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ESP EASTERN INDONESIA EXPANSION PROGRAM

QUARTERLY PROGRESS REPORT
PERIOD OF OCTOBER - DECEMBER 2009



JANUARY 2010

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Training-of-Trainers (TOT) events in Ambon, Manado, and Jayapura were followed-up by Hand Washing with Soap (HWWS) campaigns in celebration of Global Hand Washing with Soap Day. The CGH school modules will continue to be integrated into each school's curriculum. The HWWS campaign in Jayapura attracted the Mayor of Jayapura, who emphasized the importance of health and hygiene to a total of 893 pupils and their teachers, representing 23 schools from 5 districts in Jayapura. Pictured here are students from Jayapura interacting in an activity about Fecal-Oral Transmission, as part of the CGH curriculum.

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*USAID's Environmental Services Program (ESP)
promotes better health through
improved water resources management and
expanded access to clean water and sanitation services*

The Environmental Services Program is implemented by
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ACRONYMS

The following is a list of acronyms commonly used in this report and on the project as a whole.

APA	Aceh-Papua Add-On
ATW	Akademi Tirta Wiyata (Technical University, based in Magelang, Java)
Bappeda	Badan Perencanaan Pembangunan Daerah (Regional Board Development Planning)
BHS	Basic Health Services, USAID
BRI	Bank Rakyat Indonesia
CARE	The humanitarian organization fighting global poverty
CBO	Community Based Organization
CBSS	Community Based Sanitation System
CGH	Clean Green Hygiene
CKNet	Collaborative Knowledge Network Indonesia (network of 10 universities)
COP	Chief of Party
CSS	City-wide Sanitation Strategy
DCOP	Deputy Chief of Party
DPRD	Dewan Perwakilan Rakyat Daerah (Local Parliament)
ESP	Environmental Services Program
EIE	Eastern Indonesia Expansion
FGD	Focus Group Discussion
HPP	High Priority Province
HWWS	Hand Washing With Soap
IATPI	Indonesian Society of Sanitary and Environmental Engineers
ITS	Institut Teknologi Sepuluh Nopember (Technical University Surabaya)
LTTA	Long Term Technical Assistance
MLD	Mitra Lingkungan Dutaconsult (Local consultant Company, based in Jakarta)
NGO	Non Governmental Organization
NRW	Non-Revenue Water
PDAM	Perusahaan Daerah Air Minum (Local Water Utility)
PEMDA	Pemerintah Daerah (Local Government)
PKK	Pemberdayaan & Kesejahteraan Keluarga (Empowerment and Family Welfare)
PMP	Performance Monitoring Plan
Pokja AMPL	Kelompok Kerja Air Minum dan Kesehatan Lingkungan (Working Group Drinking Water and Environment Health)
PTAM	Perusahaan Terbatas Air Manado (Water Company in Manado)
PT DSA	Perusahaan Terbatas Dream Sukses Airindo (Water Company in Ambon)
SANTT	Sanitation Technical Team (under Bappenas / Ministry of Planning)
SAP	Sanitation Action Plan
STBM	Sanitasi Total Berbasis Masyarakat (Community-led Total Sanitation)
STTA	Short Term Technical Assistance
SWOT	Strengths, Weaknesses, Opportunities, and Threats
SWS	Safe Water System– a USAID Program
TOT	Training of Trainers
TTPS	Tim Teknis Pembangunan Sanitasi (Sanitation Technical Team)
TVRI	Television Republic Indonesia (State-owned television network)
UNICEF	United Nations Children’s Fund
USAID	United States Agency for International Development
WATSAN	Water & Sanitation
WQM	Water Quality Monitoring



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Map QPR 19 Location of ESP Integration Approach for Eastern Indonesia Expansion Cities



