

# Cooperation of Yokohama Waterworks Bureau for Thua Thien Hue Province, Vietnam

January 21, 2011 Yokohama, JAPAN

**Hisashi TAIRA**

Manager of Project Development Division



**Yokohama Waterworks Bureau**

# YWWB Technical Cooperation

2

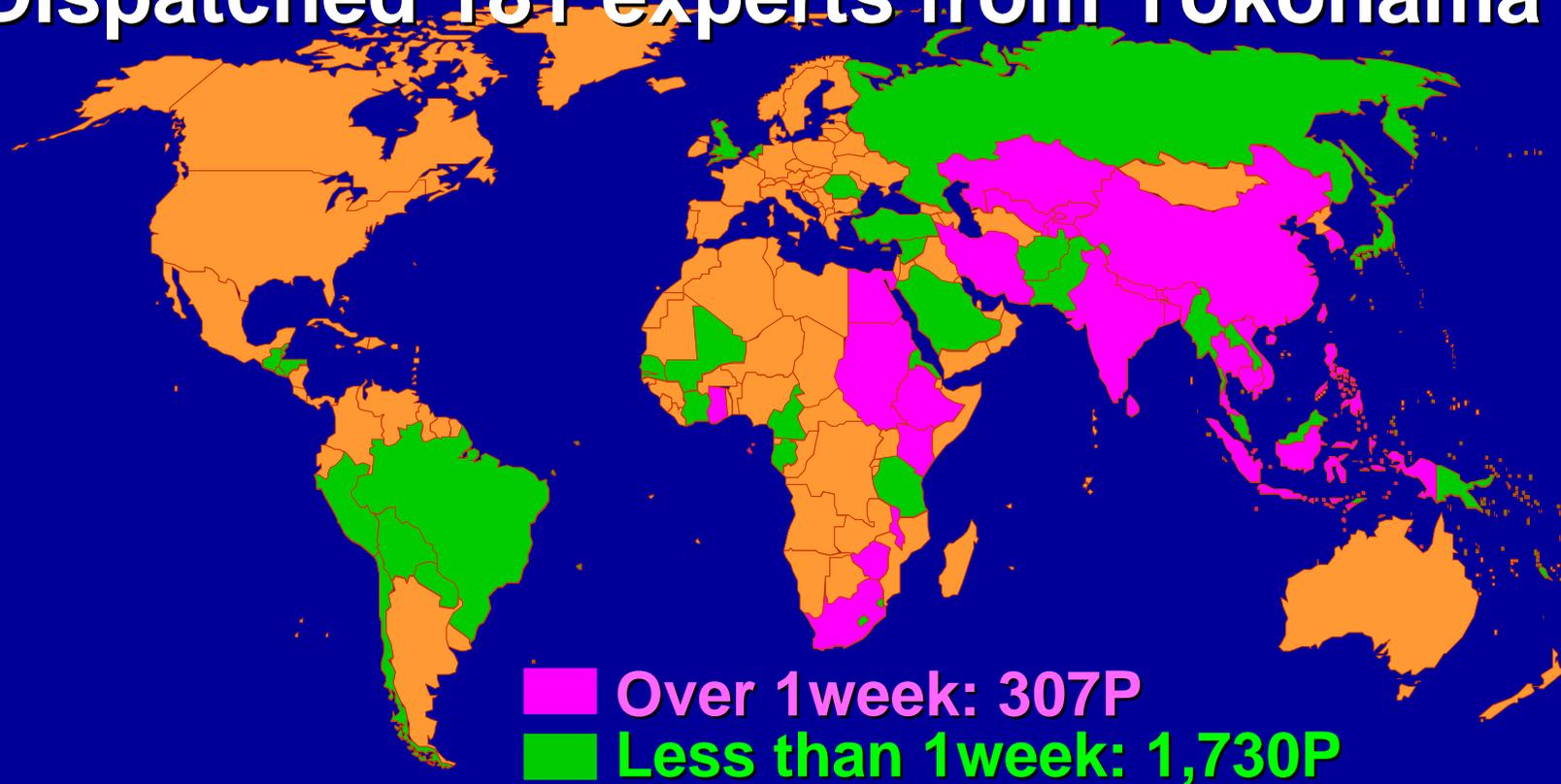
1973 - (YWWB original, JICA project)

