

UN PARTICIPATING ORGANISATION LOGO



United Nations Children's Fund
United Nations Development Group



COMPLETION REPORT FOR PROJECT:

Summary

Participating UN Organisation:

UNICEF

Cluster:

CLUSTER-E: Infrastructure Rehabilitation

Project No. and Project Title:

E3-09, Emergency Water Supply to un-served/
underserved/ vulnerable areas in Baghdad and the
IDPs

Project Location/Region/Province:

Outskirts of Baghdad and other affected
areas in Iraq

Reporting Period:

August 2006 to February 2007

Report Number:

Final Report

**Counterpart organisations / implementing
partners:**

MMPW and MoB

Project cost:

Approved Budget: US \$ 1,058,652

Spent Amount: US \$ 1,058,652

Abbreviations and acronyms:

Mayoralty of Baghdad (MoB)

Ministry of Municipalities & Public Works
(MMPW)

Project Duration:

August 2006 – February 2007

I. Purpose

Main objectives and outcomes expected as per approved Project/Programme/project document:

Objectives:

- Ensure access to at least minimum quantities of safe water to the affected communities during critical water shortages and emergencies;
- Strengthening the Government's response capacity through joint operation procedures;

Outcomes:

- Adequate safe water available at the affected locations including hospitals;
- Strengthened capacity of Government Authorities in managing and monitoring water tankering operations.

Reference to how the programme/project related to the UN Assistance Strategy to Iraq and how it aimed to support Iraq national development goals and the Millennium Development Goals:

The project is fully in line with the 2005-07 UN Strategy for Assistance to Iraq contributing to the overall targets of reducing morbidity and mortality aiming to:

1. Strengthening Government's capacity to safeguard public health by averting water borne disease outbreaks during critical water shortages and emergencies.
2. The project particularly contributes towards attaining the following Millennium Development Goals:
 - reducing by half the proportion of people without access to safe drinking water (MDG-7)
 - reducing child mortality (MDG-4) and finally
 - poverty reduction (MDG-1)

Project Management arrangements:

UNICEF-Iraq works in the context of harmonious United Nations Country Team (UNCT) and coordinates closely with other UN Agencies for humanitarian and development interventions, through the established cluster mechanism in addition to actively participating in the UN Emergency working group. By virtue of its overall co-ordination role in the Infrastructure Rehabilitation Cluster UNICEF plays a very active/collaborative role within the cluster system of the UN for Iraq. UNICEF also implements its own country programme-related activities besides facilitating and coordinating effective responses to localised emergencies by all concerned humanitarian actors.

The implementation was conducted through private contractors with monitoring & supervision provided by UNICEF hired monitors, who jointly worked with the Water Authority staff and the community representatives. UNICEF national staff based within Iraq and international staff posted in Amman provided guidance and needed technical support to the monitors.

The line ministry counterparts were the Mayoralty of Baghdad (MoB) and the Ministry of Municipalities and Public Works (MMPW) with its directorates at the governorate level. The line Ministries provided information related to determination of quantity needed, suitability of tankers, the tankering route, identification/ selection of filling points, water sampling for testing, water quality testing, monitoring equity in water distribution, ensuring close linkages with the community representatives and reporting., and were primarily responsible for keeping the filling points operational and secure. The line Ministries jointly managed the emergency water supply operations with UNICEF hired monitors.

On a day-to-day basis it begins with the monitors ensuring that the water tankers are being filled at designated filling points and that it is tested for its safety while making sure that the tanker is clean and empty. Once the tanker is filled the monitor notes the vehicle number, quantity of water filled-in,

the departure time and allocates the distribution area. In the target areas, the monitors work closely with the community leader who in turn authorizes suitable persons to be responsible for monitoring and subsequently endorsing the receipts in their neighbourhood thus ensuring equity in the distribution of tankered water to the affected families.

UNICEF hired monitors are equipped with Delagua water testing kit to enable them to conduct water quality testing at each filling point before being filled-in the tankers, test random samples from tankers thereby assuring the quality of tankered water. The monitors meticulously record the quantity and quality of water during filling or distribution, which is then transferred to data sheet for continuous monitoring and reporting purposes. Through periodic meetings with the Water Authority, UNICEF kept the Authority informed of any difficulties at the filling points including the identification of alternate filling points.

UNICEF has generated a pool of experienced private contractors who were relied upon to undertake water tankering in the affected areas. These contractors have been working with UNICEF for more than a year at the time this project was initiated and are well conversant with the operational modalities. Being involved in the water tankering operations with UNICEF for some time, the drivers became familiar with the routes and thus were able to minimize the delay. Water tankering operations were jointly monitored by UNICEF and the Local Government official and include the Community representatives at the community level.