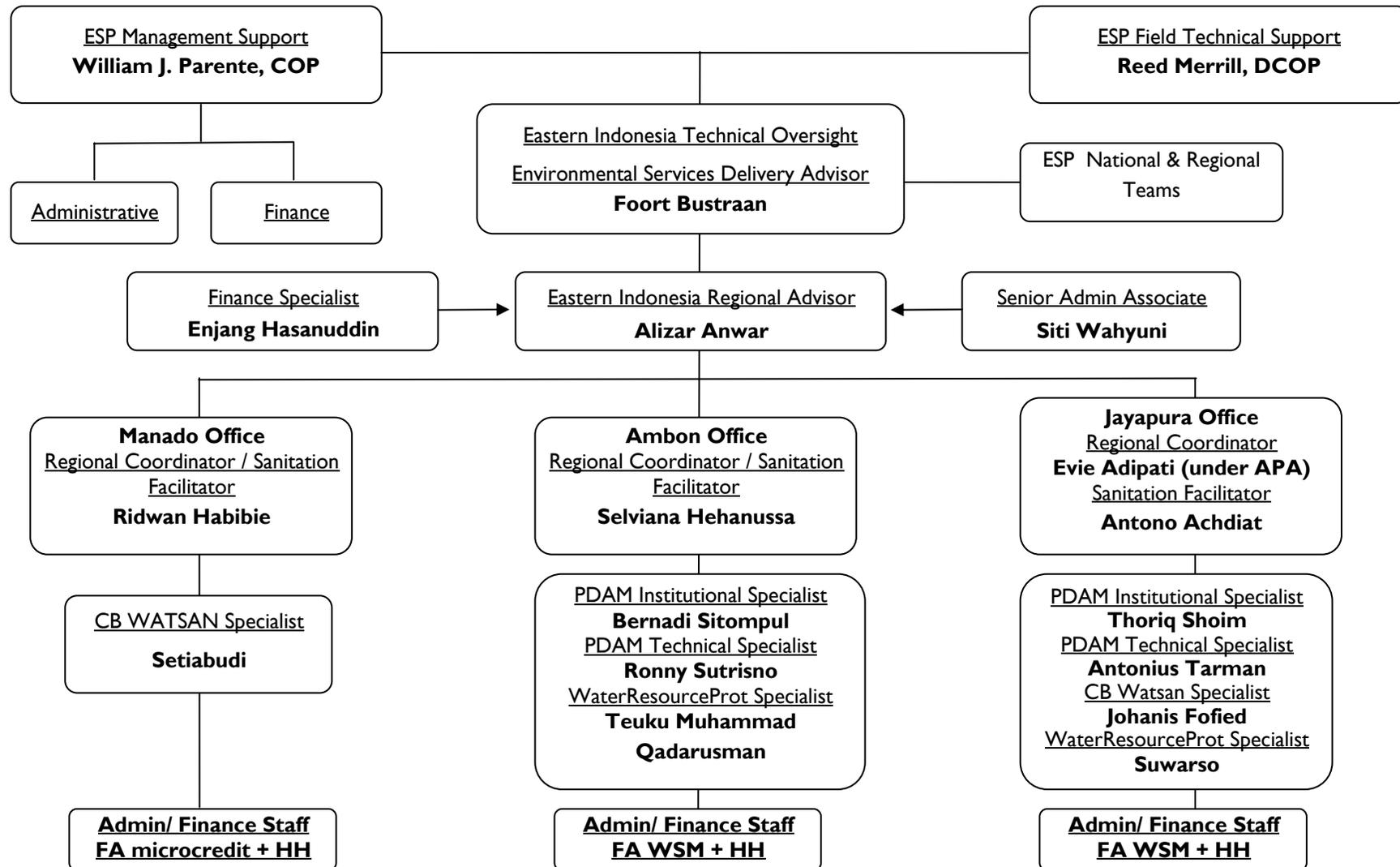
Legend:

- Provincial Capital
- ★ Eastern Indonesia Expansion Cities
- National Boundary
- Provincial Boundary

Map of Indonesia



Graphic I: ESP ORGANIZATIONAL CHART BY REGION - EASTERN INDONESIA



I. NATIONAL LEVEL OVERVIEW

INTRODUCTION

ESP water and sanitation specialists work in collaboration with local partners from local government institutions as well as from communities and local NGOs, and whenever possible, encourage partners to roll-out ESP best practices and pursue their own initiatives. ESP supports the development of partner capacities by opening opportunities to acquire new skills, engage with other partners, and learn from past experiences. The ultimate goal is to encourage replication of ESP work by local partners, to enhance program sustainability following ESP close-down in March 2010.

Partners took the initiative to roll-out key ESP program activities, including both community-based socialization efforts and water and sanitation infrastructure. For example, solid waste management skills were acquired by communities in Manada, Ambon, and Jayapura. The communities went on to train their colleagues and neighbors in the process of creating marketable handicraft goods. Following completion of pilot Community-based Small Scale Sanitation Systems (SSSS) in Bahowo, Manado, the community is now motivated to replicate construction of 2 further SSSS in other locations, using their own resources.

PROGRAM INTEGRATION AND PARTNER COLLABORATION

The ESP Eastern Indonesia Expansion program continues collaborating closely with both National Government Ministries and various donors to support the programs with PDAM and Local governments in Manado, Ambon and Jayapura. The following is a summary of the joint program conducted, with emphasis on this Quarter:

- **National Sanitation Conference.** This event was held from December 8 – 10, 2009 in collaboration with ESP, ISSDP and Sanitation Technical Team (TTPS) and was attended by over 200 participants from throughout Indonesia. The purpose of the conference was to accelerate sanitation development to meet basic sanitation needs. The goals of the conference included (1) no more open defecation by 2014; (2) to Reduce, Reuse and Recycle of solid wastes; (3) to develop an environmental friendly final disposal of solid waste; and (4) to drain water that floods strategic locations in urban areas. ESP East Indonesia facilitated the participation of the Head of Bappedas of Manado, Ambon, Jayapura Kota and Jayapura Kabupaten.
- **National Government.** The Ministry of Public Works, especially BP-PSPAM, is fully supporting ESP efforts to establish a joint management system for PDAM Jayapura and to improve relations between PT DSA and PDAM Ambon. In addition, DPLP Cipta Karya is also fully supporting ESP efforts to assist local governments to implement the development of sanitation projects in Manado and Ambon. The Ministry of Health is fully involved in all STBM activities facilitated by ESP and conducted by local partners in all three cities. Bappenas (Ministry of Planning) is fully supporting the works of local sanitation working groups, especially with regard to City-wide Sanitation Strategies and Action Plans.
- **Ck-Net.** As a network of local universities, CK-Net conducted Drainage Assessments in Manado, Ambon and Jayapura, and conducted urban Drainage Management trainings. CK-Net provided follow-up to Pokja in each city, assisting them with their requests for improved drainage systems. In Jayapura, CK-Net has

