



WATER SUPPLY AND WASTEWATER SYSTEMS REHABILITATION IN LORI (VANADZOR) AND SHIRAK (GYUMRI) MARZES, ARMENIA

Country Republic of Armenia

Client RA State Committee of Water System /GITEC Consult GmbH

Co-executors: GITEC Consult GmbH, Sashen Wasser GmbH (Germany)

Duration September, 2005 – October, 2007

Brief description of project and services provided

Provision of consulting services to Lori and Shirak Water Sewerage Companies in commercial, organizational, management, institutional, customer services, EIA and technical fields, including in elaboration of strategic and business plan, revision of organizational structure, departments functions, job descriptions, commercial policy, customer care centers establishment with new procedures of customer complaints/requests, performance indicators, training of accountants, implementation of and training in accounting software, development of companies management information systems, elaborating new tariffs and structure.



The training was carried out with regard to the following issues:

- operation of the network (production and distribution) including leak detection
- information systems (technical and commercial)
- general administration including human resources
- financial administration
- calculation of tariffs and setting of a tariff policy
- client relation including collection procedure
- public relations and awareness campaigns



Project objective:

Improvement of the water supply and sewerage services for the inhabitants of the towns of Gyumri and Vanadzor and six neighboring small towns and villages and enhancement of the professional skills of the technical and commercial management of the two companies.