II. Resources

Total approved budget and summary of resources used for the programme/project from the UNDG Iraq Trust Fund (and non-Trust Fund resources where applicable):

[UNDG ITF funds received.](#)

UNICEF received from UDG Trust Fund the sum of US\$ 1,085,652 which is the approved budget of the project.

[Human Resources](#)

One UNICEF programme national staff member in addition to 24 hired Monitors employed through corporate contract and responsible for monitoring the operations in the targeted locations were employed during the period.

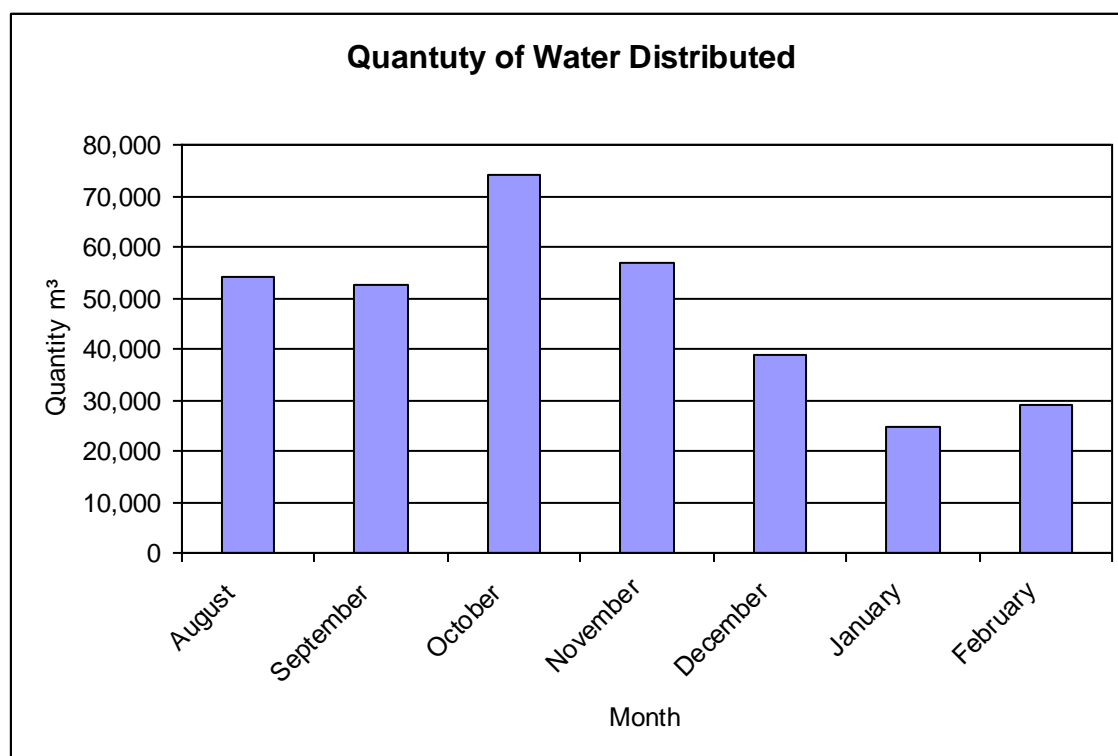
III. Results

An assessment of the extent to which the programme/project component / programme /project has achieved the outcomes and outputs expected

The project is a support to the ongoing emergency water supply operation in more than 10 un-served/under served residential areas of Baghdad city where water distribution network is either absent or the water is contaminated with sewage water. It played a vital role not only in terms of providing water to about 150,000 beneficiaries but also averting possible outbreak of water borne diseases in the most deprived areas within the city. Six hospitals dealing with the victims of daily incidences of violence and bombing in Baghdad have also benefited from the daily distribution, while emergency water supply operations played a major role in providing the needed potable water to Baghdad main hospitals during water cut-off resulting from the frequent bombing of Al-Karkh WTP pipeline and power station in addition to residential areas, schools and primary health centers. The water tankering operations provided the needed relief to areas affected by chronic shortages until the services therein would be resumed.

Indirect beneficiaries include the families who will be supported through employment of their family members involved in water tankering operation.

The actual water delivery started in August 2006 and completed in February 2007, during this period 329,940 cubic meters of water were delivered benefiting approximately 150,000 beneficiaries.



Approximately 30,000 person days of direct employment were generated in water tankering. In addition 24 UNICEF hired Monitors employed through corporate contract and responsible for monitoring the operations in the targeted locations were employed during the period.