provided expert recommendations for “software” components of the drainage Master Plan. In Ambon, CK-Net provided input to the draft of Ambon Drainage Framework prepared by a Working Group on Ambon Drainage. In Manado, CK-Net provided a concept paper examining causes of flash-floods in Manado in the upstream catchments area, especially Lake Tondano, advising that more attention must be given to upstream issues to increase incentive for work in the city.

- **USAID/SWS, UNICEF, CARE, PLAN, WSP, STBM Secretariat, Pokja AMPL and Mercy Corps on STBM Dissemination.** As follow-up to the new Community-Led Total Sanitation Policy (STBM, or *Sanitasi Total Berbasis Masyarakat*), ESP and its partners supported GOI in formulating the STBM Road Map 2010 – 2014. This is based on national development targets that will be included in the RPJMN 2010 – 2014. ESP also continued to provide technical support for the field activities of Mercy Corps (Ambon) and CARE (Jayapura).
- **Collaboration with Perpamsi.** ESP, in collaboration with DPD PERPAMSI Maluku and Papua, has conducted trainings in billing and financial systems to develop the capacity of PDAM Ambon and Jayapura. The program developed by BPKP in billing management, accounting, inventory and asset management was successfully installed. Training of PDAM staff has been conducted by software and financial experts from BPKP.

2. MANADO PROGRESS REPORT

Technical support by ESP for Manado focuses on the development of a City-wide Sanitation Strategy (CSS), including concrete designs for the first sewerage system in Manado (Boulevard Area), combined with several Community-Based Sanitation (CBS) and Solid Waste Management systems in poor urban neighborhoods. Because the provision of piped water supply is managed by PT Air Manado (majority owned by a foreign water company), ESP support is limited to the development of a Micro-Credit program to accelerate expansion to reach more poor customers who are unable to afford the cash down payment for a household connection.

KEY ACHIEVEMENTS

- **Micro-Credit.** During this quarter, ESP facilitated several improvements in the processing of Micro-Credit requests by both PTAM and BRI Bank, which resulted in a significant increase in the number of agreements. Up through mid December 2009, the number of submitted applications totaled 465, approved for Micro-Credit totaled 84, approved for cash payment totaled 93, rejected totaled 67, and under process by BRI totaled 221.

Household (HH) connections totaled 154, consisting of 76 cash payments and 78 Micro-Credits. Cash payment connections are those households which were previously not serviced by PTAM. Due to high demand for Micro-Credit connections, PTAM extended their distribution network.

- **City-wide Sanitation Strategy and Action Plan.** ESP continued facilitating the Pokja Sanitasi to complete the draft Final City-wide Sanitation Strategy (CSS), which has been reviewed by the Head of key Local Government Departments (as Pokja members). The discussion of the draft was held on December 3, 2009 and attended by 30 participants. It is considered a final discussion toward producing the final report, to be discussed with representatives of local governments and the Ministry of Public Works and National Planning Agency in late January 2010. The final CSS will serve as the foundation for funding requests from Government to develop the CSS system in Manado, combining centralized Community-Based Sanitation systems and STBM strategies.
- **Real Demand Survey and White Book Preparation.** The draft final report of the Real Demand Survey was discussed in early December and finalized by the local university that conducted the survey in mid-December. The report was used to produce the White Book, which is an essential part of the CSS and describes the current situation in Manado.
- **Community-Based Sanitation System.** This period, the subcontractor, selected through a competitive tender, commenced the installation of 2 Community-Based Sanitation pilot systems: one unit in **Karame** (benefitting 189 HH or around 752 people) and another in **Malalayang 2** (benefitting 123 HH or around 408 people), with both locations chosen by the Pokja. By late December, the subcontractor had finished with construction works on the waste water treatment chambers and public toilets compartment. The last parts of the installation consisting of wash rooms, roof construction, landscaping and finishing, is due to finish mid-January 2010.

In **Bahowo**, the third pilot location of a Community-Based Sanitation system, supervised by ESP local staff, installed three Small Scale Sanitation Systems. Besides the initial design, community mobilization and training, ESP supported the community with materials required for the construction of two systems. The community provided all materials for the third system and labor for all three systems. Total beneficiaries for these three systems is 76 HH (around 350 people).