**International Cooperation Business started**

Received **2,000 trainees; 26 countries**

**Over 1 week: 307 trainees**

Dispatched **181 experts from Yokohama**



# Technical Cooperation in Hue

**Thua Thien Hue Province**



2003 - 05

**“JICA Grass-Root Technical Cooperation”**

on personnel training to improve the revenue rate

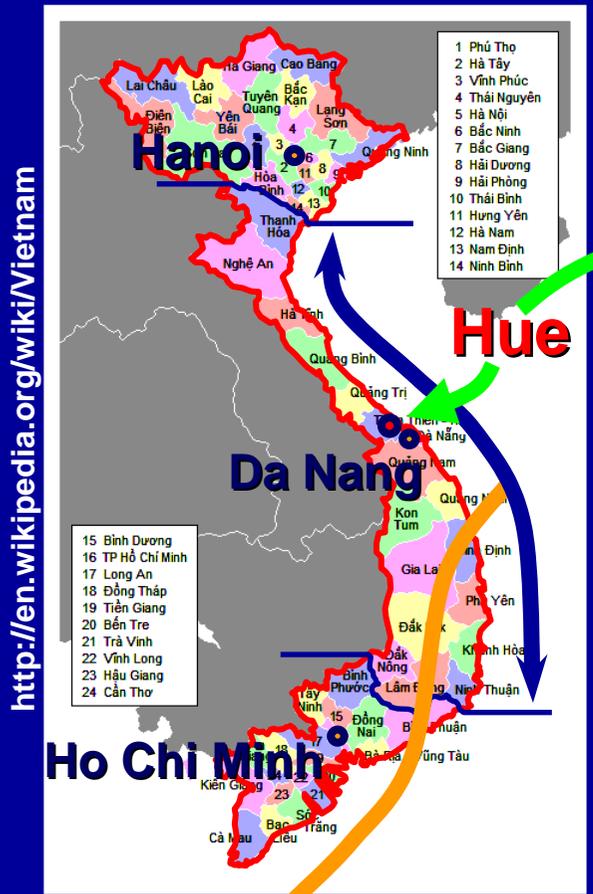
2007 - 09

**“JICA Technical Cooperation Project”**

on human resources development

**Project Area**  
2010 - 13

**“JICA Technical Cooperation Project”**



# Technical Cooperation Project in Hue

4

## **Project Title**

**The Project on Human Resources Development  
for Water sector in the middle region of Vietnam**

## **Duration of Project**

**March 1, 2007 - February 28, 2009 (2 years)**

## **Cooperation Organization**

**Yokohama Waterworks Bureau (YWWB)**

## **Counterpart Organization**

**Hue Water Supply Company (HueWACO)**

**Dispatched Experts: 18 persons**

**Acceptance of C/P : 29 persons**

# Technical Cooperation Project in Hue

5

## **Project Purpose Indicator**

- Achievement of the Action Plan (WSP)
- Water Quality examination for Safe Drinking Water
- Water pressure in city / 10m(1bar, 0.1MPa)
- Residual Chlorine at Tap / More than 0.1mg/L

## **Overall Goal Indicator**

- Declaration of “Safe Drinking Water”  
(Done Jun. 2008 in Hue city, Aug. 2009 in Province)
- The results of questionnaire on the CS

# Technical Cooperation Project in Hue <sup>6</sup>

## **Expecting Results; Improvement of abilities in HueWACO**

- 1 Water quality & treatment management**
- 2 Water distribution network management**
- 3 Capacity building & Personnel management**
- 4 Customer satisfaction skill**

# 1-1 Water Quality Management

- Action Plan (Water Safety Plan)
- Acquisition of ISO/IEC17025
- Training on water quality
- Advice on WQM

Training of Water Quality Analysis at HueWACO→



# 1-2 Water Treatment Management

- Guidance of Double-layer Filtration
- Advice on water treatment
- Seminar / Lecture



Filtration →  
Test at  
HueWACO



← Rapid Sand Filter  
Maintenance at HueWACO

## 2 Distribution Network Management

- **Distributed 8 blocks → Block System**
- **Survey for water pressure & residual chlorine → Make condition maps**
- **Training Course → 215 engineers**

(Leakage Survey /  
Laying Distribution Pipe)

### - **Network Analysis**

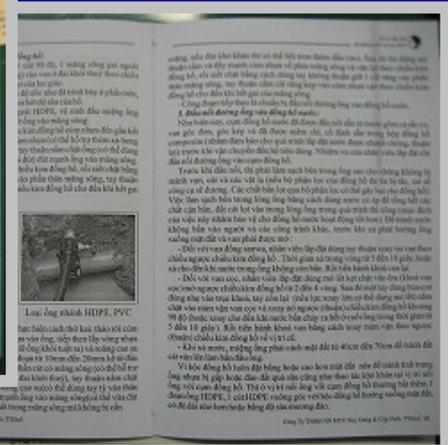
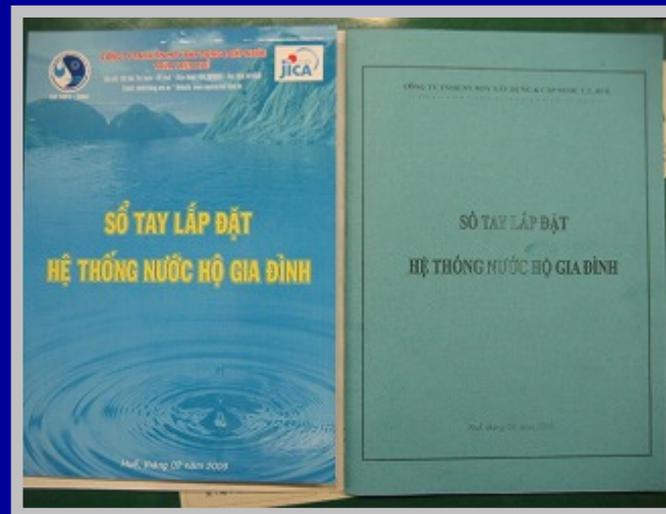
Lecture of Leakage  
Survey by  
Vietnamese trainer →



# 3 Capacity Building and Personnel management

- Capacity Building Plan
- Making Teaching Materials for training

Training → Textbook



Ảnh: Sổ tay lắp đặt hệ thống nước hộ gia đình

## 4 Improvement for CS

- Survey of Customers' consciousness
- Public Relations

School children's Study  
tour of Plant works →



← Interview about Water  
tariff from Customer

# Conclusion

## Key to Success

- Two wheels
- Support by water sector's network

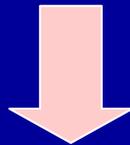


# For the Future

2010 - 13

**“JICA Technical  
Cooperation Project”**

From Thua Thien Hue prov.



To Middle Region of Vietnam

Promote the technical cooperation  
based on the deep relationship

**Thank you for your attention!**

