

O&M Issues

- Poor design of systems
- Low profile and accountability
- Lack of spare parts
- Poor management
- Low level of technical support
- Lack of finance



Key issues for improvement

- Prioritization of maintenance activity
- Stronger stress on technical aspect of non-revenue water
- Investment in capacity building
- Improvement of design standards and criteria in relation to 'Water Safety Plan'
- Monitoring should be continuous
- Improvement of accountability
- Improvement of transparency
- Community empowerment



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Future Directions ?

- 1) Promotion and advocacy of O&M
- 2) Dissemination of O&M tools – technical support for O&M
- 3) Supporting exchange of information

- 1) Holding workshops in collaboration with regional members
- 2) Revision of the O&M tools
- 3) Distribution of useful information to members

* Improvement of design standards and criteria in relation to 'Water Safety Plan'