Main activities undertaken and achievements/ impacts:

Activities Undertaken	Results/Achievements
Testing of water at filling points	Achieved, using Delagua Kits at filling points and random samples from trucks.
Trucking water	Achieved, all dispatched trucks are registered in the daily monitoring sheet.
Distribution of water	Achieved, monitors worked closely with community leaders.
Training of Government staff in managing water tankering operations	Partially achieved. Government staff was involved in monitoring of quality and quantity of distributed water, identification/ selection of filling points, water sampling for testing, monitoring equity in water distribution, linkages with the community representatives and reporting. However, initially planned on-the-job training could not be implemented due to highly insecure environment in Baghdad, where water tankering operations were carried out.
Monitoring and evaluation	Achieved, UNICEF's monitor submitted daily reports related to log at the filling points, water quality in addition to visiting the end use locations.

The significant positive impact was averting water borne diseases outbreak in the benefited areas. Joint operation with the government enhanced the capacity of Government staff in managing emergency water supply operations elsewhere.

Implementation constraints, lessons learned from addressing these and knowledge gained from assessments, evaluations and studies that have taken place during the project:

The deteriorated security situation in Iraq has severely affected the water service delivered by the Iraqi water authorities. In addition it had affected the implementation of water tankering activity as indicated below:

- The quantity of distributed water is being supplied from filling point scattered in the near by residential areas where potable water is available in the network. Since the tankers supply process continues through the whole day also the number of tankers is large, it creates a water shortage in the residential area connected to the same network with the filling point. As a result of continuous complain from people connected to that network the drivers were forced to stop supplying from that filling point or best cases was limiting the operation time of the filling point to few exact hours during the day.
- Due to fuel shortage many tankers could not perform daily distribution; accordingly, the quantity of daily water distribution was decreased.
- Certain areas could not be accessed late afternoon due to poor security situation, which affected the number of trips conducted by tankers.
- The continuous traffic jams in Baghdad streets is due to the large number of cars and frequent closure of main roads due to military logistic movement and security situation. This has significantly increased the time of trips to reach the nearest distribution area and reduced number of daily trips conducted by the driver.
- The highly unstable electrical power system in Baghdad resulted in unsteady water pumping at the filling points.

Different measures were taken to reduce the effect of the above on the implementation such as, but not limited to, increasing the number of hired tankers by the contractor, working at more filling points in the process and distribute double quantity every other day to certain areas and/or hospitals.

Key partnerships and inter-agency collaboration, impact on results:

UNICEF-Iraq works in the context of harmonious United Nations Country Team (UNCT) and coordinates closely with other UN Agencies for humanitarian and development interventions, through the established cluster mechanism in addition to actively participating in the UN Emergency working group. This project is fully in line with the 2005-07 UN Strategy for Assistance to Iraq and has contributed to the overall targets of reducing morbidity and mortality.

Specifically the project addressed the following cluster and matrix outcomes from the Joint UN-Iraq Assistance strategy:

Cluster	Matrix outcomes
Cluster-E (Infrastructure Rehabilitation)	<ul style="list-style-type: none"> • Increased access to potable water in by 10%; • Effectiveness of Public Management Systems improved.

In Iraq, the role of key stakeholders is as follows:

- 1- MoB and MMPW is to identify the needy areas and in coordination with UNICEF assign the needed water quantity and secure water filling points to fill the water tankers.
- 2- UNICEF hired monitors are collecting data from field to identify additional needy areas not recognised by MoB or MMPW, provide field monitoring and supervision at filling points and at household level, perform water quality test at filling points and tankers, visit the primary health centres to ensure no outbreak of water born diseases and on daily basis report back the outcomes of activity.
- 3- Community representatives are the liaison point between the community and UNICEF hired monitor. This ensures that UNICEF receives complaints and concerns of wide range of communities. Additionally, part of capacity building of the community self management, is that community representatives are effectively involved in the monitoring and supervision of the activity at the community. It's worth mentioning that certification of water distribution by community representatives is mandatory to accept the contractor's payment claim.

UNICEF national officers based in Baghdad and international staff in ISCA provide guidance, technical support and overall supervision.

Highlights and cross cutting issues pertinent to the results e.g. gender disaggregation, policy engagement and participation of the public:

The project provided employment opportunities during the operations. Approximately 30,000 person days of direct employment opportunity have been generated in water tankering. In addition 24 UNICEF hired Monitors employed through corporate contract and responsible for monitoring the operations in the targeted locations will continue to be gainfully employed during the period in addition to one UNICEF project officer.

The project benefited the disadvantaged families who are deprived of enough potable water. While the project addressed the communities in general, girls and women, who otherwise carry the burden of hauling 10 to 20 kilograms of water walking several kilometres, have particularly benefited. This allowed them to devote more time to other useful/developmental activities or childcare. Mothers and children gained from the improved access reflecting on their enhanced survival and well-being. Time saved helped girls in attending school and helped them devote more time for academic studies.