- **Solid Waste Management System.** As a result of a Training of Trainers (TOT) on reuse of plastic waste conducted last Quarter (September 2009), women cadres in each Kelurahan organize regular gatherings twice weekly within their communities. Each gathering, in Karame, Malalayang 2 and in Bahowo was attended by an average 15 participants. Three facilitators from local NGOs, with ESP assistance, facilitated the process of recycling plastic waste into valuable handicraft goods.



ESP EASTERN INDONESIA
Training of solid waste management plastic recycling in Karame, Manado.

- **Supporting Local Government Programs.** In addition to the above three locations, the ESP Manado team also continued supporting Manado Local Government with community mobilization, establishment of Community-Based Organizations and subsequent Operation and Maintenance trainings for Small Scale Sanitation System in Malalayang Timur (non-ESP). These are 100% financed by Dinas PU Kota and will benefit 100 HH, or around 500 people.

In addition to the above mentioned locations, the ESP Manado team is also supporting Manado Local Government by preparing a detailed engineering design of a Sewerage System in the Boulevard Area, a commercial area of downtown Manado. This assignment is carried out by a subcontractor and it is currently in the process of submitting of draft final report. Location of the Sewerage Treatment Plant site is subject to decision by Manado Local government. The ESP National team has already discussed progress with the Ministry of Public Works (MPW), including arranging a site visit by the Central Government staff to Manado. MPW is committed to allocate Rp 20 billion from the APBN 2010 budget for the construction of the sewerage system, which will benefit not only the commercial area, but also around 2,400 connections, or approximately 12,000 people.

- **Clean Green & Hygiene (CGH) School.** During this period, the ESP Manado team arranged several TOT on CGH School for representative teachers from 12 Primary schools (total 44 participants). The TOT was a collaborative program between Dinas Pendidikan, Dinas Kesehatan, Dinas Kebersihan and ESP Manado. The TOT was followed-up by Hand Washing with Soap campaigns at the 12 Primary Schools attended by 2,932 pupils during the Global Hand Washing with Soap Day celebration on October 26. The ESP



ESP EASTERN INDONESIA
Hand Washing with Soap Campaign in Manado.

Manado Office contributed HWWS materials such as buckets, soap and hand towels. The next step to ensure sustainability of HWWS will focus on including HWWS in local curriculums of the Primary School based on CGH School modules. ESP will offer technical assistance through to January 2010.

OTHER HIGHLIGHTS

- **STBM Activities.** With support from ESP National Team, ESP Manado conducted an STBM campaign through regular Focus Group Discussion (FGDs) to promote adoption and implementation of all 5 STBM pillars to the community of Bahowo. FGD's were attended by 105 HH in Bahowo, cadres from Malalayang (6 persons) and Karame (6 persons), and representatives of three local NGOs (3 persons) that regularly take part in ESP community program.

3. AMBON PROGRESS REPORT

Technical support to Ambon this Quarter focused on the development of a City-wide Sanitation Strategy, including concrete designs for Community-based Sanitation and Solid Waste Management systems for two re-located settlements. The second main focus is to improve technical, financial and institutional performance of PDAM Kota Ambon, including pilots on raw water protection and NRW reduction. In Ambon, the ESP team is working closely with WES/UNICEF and Mercy Corps teams to develop sustainable environmental improvement in urban slums, and with DPD Perpamsi/BPKP Ambon to improve the management of PDAM Ambon in computerized and integrated billing and accounting systems.

KEY ACHIEVEMENTS

- **Field School in Water Protection Zones.** Two Field Schools, previously established as pilots to help protect two springs, have shown progress in performing tasks to conserve Air Keluar and Wainitu springs. As follow-up to Kusu-Kusu Field School, 20 participants from these communities have developed 10 units of artificial infiltration wells and about 300 biopore holes to support conservation of Air Keluar spring. In addition, over 300 trees have been planted in Air Keluar spring recharge area through a cross-country and reforestation contest conducted by Ambon Christian youth organization (AMGPM). The intention to have the Field School at Wainitu Spring is to encourage participation of the Wainitu community in protecting the spring by conserving its recharge area. Eighteen participants from the community participated in the Field School.
- **Non-Revenue Water.** ESP and PDAM continued with the Water Leakage Reduction program by implementing Water Balance Zero measurement, survey on water meter accuracy, illegal connections, step test and sounding. The work included measuring water flowing into the pilot zones using Ultra Sonic Flow Meter for 2x24 hours and reading customer meters. This was carried out by ESP, Akatirta Team and supported by 15 PDAM staff. Results of the test showed that at Water Balance Zero, the water leakage rate at the pilot area was reduced to 55% (from an initial 75%) by the end of the program (Water Balance Two). The main cause of this high NRW was due to the poor condition of existing water meters. During the test, it was found that that 92 out of 117 water meter measurements were inaccurate. The other cause was a leaking pipe at 21 locations. Illegal connections were found in one location, although there was an indication that more illegal connections were occurring in the area. During the implementation of the NRW reduction program, the number of customers at the pilot area increased from 395 at the beginning of program to 414 at the end of program. After seeing the results of the pilot project, PDAM has a plan to replace all meters in the pilot area.



