project.

2) *What is EMW's basic approach to water system development?*

Based on having built about 80 piped water systems in the last ten years, and with an increasing program budget, EMW is one of the larger NGO providers of rural water systems in Vietnam, even though their water program is largely based in Quang Nam province. They use a cooperative, collaborative approach to identify suitable sites that are technically and financially feasible, and where beneficiaries are willing to co-finance construction and pay regular monthly water tariffs

3) *Did you find any weakness in their programmatic approach?*

While their water program was fairly successful, there was no accompanying hygiene and sanitation behavioral change (HSBC) program. EMW has agreed that it will develop and support an HSBC program starting in the near future.

4) *What is the per capita cost of the pumped piped water systems?*

Up through April 2006, the average per capita cost (the cost of constructing a piped water system divided by the number of water users) is currently about \$12-15 per person (compared to \$25 or more in large donor financed projects). However, EMW's costs are expected to rise as the price of materials, equipment and skilled labor steadily rises over time. In addition, newer systems have additional equipment like chlorinators and mechanical filters that were not included in many of the water systems built earlier in the program.

5) *What kind of treatment do they use?*

It depends on the water conditions in each location. In the older systems, basic staged filtration and sand filters were used. Because of the high level of sedimentation in many areas, EMW systems now include mechanical filtration systems that do a better job of removing sediment. Since about one year ago, chlorinators have been installed in all new systems (and retrofitted to older systems) to reduce fecal coliform levels, which if excessive, would cause diarrheal disease, especially in young children.

6) *Did they conduct any Environmental Impact Assessments (EIAs)?*

No, but EIAs are not typically required by either the government or large donors such as World Bank or ADB for such small systems. This is because their environmental impact is typically negligible when properly constructed (for example, where good design practice prevents standing wastewater that might become a breeding ground for mosquitoes and water borne diseases). Where groundwater sedimentation levels are high, the sediment is periodically removed from the sedimentation tank to a storage tank, and periodically disposed of, for example, in nearby rivers where a modest additional amount of sediment from the groundwater would have little or no adverse impact compared to the river's usual sediment load.

7) *What are the respective contributions of EMW and system beneficiaries?*

EMW covers the full cost of major water system components including wells, overhead water storage tank, pump(s), water treatment, pipes, valves and water production meters. Individual households pay for their house connections (pipe from the distribution line to their house, valve(s), and a water meter). Households also pay for monthly operation and maintenance costs (electricity, small repairs, management, etc.) through an agreed upon water tariff averaging VND 2,000 per cubic meter (m<sup>3</sup>). As the average rural household of five persons uses about 5 m<sup>3</sup> per month, their average water bill is about VND 10,000 (about the price of two packs of cigarettes at VND 5,000 each). Although people sometimes complain about the cost, without collecting adequate tariffs to cover O&M costs, the water system would eventually fail.

8) *Are people there willing to pay?*

Yes. Because of poor water quality in most alternative sources (e.g., shallow dug wells, shallow hand pumps, or surface water from rivers or irrigation canals), they are willing to pay for the quality and convenience of treated piped water. Some communities in Central Vietnam pay as much as 50,000/m<sup>3</sup> for clean water trucked into their community. So, communities with EMW systems are generally quite happy

with the results, as was confirmed in a Water User Satisfaction Survey carried out during the EMW water program evaluation. People who consistently do not pay their tariffs (or who manipulate their meters) are disconnected from the system.

9) *Did you count the actual number of water users?*

No, the number of users is based on the exact # of households, and an estimated 5 persons per household.

10 *What is the percentage of HH covered by EMW project?*

It depends on the particular community and their willingness to connect, but it is typically about 90-95%.

11) *How about the maintenance and repair of the systems?*

EMW provides training to Water Managers responsible for O&M and repair, people recruited from each community. The annual training focuses on water system planning, operation, maintenance, repair, where to buy spare parts, maintaining water quality, record keeping (for tariff collections and O&M expenditures), etc. In these training sessions, water managers share their experience in how best to deal with certain problems and exchange “best practices”. EMW monitors its systems through regular reports from the Water Managers, and periodic field visits to directly observe system conditions. For some older systems, EMW periodically upgrades them to current design standards (for example, by adding improved filtration devices and chlorinators that were not included in the original design).

12) *Do people treat the water before drinking?*

Some people still boil the water, and some do not. As many people keep a large ceramic container of water in their home for emergency storage (e.g., if the piped water system were to break down, even temporarily), people need to be educated on how to keep that water clean (e.g., appropriate household filters).

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### **Review of WES-related IEC materials**

Ben Cole, Consultant to the WES-IEC Working Group gave a presentation on Assessment of IEC Materials in Vietnam aiming to provide and promote recommended WES-IEC materials and approaches; identify sections of the community that have been neglected in the collated IEC materials; Identify key messages that have been neglected in the collated IEC materials; report case-studies of innovative IEC materials and activities-“Lessons Learnt” (*Refer to attached for a full presentation*)

Participants had shared the experiences learnt from their IEC initiatives. Coordination is what people suggested to improve IEC efficiency.

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### **Others**

Dung, CWS, remind all that if your organizations have published books, reports and other, etc. and would like to disseminate those, the WG could be a channel for that.

An ecological latrine issue (construction, management, evaluation, etc) is suggested for the next meeting. Childfund may prepare a presentation about this. However, it is not confirmed yet.

### **Next meeting**

Third week of January, 2007