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Strengthening Resilience and Service Delivery in the Albanian Water Sector

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USAID's PLANNING AND LOCAL GOVERNANCE PROJECT (PLGP)

- PLGP has worked at the national and local level in Albania, since 2012 to support decentralized governance and effective municipal management.
- Territorial Administrative Reform (July 2014) reduced the number of local governments from 373 to 61, providing an unprecedented opportunity to strengthen local governance.
- PLGP works in 17 municipalities and 6 water utilities to improve Local Government Service Delivery.

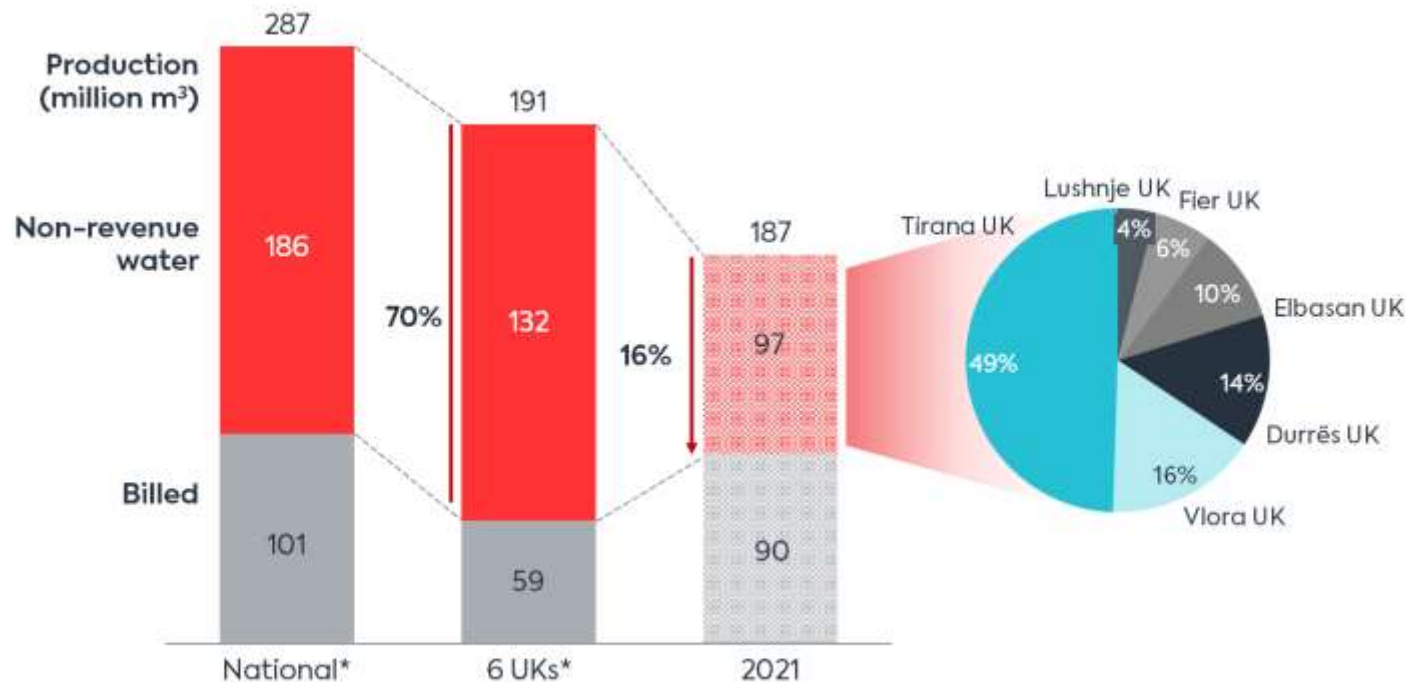


ALBANIAN WATER SECTOR CHALLENGES

- Intermittent Water Supply
- Insufficient irrigation systems
- Inadequate drainage leading to catastrophic flooding