ESP EASTERN INDONESIA
The Kusu-kusu community construct an infiltration well to increase spring discharge.

- **PDAM Corporate Plan.** During this period a draft of the Corporate Plan and Debt Restructuring for a period of 2010-2014 was completed, using previous PDAM plan as a foundation. ESP supported the PDAM in developing and socializing the vision, mission, SWOT Analysis, and Service Assurance as an integral part of the Corporate Plan, as well as development of the program and budget. To ensure that the Corporate Plan is on target, a Consumer Satisfaction Survey was conducted by a subcontractor, appointed through limited tender. According to the draft, 80 % of respondents stated that water quality during the dry season is still good (No colour, taste, smell and turbidity), while 60 % mentioned that water quality during the rainy season is still good. On water quantity, most respondents mentioned that water quantity is still sufficient for drinking, bathing and cooking both during dry and rainy season. However, on continuity aspect, the flow is intermittent due to unstable electrical supply from the PLN grid and, thus a limited water pump operation.
- **Public Relation Training.** An intensive training in PDAM Public Relations was conducted from October 19-23, 2009, whereby 17 PDAM staff from various areas, branches and units, as well as Public Relations staff participated. The training developed skills on how to produce media materials as group assignments, such as press releases, media kits, brochures and posters. In addition, mapping of a communication strategy for the PDAM was successfully completed by the participants at the end of the training and were adopted immediately by PDAM management into their short-term Action Plan. In its first ever press conference shortly after the training, a total of 9 newspaper articles and one television news were published/broadcast with a focus on NRW.
- **City-wide Sanitation Strategy and Action Plan.** ESP support, in collaboration with WES/UNICEF Team, resulted in producing a report on City-wide Sanitation Strategy and Action Plan, a document needed to request a budget for sanitation development from Local and Central Governments. This will be communicated through a workshop participated by all stakeholders, including representatives from Local and Central Governments who will present the strategic plan. Meanwhile, Mayor of Ambon restructured the Pokja Sanitasi. The Head of SKPD, as decision maker, is equipped with teams responsible for planning, monitoring and evaluation, Secretariat, respectively. Together with members from media, universities and local NGOs the Pokja consists of 30 members in total. The Pokja will be empowered by means of a Mayor Decree and will be enacted in a local law. During this period, the new Pokja was already involved in STBM program and socialization of communal septic tanks development at Dusun Kayu Tiga and Kate-Kate.
- **Ambon Drainage.** The Ambon Drainage Working Group (Pokja Drainase) consisting of 17 members, was established after representatives from Ambon attended the TOT Training last June 2009 in Surabaya. This Pokja succeeded in preparing a 'Pola Sistem Drainase Kota Ambon' or a Overview of Ambon Drainage System. It is an essential first step toward designing a master plan for Ambon Drainage and will be presented in a workshop to be held in January 2010.
- **Community-based Sanitation.** Bemaco consultants, under a subcontract with ESP, finished the detailed engineering designs of the Communal Septic Tanks at Kayu Tiga and Kate-Kate, which were then discussed with Cipta Karya, Pokja AMPL Ambon and representatives of Ambon Local Government. Three units of Communal Septic Tanks will be built to serve 50-100 HH each, and in Kate-Kate one unit is able to serve 250 HH. APBN will contribute Rp 2.5 Billion and DAK Dinas PU Ambon Rp 1.5 Billion in FY 2010. ESP has already started community mobilization for the operation and maintenance of the systems.

- **PDAM Water Quality Monitoring (WQM).** After implementing the water conservation activity at Air Keluar Spring, ESP facilitated monitoring water quality and quantity, aiming at evaluating the impact of the conservation against water quality and quantity. ESP trained PDAM staff to conduct the WQM. This allows PDAM to do WQM at other springs and distribution networks. The training included setting up laboratory equipments, developing WQM program, and monitoring drinking water and corrosion safety. The laboratory equipment used for WQM consisted of pH Meter, Conductivity Meter, DO Meter, Turbidimeter and Colorimeter. Parameters checked were physical parameters such as turbidity, temperature, pH, conductivity, dissolved oxygen, and chemical parameters such as iron, chrome hexavalent, manganese, nitrate, nitrite, phosphate, free chlorine, total chlorine, and hardness. Equipment used for measuring physical and chemical quality of water were provided by ESP. All parameters measured from various sources, reservoirs, and at some distribution points showed good results and conformed to Indonesian Drinking Water Quality Standards.

- **Health and Hygiene for Schools.** Results of the assessment through FGD in August 2009 confirmed that it was important for ESP to run a campaign on perception about good sanitation, solid waste management, saving water, and hand washing with soap targeting teachers and pupils from Grade 4 to 6. ESP conducted these campaigns this Quarter and then followed-up the campaigns by providing the schools with basic facilities for HWWS and solid waste disposal. Ten teachers and 100 pupils attended the training in implementation of the five pillars of STBM. USAID/ SWS collaborated in the program by introducing Air Rahmat in the same schools. To disseminate results and benefits to other schools, ESP provided the Kewang Lingkungan Cilik (Young Environment Guard) with proper skills in HH program.