Communities are involved in the implementation to a large extent; UNICEF's monitors coordinated on daily basis with community leaders to ensure equity in the quantity of water delivered to benefiting families. Such coordination has raised their awareness and capacity towards facilitating similar activities in the future. The joint operation with the government at all stages of the project, provided on job training to government staff and enhance their capacity in managing emergency water supply operations elsewhere.

IV. Follow up actions and sustainability

Priority actions that should be supported/implemented following completion of project to build on achievements and partnerships rectify shortcomings encountered and use the lessons learned during the project with strong emphasis on achieving sustainability of the outcomes:

The activities were completed in February 2007 however, field observation indicated that there is a need to continue to truck water to many communities at least in the near term, due to the fact that the percentage of underserved population remains largely unchanged as no significant steps were taken by the government towards increasing the level of services and undertaking long term solutions to include the underserved population. The government itself is asking for an extension of such projects. Furthermore continued eruptions of conflicts in the country have placed additional burden on the tankering operations.

Indication of major adjustments in the strategies, targets or key outcomes and outputs:

The project has met the set targets of providing potable water to unserved population leading to decrease in incidents of water born diseases in those areas. No adjustment were made except for those measures which were taken to reduce the effect of deteriorated security, lack of fuel and others on the implementation such as, but not limited to, increasing the number of hired tankers by the contractor, working at more filling points in the process and distribute double quantity every other day to certain areas and/or hospitals.

Estimated Budget required:

It is estimated that additional US\$ 2.5 million is needed to continue with the project for 18 months.

Annex-1: Key Performance Indicators – Log Frame Matrix

Objectives	Measurable indicators	Means of verification
Development Objective To strengthen Government's capacity to safeguard public health by averting water borne disease outbreaks during critical water shortages and emergencies.	% reduction in incidences of water borne diseases	PHC records, WHO surveys, other surveys.
Immediate Objectives: To provide access to safe water to the affected population during critical shortages and emergencies.	<ul style="list-style-type: none"> • No. of beneficiaries served by tankered water per day; • Quantity of water provided to affected beneficiaries per day; 	<ul style="list-style-type: none"> • Monitoring reports prepared by UNICEF monitors and the Government Staff showing the quantity of water distributed and beneficiaries served; • Water Quality reports of tankered water; • Other surveys.
Outputs: Adequate safe water available at affected locations; Strengthened capacity of Government staff in managing water tankering operations.	No. of locations served per day; <ul style="list-style-type: none"> • No. of tanker-trips per day to each location; • Quantity of water distributed in each location per day 	Monitoring reports prepared by UNICEF monitors and the Government Staff showing the quantity of water trucked, and distributed;
Activities: <ol style="list-style-type: none"> 1. Testing of water at filling points; 2. Trucking water; 3. Distribution of water; 4. Training of Government staff in managing water tankering operations; 5. Monitoring and evaluation. 	Inputs: <ul style="list-style-type: none"> • No. of tankers used for filling/ distribution per day; • Total Quantity of water filled-in and trucked per day; • On-the-job training; • Total Quantity of water distributed per day. 	<ul style="list-style-type: none"> • Log reports at the filling points; • Records with Government showing delivery of water; • Notes and trainee evaluation reports; • Monitoring reports, Field visit reports.

Annex -2: PROJECT COSTS

CATEGORY	UNDG ITF approved budget (US\$)	Actual COST	Percentage of Approved	Budget Revision approved (US\$) (Date:25/02/2007)	Percentage of revision
1. Personnel • including staff and consultants	21,200	12,009.5	56.65%	17,573	-17%
2. Contracts • including companies, professional services, grants	912,080	927,292.5	101.67%	921,707	1%
3. Training	6,000	0	0%	0	-100%
4. Transport					
5. Supplies and commodities					
6. Equipment					
7. Travel	3,000	3,000	100%	3,000	0%
8. Security	18,846	18,291.5	97.06%	18,846	0%
9. Miscellaneous	28,268	28,822.5	101.96%	28,268	0%
10. Agency Management Support	69,258	69,236	99.97%	69,258	0%
Total Expenditure	1,058,652	1,058,652		1,058,652	

Annex-3: List of contract awards by procurement method

Contract No.	Value US\$	Purpose
SSA/IRQA/2006/00001385-4	731,250	Water tankering in Baghdad
SSA/IRQA/2006/00001387-0	138,000	Assistant Monitors for Water Tankering
SSA/IRQA/2007/00000006-1	29,453	Water tankering for Baghdad governorate
SSA/IRQA/2007/00000194-1	25,967	Salaries for Monitors of water trucking for WES Section