

Annex-1: Schedule of the Evaluation Study

			Evaluation team (JICA)	Evaluation consultant	Stay
1	4-Jan	Sun		11:00 Narita→15:10 Hanoi (JL5135) 18:45 Hanoi→19:55 Hue (VN247)	Hue
2	5-Jan	Mon		09:00 Interview with Mr. Hien 14:00 Interview with Mr. Minh	Hue
3	6-Jan	Tue	【Ms. Yamamoto】 11:00Narita→14:55HCMC (JL5133) 17:00HCMC→18:20Hue(VN254)	09:00 Interview with Mr. Tho 14:00 Interview with Mr. Lam	Hue
4	7-Jan	Wed	【Ms. Yamamoto】 08:30 Interview with Mr. Nam 【Mr. Sudo, Ms. Hattori】 11:00Narita→14:55HCMC (JL5133) 17:00HCMC→18:20Hue(VN254)	08:30 Interview with Mr. Nam 14:00 Interview with Mr. Duong	Hue
5	8-Jan	Thur	09:30 Courtesy call on PPC 10:00 Courtesy call on COWASU, meeting with Mr. Khanh of DPI PM: Internal meeting		Hue
6	9-Jan	Fri	08:30 Interview with Mr. Hien, Visit QT2, Laboratory and Training Yard PM: Internal discussion, Interview with Japanese Experts		Hue
7	10-Jan	Sat	Internal Discussion		Hue
8	11-Jan	Sun	Documentation		Hue
9	12-Jan	Mon	08:30 Discussion No.1 (Japanese side presents draft evaluation report)		Hue
10	13-Jan	Tue	(Discuss among Vietnamese side about proposed draft evaluation report)		Hue
11	14-Jan	Wed	08:30 Discussion No.2 (Final adjustment)		Hue
12	15-Jan	Thur	14:00 JCC, Signing on MM 18:00 Reception		Hue
13	16-Jan	Fri	12:05 Hue→13:15 Hanoi(VN244) 16:00 Report to JICA Vietnam Office 23:55 Hanoi→+06:45 Narita (JL752)		Air plane
14	17-Jan	Sat	06:45Narita (arriving)		

Annex-2: Project Design Matrix (PDM)

Project Design Matrix (PDM 1) Approved by JCC

Project Title: The Project on Human Resources Development for Water sector in the middle region of Vietnam
 Target Area: Thua Thien Hue province, Vietnam
 Target Group: Staff of COWASU
 Final Beneficiaries: People in Thua Thien Hue province

Duration: FY 2006 ~ FY 2008

Date: May 23, 2007

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumptions
<p>Overall Goal</p> <p>The capacity of COWASU on management and operation is improved.</p>	<p>1 Declaration of "safe drinking water" 2 The results of questionnaire on the customer satisfaction.</p>	<p>1 Annual report</p>	
<p>Project Purpose</p> <p>The capacity of COWASU is improved for declaration of safe drinking water</p>	<p>1 Achievement of the action plan 2 Implementation of necessary water quality examination for "safe drinking water" 3 Water pressure (more than 1.0 bar in urban and 0.5 bar in rural) 4 Residual chlorine (more than 0.1mg/l)</p>	<p>1 Progress report on action plan 2 Annual report</p>	<ul style="list-style-type: none"> The GOV's proposed water sector policy will not make drastically change to water supply companies. Any change of development assistant policy by other donors in water supply sector will not give adversely affect to the Project Implementation.
<p>Outputs</p> <p>1 The capacity of water quality management is improved.</p>	<p>1-1 Acquisition of ISO/IEC17025 1-2 Water analysis in line with MOH's standards 1-3 Procedure guidance for water treatment and operation of the water facilities 1-4 Water quality management plan 1-5 Number of seminars, workshops and participants</p>	<p>Accreditation of ISO/IEC17025 Report on water quality examination Guidance for water treatment (including facility maintenance plan) Report of seminars and workshops</p>	<ul style="list-style-type: none"> The raw water source will not be contaminated seriously.
<p>2 The capacity of water distribution network management is improved.</p>	<p>2-1 Water distribution network map(water pressure, residual chlorine and turbidity.) 2-2 Number of seminars, workshops and participants</p>	<p>Water distribution network map Report of seminars and workshops</p>	
<p>3 The capacity of human resources development and personnel management are improved.</p>	<p>3-1 Implementation of the trial qualification test (promotion and specialty) 3-2 Implementation of personnel management regulation 3-3 Number of training materials and manuals</p>	<p>Report of qualification test COWASU company's management regulation Training materials and manuals Publicity materials</p>	
<p>4 The capacity to response to the customer's need is improved.</p>	<p>4-1 Number of materials for public relations 4-2 Regulation of reaction to customer's request 4-3 Number of reaction to customer's request based on the regulation. 4-4 Number of visitor to purification plant(more than 1,000) 4-5 Number of events to improve public relations</p>	<p>Regulation (reaction to customer's request) Record of reaction to request from customers Actual record Actual record</p>	