- **STBM TOT Kota Ambon.** In November, ESP Ambon Team, supported by ESP National Team conducted Training of Trainers (ToT) on STBM for 17 cadres from PKK, primary schools, local Sanitarians (from Health Department), and cadres from Dusun Kayu Tiga, Kusu-Kusu and Mercy Corp work locations. The participants learnt about all STBM pillars, made observations on their own water and sanitation infrastructure, and prepared analysis of the

existing conditions and subsequent work plan for improvement. As a Work Plan, the participants will implement 5 pillars for community, students and socialization for people in Kota Ambon. As a teacher plan, they want to improve the STBM school curriculum and roll it out to other schools. These plans were presented in a workshop attended by Pokja AMPL, donors, Puskesmas and Head of Schools, totaling 54 participants. At the workshop's opening ceremony, the Wakil Walikota remarked the government will support community and school-based STBM activities because they are important for health.



- **Community-Based Solid Waste Management (CBSWM) for Kota Ambon.** To develop CBSWM at Dusun Kayu Tiga ESP organized and trained 30 cadres to conduct household garbage separation from 100 HH. The training included paper recycling and composting. The village had received 20 units composters to treat solid waste from Local Government, but never received any training or community mobilization. As a result, ESP supported the 3R program of Dinas PU Province Maluku at Jemaat Kezia and Desa Wayame in organizing the community to do household solid waste management. Two additional composter units were constructed, serving 100 HH. In December, 75 cadres from PKK at five Kecamatan, community cadres from Dusun Kayu Tiga, Kusu-Kusu, Jemaat Kezia Gunung Nona and Mercy Corps participated in TOT for plastic recycling. The trainers were arranged from existing ESP locations, Tamansari Bandung, and 40 participants were trained as trainers to replicate this skill to other kecamatans in Ambon Municipality.

OTHER HIGHLIGHTS

- **PDAM Capacity Building.** ESP is continuing collaboration with Provincial Perpamsi to implement the computerized billing and accounting system for PDAM Ambon. In addition, ESP supported PDAM with basic computer skills such as Microsoft Windows, Word and Excel. The training was implemented in November and attended by 33 PDAM staff. ESP also facilitated a more advanced training in the design of distribution networks using EPANET, a free network modeling software. Eleven PDAM staff participated in the training to acquire skills in hydraulic calculations of the distribution network through EPANET. To ensure good governance in PDAM management, ESP also facilitated the documentation of Standard Operating Procedures (SOP) to improve PDAM performance. Unpatti Ambon was appointed to support PDAM staff to produce 30 Standard Operating Procedures in Finance, General and Customer Service aspects such as procedure for new connections, billing collection etc, including 'working instructions' associated with relevant SOPs. By the end of December, 15 drafted SOPs were already developed by PDAM staff and will be discussed in a series of workshops.
- **Micro-Credit.** ESP facilitated the agreement between PDAM and BRI Ambon to provide Micro-Credit to finance new water connections for low income communities at PDAM service areas. The first water service expansion will take place in Passo area. ESP initiated the Micro-Credit program process, after receiving requests from PDAM Ambon Executive Director, through exposure to PDAM and BRI management, followed by the formulation of a MoU as a basis for cooperation. The plan is to have the MoU signed at the end of December, followed by training, implementation and monitoring from January 2010.

4. JAYAPURA PROGRESS REPORT

Technical support by ESP for Jayapura focuses on the development of City-wide Sanitation Strategies for both Kota and Kabupaten Jayapura, combined with the introduction of the STBM concept and roll-out plans. The second main focus is to improve the technical, financial, and institutional performance of PDAM Kabupaten Jayapura, including pilots on raw water protection and NRW reduction, in addition to efforts to maintain one PDAM, jointly managed by Kota and Kabupaten Governments. In Jayapura, the ESP team is working closely with WES/UNICEF and CARE teams to develop sustainable environmental improvement in urban slums.