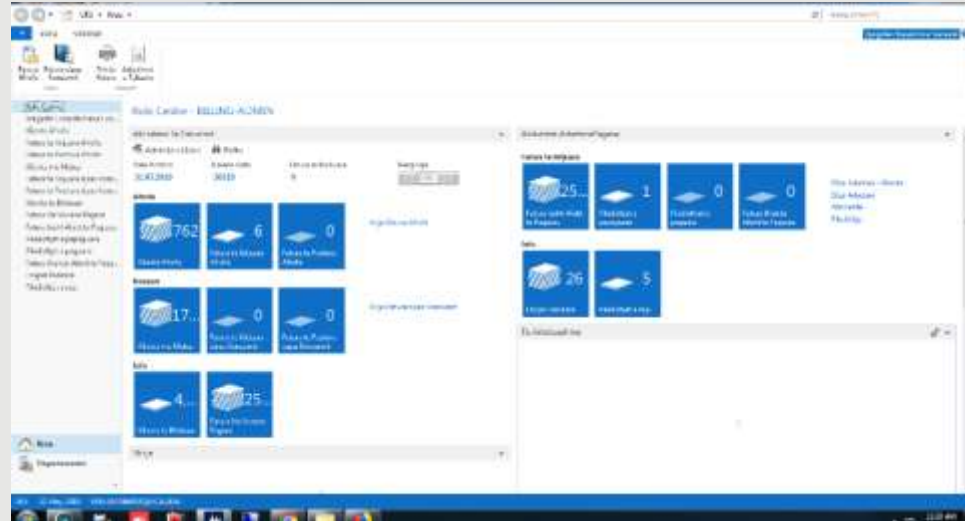
6 utility companies serve almost half of the country's population and account for 70% of the national NRW



SOURCE: USAID report
*2017 data

Building Self- Reliance for Water Delivery

- Assisted 6 local governments to develop and implement Five-Year Water Utility Business Plans
- Installed Billing and Accounting Water Information System (BAWIS) in 4 municipalities
- Supported development of National Action Plan to reduce Non-Revenue Water (NRW)
- Held first National Workshop on NRW-stakeholders from all 57 water utilities in country





Address Unauthorized Use



Fix Visual Leaks



Network Mapping



Prioritize Large Customers

QUALITY SERVICE IMPROVEMENT PROGRAM (QSIP)

Creates a service culture within local government, instilling customer- and quality-focused attitudes and encouraging proactive behavior among employees.

QSIP STAGES

- Participatory workshops to create awareness, understanding of concept of a customer-focused institution
- Internal (among municipal staff) and external (citizens) surveys on service improvement priorities
- Participatory action planning workshops to address priorities, develop Service Improvement Action Plans
- Building Customer Service Skills workshops with front line employees of One Stop Shops
- Improvements made in irrigation and drainage



Students conducting QSIP surveys were awarded certificates of recognition for their voluntary engagement.



PLGP water expert introduces the findings of QSIP surveys in a workshop on Service Improvement and Action Planning in Fier.

PLGP Chief of Party
Kevin McLaughlin (left)
and Mayor of Patos
Rajmonda Balili discuss
the Service
Improvement Action
Plan.



Rajmonda Balili

Mayor of Patos

“I am confident that we not only developed a precious document, but most importantly the staff are now ready to implement the action plan thanks to the participatory process led by the USAID.”



“I don’t recall having seen any drainage canals working in the entire area. If the municipality continues this work, I think this land will definitely be more fertile and boost production all year round.” Kadri Caka, Elbasan Albania



1 Year Later




“This is the first year that this land has not been under water. These parcels have been unused for many years and only now we can grow products in them,” says Ismail.



Osman Sula, a farmer from Elbasan owns 1.5 hectares of greenhouses and together with his neighbors, created a small association of 15 farm families who have begun exporting their products: *“This year has been really good for me and my family, as the irrigation and drainage service has improved. We are expecting increased quantities and better quality of products”*.

Tangible results!

- In Elbasan, in 2017 drainage and irrigation **covered 1,247 hectares**.
As a result of QSIP action planning, drainage and irrigation has **increased to 3,865 hectares (200% increase)**, providing **12,130 farmers** access to irrigation.
- In Fier, in 2017 drainage and irrigation **covered 11,580 hectares**.
As a result of QSIP action planning, drainage and irrigation **increased to 21,378 hectares (84% increase)**, providing **19,780 farmers** access to irrigation.
- In Kuçova, in 2017 drainage and irrigation **covered 83 hectares**.
As a result of QSIP action planning, drainage and irrigation **increased to 300 hectares (260% increase)**. Providing **4,500 farmers** access to irrigation.
- In Patos, **1,115 hectares of drainage and irrigation channels have been cleaned** and **1,434 farmers** have benefited.



BETTER SYSTEMS – BETTER SERVICES



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