Activities		Inputs	
		Japanese Side	Vietnamese Side
1	The capacity of water quality management is improved.		
1-1	Determine the condition for declaring "safe drinking"		
1-2	Prepare an action plan for declaring "safe drinking"		1 Counterparts
1-3	Advise on procedure for acquisition of ISO/IEC17025.	1-1 Chief Advisor/Water distribution network 1-2 Water quality control	
1-4	Conduct training on water quality analysis for declaring "safe drinking water" and ISO/IEC17025.	1-3 Water treatment	
1-5	Advise on water treatment technology and operation of purification facilities.	1-4 Human resources development planning 1-5 Customer service	
1-6	Advise on water quality management plan.		
1-7	Hold seminars and workshops on water quality analysis and water treatment		
2	The capacity of water distribution network management is improved.		
2-1	Advise to improve the management plan for water distribution network.		
2-2	Advise on monitoring of water distribution (water pressure, residual chlorine and turbidity).		
2-3	Advise on construction supervision.		
2-4	Conduct training on pipe laying work.		
2-5	Advise on reduction of Non-Revenue-Water(NRW).		
2-6	Conduct training on designing and modification of water distribution network.		
2-7	Hold seminars and workshops on management of water distribution network and NRW		
3	The capacity of human resources development and personnel management are improved.		
3-1	Advise on human resources development plan.	2 Equipment and materials	2 Office space and facilities for experts
3-2	Advise on personnel management.	3 Trainings	3 Equipment
3-3	Prepare training plan for technical staff and workers.		
3-4	Prepare training plan for managerial staff.		
3-5	Monitor the training (by COWASU) based on the training		
3-6	Advise on data collection and management	4 Local cost	4 Necessary information
3-7	Hold seminars and workshops on human resources and personnel management		
4	The capacity to response to the customer's need is improved.		
4-1	Collect information on customer's needs.		
4-2	Analyze results of questionnaire survey on customer satisfaction.		
4-3	Prepare service improvement plan according to the results of activity(4-2).		
4-4	Hold seminars and workshops for improvement of customer service.		
4-5	Prepare public relation plan for COWASU.		
4-6	Carry out public relation activities.		
		Pre-Conditions	
		<ul style="list-style-type: none"> Human resources development needs is considered important issue to improve COWASU's capacity. 	

Annex-4: List of Japanese Experts

JFY 2007

No.	Name	Field	Duration	
			From	To
1	IDE, Masuji	Chief adviser, Water Distribution Management	2007/3/1	2008/1/31
2	SASAYAMA Hiroshi	Water Quality Management	2007/3/11	2007/6/10
3	YAMANAKA, Keiji	Water Treatment	2007/3/11	2007/6/10
4	MIYAGAWA, Takashi	Human Resources Development Planning	2007/3/23	2007/4/1
5	TAKEUCHI, Akiko	Customer Service	2007/7/1	2007/8/31
6	MORITA, Hiroyuki	Human Resources Development Planning	2007/7/29	2007/8/19
7	INUKAI, Mariko	Water Quality Management	2007/9/17	2007/12/14
8	TAKASU, Yutaka	Water Treatment	2007/9/17	2007/12/14