KEY ACHIEVEMENTS

- **Water Quality Monitoring (WQM) Program.** The ESP Water Quality Specialist trained 10 PDAM staff in WQM. Skills acquired consisted of sampling and analytical methods on physical, chemical, and bacteriological analysis of most commonly found substances in water. This also included water quality monitoring performance of PDAM. In addition, ESP helped equip part of the distribution network with a basis chlorine dosage system to disinfect 250 lps of water at Skyline Reservoir, resulting in a safe supply of water before it is distributed to consumers. PDAM has evaluated this installation and fully supported the advantage of providing improved service to its customers. It plans to replicate dosing plant construction in their other production locations.
- **Corporate Plan PDAM and Feasibility Study.** To improve the management performance of the PDAM and facilitate improved oversight by the PDAM owners, ESP provided a Financial Specialist to support PDAM in formulating a Corporate Plan (CP) for 2010-2014. Process of the CP formulation started with agreeing among senior PDAM staff their vision, mission and level of commitment of service provision to consumers. The process continued with a SWOT (Strength, Weaknesses, Opportunities, Threats) analysis to ensure that the CP addressed both the critical internal and external factors influencing PDAM performance improvement. Programs that were included in the Corporate Plan, among others, were to increase HH connections, to rehabilitate distribution network, to rehabilitate and to protect the intake construction, to ensure quantity and continuity of water flow (particularly in the dry season), to reduce NRW, and to improve water quality. A partnership on drinking water services between the Local government District Jayapura and Jayapura Municipality has also been included in the Corporate Plan.
- **MOU for Study of PDAM Joint Management.** As a public company owned by Kabupaten Jayapura, PDAM Kabupaten Jayapura provides water service to consumer locations in both Kabupaten Jayapura and Kota Jayapura. To safeguard and further improve PDAM efficiency and effectiveness to better serve consumers, ESP suggested that one PDAM formally serve both areas. Both Local Governments responded positively and subsequently ESP contracted a local University (USTJ) to make a study to prepare legal and institutional advice to both local governments. A committee was set up to provide directive to USTJ Team, with members from both local governments and from the Province of Papua. To have a better understanding on how other local governments are addressing joint PDAM management, ESP organized an exposure visit to PDAM Intan Banjar in Banjar Baru, South Kalimantan. The PDAM is owned by

Kabupaten Banjar and serves Kota Banjar Baru and Kabupaten Banjar. Representatives of local government officials and councils of Kabupaten Jayapura, Kota Jayapura and officials of Province Papua joined the exposure visit, accompanied by ESP and USTJ Team. Furthermore, ESP, PDAM and USTJ collaborated in socializing the finding abstracted from the exposure visit to local institutions and councils of Kabupaten Jayapura, Kota Jayapura and the Province of Papua. All institutions respond positively and this will smooth the pathway toward framing a partnership in water service for both areas. A MoU on the partnership is expected to be signed by both Bupati and Mayor in January 2010.

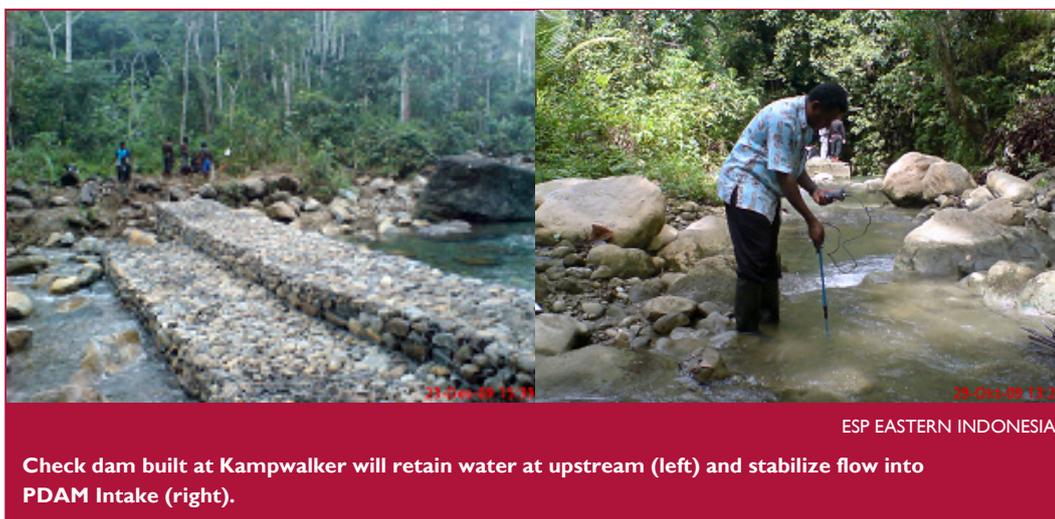
- **Billing – Accounting Integrated Software and Training.** As a result of ESP's initiative to improve financial management of PDAM Jayapura, ESP contracted Provincial Perpamsi Maluku in association with BPKP Ambon to install a computerized billing and accounting software and provide training. Prior to the installation, BPKP experts made a survey to identify the existing PDAM software and hardware, including current data available. The information collected was analyzed to prepare training materials and software for billing, accounting, asset, inventory and customer complaints. During training, a trial run of the integrated billing and accounting system was executed and the results so far are showing that the system is performing well, and can be operated and managed by PDAM staff, thus achieving its objective.
- **Public Relation Training.** An intensive training in PDAM Public Relations was conducted from October 12 - 16, 2009. Participants included 15 PDAM staff from various areas, branches and units, as well as Public Relations staff. Training materials consisted of developing skills on the production of media materials, such as press releases, media kits, brochures and posters. In addition, mapping of communication strategies for PDAM were successfully completed by the participants at the end of the training, and were adopted immediately by PDAM management into their short-term Action Plan. In its first-ever press conference shortly after the training, 4 newspaper articles and two television news were published focusing on unpaid bills and illegal user issues.
- **NRW Reduction Program.** After completing all field trainings of NRW Reduction activities, ESP Regional Jayapura supported by Akatirta from Magelang conducted Classroom Trainings to present all results of field training, FGD, and SOP. Thirty participants attended the training, including PDAM directors, NRW Team, staff from design, operation, customer service department and unit/branch, ESP and Akatirta. Based on data and analysis of NRW activities on Pilot Zone Perumnas I, Akatirta concluded that there was a reduction of water leakage from 84 % down to 58 %. Concurrently, the reduction was followed by an increase of water pressure and revenue.
- **Master Meter Progress in Vietnam and Angkasa.** Throughout this quarter, ESP assisted IPPM (a local NGO) facilitating the preparation of the construction of distribution networks and Master Meters, including community discussions about the distribution system and its subsequent operation and maintenance. The communities of Kampung Vietnam and Angkasa are planned to have access to piped water by early January. The community participated in the pipe laying works of 0.75 – 1.50 inches



