



6th World Water Forum

**Monitoring of water services delivery:
a key of success for sustainability and water for all**

**Suivi des services de l'eau :
gage de succès pour la pérennité et l'accès à l'eau pour tous**

Marseille , Wednesday 14th of March 11am – 1pm

Water services monitoring in Laos

Suivi des services d'eau au Laos

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Global overview / Aperçu global

- 1. What is targeted by monitoring?**
Small town PPP water services, 6 sites in 2011, 2 provinces
- 2. What is monitored?**
Technical performance: volumes, connections, O&M activities, analysis
=> water quality, coverage rate, NRW, water sales (lcp), unpaid bills ratio
Financial performance: revenues & expenditures, unpaid bills, complaints
=> implied tariff, unit operating costs, return on capital, return on equity, operating margin, operating expenses breakdown
- 3. Who is in charge of the monitoring?**
WASRO, on behalf of WSRC, MPWT: Water Supply Regulatory Office
DHUP during service creation (studies, construction)
- 4. What is the cost of a such mechanism and who pays?**
Born by MPWT global budget and MIREP programme for the moment
- 5. How and to who are monitoring results reported?**
 1. WASRO annual report for the whole country
 2. 6-month 'contract review meeting' with all stakeholders, District level
- 6. Which kind of actions are implemented regarding monitoring results?**
Decisions made in consultation: e.g. tariff review, service promotion ...

Main added-values/ Principales plus-values

What are the 3 main added-values of this monitoring mechanism ?

- 1. Multi-stakeholder follow-up & involvement: local authorities, WASRO, DPWT, DHUP ...**
- 2. Integrated within the duties of the existing National Regulator**
- 3. Accurate monthly data available at central level also for sector planning**



MIREP LAOS
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 MINI RESEAUX D'EAU POTABLE



☺ ☺^o ☺^o ! **Merci!** *Thank you!*