JFY 2008

No.	Name	Field	Duration	
			From	To
1	IDE, Masuji	Chief adviser, Water Distribution Management	2008/4/6	2009/2/28
2	KONDO, Fumihiko	Water Quality Management	2008/4/27	2008/7/24
3	YOKOKAWA, Takahiro	Water Treatment	2008/4/27	2008/7/24
4	TOKUNAGA, Takashi	Human Resources Development Planning	2008/6/30	2008/8/30
5	OGAWA, Akihiko	Customer Service	2008/6/30	2008/8/30
6	SASAYAMA, Hiroshi	Water Quality Management	2008/10/14	2008/12/20
7	HAMAMURA, Masayoshi	Water Treatment	2008/10/14	2008/12/20
8	ICHIKAWA, Takayuki	Human Resources Development Planning	2008/10/14	2008/12/20
9	MURAKAMI, Tetsuya	Customer Service	2008/10/14	2008/12/20
10	KINOSHITA, Yusuke	Project Coordinator	2008/10/23	2009/2/28
11	ITAYA, Hidefumi	Distribution network management	2008/12/1	2008/12/26

Annex-5: List of Equipment Provided by Japanese Side

JFY 2006

No.	Name of Equipment	Origin	Q'ty	Unit Price(JPY)	Total Price(JPY)
1	Water Distiller	Japan	1	353,000	353,000
2	Low Temperature Incubator	Japan	1	358,000	358,000
3	Water leaks locator	Japan	2	477,000	954,000
4	Metal pipe and cable locator	Japan	2	765,000	1,530,000
5	Residual chlorine meter	Japan	2	77,000	154,000
6	Turbidimeter	Japan	1	208,000	208,000
7	pH meter	Japan	1	173,000	173,000
8	pH standard solution	Japan	6	4,400	26,400
9	buffer solution of pH4	Japan	1	3,500	3,500
10	buffer solution of pH7	Japan	1	3,500	3,500
11	buffer solution of pH9	Japan	1	3,500	3,500
12	DO meter	Japan	1	135,000	135,000
13	Conductivity meter	Japan	1	133,000	133,000
Total					4,034,900

JFY 2007

No.	Name of Equipment	Origin	Q'ty	Unit Price(USD)	Total Price(USD)
1	Universal Controller Unit	USA	5	3,788.00	18,940.00
2	Turbidity Sensor	USA	20	1,536.00	30,720.00
3	pH sensor	USA	10	847.00	8,470.00
4	Residual Chlorine meter	France	5	3,366.00	16,830.00
5	PC for water quality monitoring unit	China	1	1,361.00	1,361.00
6	Printer for water quality monitoring unit	China	1	193.00	193.00
7	Gas chromatograph	USA	1	30,000.00	30,000.00
8	Spectrophotometer (PC and Printer)	USA	1	6,000.00	6,000.00
9	Turbidity meter	EU	10	615.00	6,150.00
10	pH meter	EU	5	230.00	1,150.00
11	Residual Chlorine meter	EU	5	189.60	948.00
12	Thermoreactor	Italy	1	8,800.00	8,800.00
13	Ultrasonic flow meter	Japan	1	9,300.00	9,300.00
14	Correlativity leakage detector	Japan	1	20,800.00	20,800.00
15	Pressure datalogger	USA	20	525.00	10,500.00
16	water purifier	United Kingdom	1	2,950.00	2,950.00
Total					173,112.00

JFY2008

No.	Name of Equipment	Origin	Q'ty	Unit Price(USD)	Total Price(USD)
1	Computer software for residual chlorine calculation	Japan	1	290.50	290.50
2	Drilling machine for service pipe	Vietnam	1	1,166.76	1,166.76
3	Server for MIS	China	1	3,989.00	3,989.00
4	PC for MIS	Vietnam	2	789.00	1,578.00
5	UPS for the server	USA	1	703.49	703.49
Total					7,727.75

Annex-6: List of Counterparts Trained in Japan

JFY 2006

No.	Name	Position	Field	Duartion
1	Mr. Truong Cong Nam	Director of Company/Thua Thien Hue Construction and Water Supply State One Member Co., Ltd.	Improvement for water supply	2007/3/11-3/20
2	Mr. Nguyen Khoa Hien	Chief of Water Quality Management Department	Improvement for water supply	2007/3/11-3/20

