

# THE PROJECT



## BANGLADESH Dhaka Water Operators Partnership DWASA - VEI phase 2, WOP2

The local water company in metropole Dhaka (DWASA) faces the challenge of a rapidly growing urban population and depletion of its groundwater sources. Large infrastructural works take place to shift from ground to surface water as water source and to replace the old, leaking network. The second Water Operators Partnership between DWASA and VEI will focus on sustainable management of the newly constructed network.



Target water company:  
DWASA (Dhaka Water Supply and Sewerage Authority.)



Contract value:  
Total budget is  
€ 4,114,696



Contract duration:  
July 2017 –  
June 2021

# PROJECT TARGETS



## EXCELLENT DMA MANAGEMENT, THROUGH:

- peer to peer learning in MODS zone 3, 4 and 10 on NRW management, network operation and maintenance and SCADA
- replication of best practices under WOP1 (MODS zone 5) to other zones (MODS zone 3, 4 and 10)
- train-the-trainer approach and teacher-friendly training modules
- capacity enhancement of in-house training centre DWASA



## INCREASED ACCOUNTABILITY AND FINANCIAL PERFORMANCE, THROUGH:

- zonal benchmarking to facilitate internal discussion
- creation of monthly water balances and cooperation between MODS zones and revenue zones
- introducing tools for planning, budgeting and asset management



## SUPPORT OF DWASA IN PROVIDING WATER SERVICES TO THE URBAN POOR, THROUGH:

- implementation of a community-based awareness program on water, health and hygiene customized for the poorer areas in Dhaka
- construction of water points to supply 35,000 poor people with clean water
- a community based approach for long-term sustainable operation and maintenance of the water points
- integration into the management of the newly constructed network

## SUSTAINABILITY

Under WOP2, VEI and DWASA will work together to achieve sustainable DMA management. Excellent operation and maintenance of the newly constructed network will prolong life-time of the network and guarantee water supply to the urban population, now and in the future. Capacity enhancement is largely based on the train-the-trainer approach, enabling DWASA to train its employees in a self-sustaining way. Water infrastructure for the urban poor is integrated into the adjacent DMA to allow for sufficient water pressure and adequate operation and maintenance activities.



*“The WOP introduced innovative tools and methods for improved control and management of the water supply system supplying to all inhabitants of Dhaka.”*



## PROJECT PARTNERS

The Embassy of the Kingdom of the Netherlands ▪ VEI ▪ Dhaka Water Supply and Sewerage Authority (DWASA)



## ABOUT VEI

VEI supports water companies in developing countries by improving their business processes in a sustainable way. VEI shares the extensive and prolonged experience of five water companies in the Netherlands: Vitens, Evides Waterbedrijf, WML, Watercompany Groningen and Brabant Water. Since 2006, VEI has already assisted to improve water services for millions of people in Asia, Africa and Latin-America. [www.vei.nl](http://www.vei.nl)



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