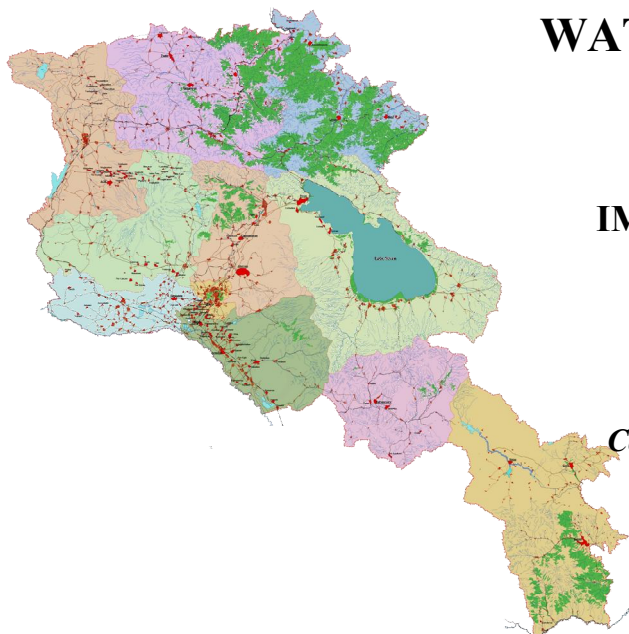


# WATER SUPPLY AND SANITATION PROJECT, ARMENIA

## COMPONENT B: MANAGEMENT IMPROVEMENT AND DEVELOPMENT



**Country** Republic of Armenia

**Client** Asian Development Bank/  
“Armenian Water and Sewerage” CJSC

**Co-executors:** HGSN Ltd.

**Duration** April 2008 – December 2009

### **Brief description of project and services provided**

The overall tasks were as follows:

- (i) Training in technical and financial management for AWSC staff, including training of construction supervisors, asset management group training and organizing and coaching the trainings for the existing accounting staff;
- (ii) Improving financial, commercial and technical management systems by development of the concept of Management Information Systems, concept of Asset Management System, "Commercial Policy"; assessment of the existing accounting system; elaborating accounting system development strategy; selection and implementation of new accounting software; assessment of the existing billing software and proposing an efficient reporting system; improvement of the mechanisms for receiving systemized information flows between different departments; development of the concept of data models for water supply and wastewater networks of AWSC.
- (iii) Increasing public awareness and organization of public hearings in three stages (preliminary design, detailed design and construction) in subproject areas included in ADB investment project component A; Water quality monitoring plan development.
- (iv) Reviewing the existing organizational structure of AWSC in terms of functionality and effectiveness and proposing improvement recommendations



### **Project objective:**

Improve water supply to residential areas covered by the project through providing metering of water consumed by customers, increasing duration of water supply, improving distribution network hydraulic regimes, reducing leakage level in the distribution network.