JFY 2007

No.	Name	Position	Field	Duartion
1	Mr. Nguyen Quang Phuong	Deputy chief of Da Vien Purification Plant	Water Treatment Management	2007/6/24-7/29
2	Mr. Le Dinh Khuyen	Chief of Tu Ha and Binh Thanh Purification Plant		2007/6/24-7/29
3	Mr. Huynh Duc Dung	Manager of purification plants group No.2 (including 3 purification plants and 1 pumping station)		2007/6/24-7/29
4	Mr. Duong Quy Duong	Deputy chief of Administraion Department (in the field of Human Resources Development)	Human Resources Development	2007/6/24-7/15
5	Mr. Mai Duy Tuong	Chief of Planning Department	Customer Service	2007/9/2-9/22
6	Mr. Nguyen Hung Hai	Deputy chief of Customer Service		2007/9/2-9/22
7	Ms. Nguyen Thi Thanh Nhi	Staff of Water Quality Management	Water Quality Management	2008/1/27-3/2
8	Mr. Ton Thai Ha	Staff of Water Quality Management		2008/1/27-3/2
9	Ms. Ho Thi Nhu Hoa	Staff of Water Quality Management		2008/1/27-3/2
10	Mr. Tran Van Tho	Designing Department Major counterpart in the field of Non Revenue Water	Leakage Control Technology	2008/1/27-3/2
11	Mr. Tran Van Phong	Deputy manager of Distribution Network Department		2008/1/27-3/2
12	Mr. Nguyen Duy Lam	Manager of 3 purification plants No.2 (Binh Thanh, Tu Ha, Hoa Binh Chuong purification plants)		2008/1/27-3/2
13	Mr. Nguyen Ngoc Thien	Chairperson, Thua Thien Hue Provincial People's Committee	Environmental Consideration	2008/3/9-3/17
14	Mr. Nguyen Huy Thai	Staff of Thua Thien Hue Provincial People's Committee		2008/3/9-3/17

JFY 2008

No.	Name	Position	Field	Duartion
1	Mr. Luu Ngoc Tuan	Staff of Technical Department	Maintenance for Water Facility	2008/6/29-7/12
2	Mr. Truong Cong Han	Deputy manager of Planning Department	Human Resources Development	2008/9/7-9/20
3	Ms. Nguyen Thi Vui	Staff of Labor and Salary Control		2008/9/7-9/20
4	Mr. Truong Ngu Binh	Deputy manager of Labor and Salary	Customer Service	2008/9/7-9/20
5	Mr. Ho Dang Xuan Lam	Manager of Huong Dien Branch		2008/9/7-9/27
6	Mr. Nguyen Phu	Manager of Huong Phu Branch	Water Quality Control	2008/9/7-9/27
7	Mr. Nguyen The Dung	Staff of Accounting Department		2008/9/7-9/27
8	Ms. Ton Nu Diem Thi	Staff of Water Quality Management	Water Quality Control	2008/9/28-10/18
9	Ms. Ho Thi Dieu Hang	Staff of Water Quality Management		2008/9/28-10/18
10	Mr. Truong Cong Thien	Deputy manager of South Branch of Huong River	Water Distribution Management	2008/9/28-10/25
11	Mr. Ha Phuc Vinh	Deputy manager of North Branch of Huong River		2008/9/28-10/25
12	Mr. Cao Huy Tuong Minh	Manager of Technical Department		2008/9/28-10/25
13	Mr. Le Thanh Son	Staff of Supervision of Capital Construction		2008/9/28-10/25

Annex-7: Local Cost from Japanese Side

Items	JFY 2006	JFY 2007	JFY 2008	TOTAL	Remarks
Local Cost (USD)	406.00	11,724.68	7,970.00	20,100.68	as of Dec 2008
Local Cost (VND)	4,500,000	164,991,327	212,318,800	381,810,127	as of Dec 2008
Equipment Cost (JPY)	4,034,900	0	0	4,034,900	as of Dec 2008
Equipment Cost (USD)	0.00	173,112.00	7,727.75	180,839.75	as of Dec 2008
Total (JPY)	4,034,900	0	0	4,034,900	as of Dec 2008
Total (USD)	406.00	184,836.68	15,697.75	200,940.43	as of Dec 2008
Total (VND)	4,500,000	164,991,327	212,318,800	381,810,127	as of Dec 2008

Annex-9: Contribution of COWASU to the Project

(As of 15 December 2008)

No.	Section	Infrastructure (USD)	Non Infrastructure (USD)	Amount (USD)
1	Water quality, water treatment	30,000	71,170	101,170
2	Water distribution network management	1,315,735	2,376	1,318,111
3	Human resource development and training	0	1,024	1,024
4	Customer service and public relations	1,059	26,866	27,925
TOTAL		1,346,794	101,436	1,448,230

Source: COWASU

Annex-10: List of Seminars, Workshops and Training Courses

	Name	Date	Presenter	No. of participants	Remarks
1	Seminar on Human Resources Development	2007/3/27	Mr. Miyagawa	31	
2	Seminar on Water Quality Management for PP operators	2007/4/16	Mr. Sasayama, Mr. Yamanaka	55	
3	Seminar on Project Activities	2007/5/24	JICA Evaluation team, JICA Experts, C/Ps	66	Conducted at JCC
4	Seminar on Water Environment	2007/6/4	Mr. Ide	72	
5	Seminar on Declaration of Safe Drinking Water	2007/6/7	C/Ps, JICA Experts		
6	Seminar on Customer Satisfaction Business Management	2007/7/9	Ms. Takeuchi, Mr. Tuong	24	
7	Seminar on Manual Development	2007/8/6	Mr. Morita		
8	Training Course Water Distribution Mangement: Water Leakage Prevention Skills	2007/8/9-11	Mr. Ide	67	Water companies in the Middle region participated Cam Ranh (2), Khanh Hoa (5), Phu Yen (2), Dak Lak (11), Da Nang (4), Binh Duong (4), Quang Nam (3), Kon Tum (3), Binh Thuan (4), Lam Dong (3)
9	Seminar on Human Resources Development	2007/8/17	Mr. Morita		
10	Seminar on Project Activities	2007/8/29	Ms. Takeuchi	25	
11	Seminar on Water Quality Management	2007/9/27	Ms. Inukai, Mr. Takasu		
12	Training Course Water Distribution Mangement: Water Pressure and Water Distribution Management by Computer Software	2007/10/18-20	Mr. An, Lecturers of College of Construction No. 2 Water Sector Training Center in the South	36	Water companies in the Middle region participated Da Nang (4), Dak Nong (2), Kom Tum (2), Quang Nam (3), Binh Duong (3), Gai Lai (3), Dak Lak (2), Cam Ranh (2)
13	Seminar for Providing Safe Water	2007/12/6	Ms. Inukai, Mr. Takasu Mr. Hien, Ms. Tam, Mr. Ha, Mr. Phuong		
14	Introduction of YWWB: Efforts for Conservation of Water Quality	2008/5/17	Mr. Yokokawa		Conducted in Dac Lac province
15	Seminar on Water Source Monitoring System	2008/6/27	Mr. Kondo	11	
16	Seminar on Project Activities	2008/7/17	Mr. Kondo, Mr. Khuyen		
17	The Products of the Project/ Powder Activated Carbon Report	2008/7/17	Mr. Yokokawa		
18	Seminar on OJT	2008/7/24	Mr. Tokunaga, Mr. Ogawa	51	
19	Seminar on Business Improvement	2008/8/11-14 2008/8/19-22	Mr. Tokunaga, Mr. Ogawa	60	
20	Training Course Water Distribution Mangement: Statistical Calculation of Water Distribution Network by Computer Software	2008/9/25-26	Mr. An, Lecturers of College of Construction No. 2 Water Sector Training Center in the South	49	Water companies in the Middle region participated Quang Binh (1), Quang Tri (3), Phu Yen (2), Da Nang (3), Binh Thanh (2), Khanh Hoa (3), Binh Duong (3), Dak Nong (1), Quang Ngai (2), Quang Nam (8)
21	Workshop on Improvement of Operation Management	2008/11/21	Mr. Hamamura, Mr. Murakami	10	
22	Workshop on Office Caravan	2008/11/21	Mr. Ichikawa	7	
23	Training Course Water Distribution Mangement: Pipe Installation and Water Leakage Prevention Skills	2008/12/11-13	Mr. Itaya, JDEPA lecturer	53	Water companies in the Middle region participated Dak Lac (4), Dak Nong (3), Quang Nam (5), Da Nang (5), Qunag Binh (3), Lam Dong (3), Ba Ria-Vung Tau (3), Khanh Hoa (3)

Annex-12: List of Trainings and Workshops Organized by COWASU in 2007-2008

Technical Trainings

No	Name of Trainings	Duration	Instructors	Participants	
				Type	No.
1	The training course in managing and operating distribution network	18/10/2007 to 20/10/2007		Staffs of pipeline system management	184
2	Water installation training class (03 classes)	03/05/2008 to 07/6/2008	Technical Department	Workers of pipeline installation and	49
3	Water card software application class	September 2008		Survey and design staffs	20
4	Manage and treat water quality at purification plants	June to July 2008	Water Quality Management Department	Water operation and treatment workers	44
TOTAL					297

Management Trainings

No	Name of Trainings	Duration	Instructors	Participants	
				Type	No.
1	Manage the modern human resources	05/10/2007	Maya Việt	The management and professional skill staffs	37
2	The method of managing Kaizen	26/10/2007	Maya Việt	All staffs in COWASU	341
3	Train and deploy the internal managing method	27/10/2007	Maya Việt	Chiefs and vice-chiefs of related Departments and Board	43
4	Describe the duty and restructure the framework	30/11/2007 to 01/12/2007	Maya Việt	Chiefs and vice-chiefs of related Departments and Board	37
5	Hold OJT	24/07/2008	Mr. Tokunaga & Mr. Ogawa (JICA Experts)	Chiefs and vice-chiefs of related Departments and Board	51
6	Train the management skill on production in the company	11/08/2008 to 14/08/2008	Mr. Nguyễn Đình Tiến	Managing staffs at grassroots level	30
7	Approach the experience of how to advance the work at YVWB, Japan	14/08/2008	Mr. Tokunaga (JICA Expert)	Managing staffs at grassroots level	30
8	Train the enterprise management skill	13/10/2008 to 17/10/2008	Mr. Nguyễn Đình Tiến	managing staffs at intermediate level	30
TOTAL					599

Annex-13: List of Customer Service Activities

	Item	Activities	
1	Public Relations	「Cap Nuoc」 「Hay nho」: Information about the purpose of using clean water and saving water 「Ton That Nuoc Do Voi Hong」: Information about water loss by broken water tap 「Tiet Kiem Nuoc De Moi Nguoi Cung Co Nuoc Sach」: Information about sharing clean water for everybody by saving water in household Information about contact departments (water distribution management-24/24 hours, customer service) Introduction about JICA Project	Published one time, provided to all the customers Provided to purification plant visitors Provided to purification plant visitors Provided to purification plant visitors
2	Internal magagize	「Cap nuoc」	Published two times, provided to COWASU staff
3	Public Relations by multimedia	Water sector magazine 「Cap thoat nuoc」 July 2008: article on Safe Drinking Water and public water taps Newspaper 「tuoi tre」(National newspaper) on 4/30/2008: article on Safe Drinking Water and public water taps Newspaper 「Thua Thien Hue」(Local newspaper) on 4/30/2008: article on Safe Drinking Water and public water taps Newspaper 「Thua Thien Hue」(Local newspaper) on every Thursday from 10/9 to 12/4/2008: articles on the government decision about clean water	
4	Clean water animation	Participated a training course by TV station staff	
5	Exhibition	Established a water resource exhibition corner at COWASU building (3F)	
6	Painting contest on water	Implemented on 6/1/2008 with the participation of 400 students by 32 elementary schools	
7	Purification plant visit for students	Implemented for more than 1,000 students	
8	Quiz event	400 students participated and the event was broadcasted on 4/27/2008	
9	Composition contest	Students visiting purification plant composed their poem	