ESP EASTERN INDONESIA
Participants (PDAM Staff) meeting in the PDAM Jayapura meeting room to discuss NRW Reduction Results from Akatirta.

diameter. By the end of December, 600 meters of long pipe was already laid. The systems consist of five Master Meters serving a total of 50 HH in Angkasa and 100 HH in Vietnam. Concurrently, IPPM conducted capacity building to establish a CBO by means of Master Meter and Community-Based Health and Hygiene program trainings in Kampung Angkasa and Kampung Vietnam. For the Health and Hygiene program, IPPM successfully conducted Hand Washing Campaigns for both communities, with a total of 80 children and parent participants. These activities are entry points to approach community-based participation and to improve knowledge and interest in water and sanitation.

- **Raw Water Protection.** To implement Water Resources and Watershed Management to protect and conserve surface and ground water flows in two pilot areas, Kampwalker and Entrop basins, two participants from each area were trained to guide the field work. The purpose of the training was to explain the need of raw water protection and the Field School mechanism. The work consisted of one check dam at Kampwalker and five infiltration wells at Entrop, aimed at conserving water sources for PDAM. The results will be monitored in the WQM program by measuring flow and quality of the raw water.



- **City-wide Sanitation Strategy Kota Jayapura.** ESP, in collaboration with WES/UNICEF Team, supported Pokja AMPL to produce the report on City-wide Sanitation Strategy for the period 2010-2014 and Sanitation Action Plan, a document needed to submit proposal for sanitation development from Local and Central Governments. The Pokja is highly motivated to produce the sanitation strategy and can make the report within a relatively short period (effective time 6 months). As a result Kota Jayapura has been assured a budget of around Rp 850 million in 2010 budget year.
- **Sanitation Strategy Kabupaten Jayapura.** ESP, in collaboration with WES/UNICEF, also supports Pokja AMPL Kabupaten Jayapura to produce a report on Sanitation Strategy of Kabupaten Jayapura for the period 2010-2014. Similarly, the document is needed to submit a proposal for sanitation development of Kabupaten Jayapura to request budget from Local and Central Governments. The report will be communicated through a workshop in which all stakeholders will be the participants, including representatives from Local and Central Government.

- **Papua Global Hand Washing Day.** To commemorate Global Hand Washing with Soap (HWWS) Day, ESP Regional Jayapura, in collaboration with UNICEF, CARE, SWS/Aman Tirta, Sanitation Working Group (Pokja AMPL) and Unilever as private sector partner, conducted the Global Hand Washing With Soap Campaign. This campaign was held in SD Inpres Hamadi – Jayapura City on October 15, 2009 with a total of 893 pupils and their teachers, representing 23 schools from 5 districts of Jayapura.

ESP supported the campaign through a series of Health and Hygiene trainings for pupils initiated several weeks prior to the event. ESP introduced Fecal-Oral Transmission, the five critical times for HWWS, and proper hand washing with soap practice. The event was packaged in a way that the children were able to adopt and absorb all the messages easily using edutainment tools through games and competition such as ‘bad water vs good water’ game, creating hand washing container competition, water container painting competition, ‘snake and ladder’ game and quizzes, including STBM expo of 5 pillars. During the same event, a commitment to support and roll-out the Community Based Total Sanitation (STBM) approach was launched by Mayor of Jayapura.

The peak ceremony of the Papua Global Hand washing Day was held under a theme using Papuanese dialect ‘CTPS Tong Pu Andalan, Diare Ko Epen Kah’ (meaning HWWS is our hope, go away diarrhea). Presented at the event were, among others, representatives of donors, local and provincial governments. All pupils sang the Hand Washing with Soap jingle and song on solid waste. In addition, they demonstrated HWWS in the presence of Mayor of Jayapura, and other 100 invitees as well as journalists. RRI Jayapura broadcasted the whole event live on air. Media coverage for this event consisted of RRI, TVRI (Lensa Papua), Top TV, Cepos (Cendrawasih Pos), Pacific Post, Papua Times, Bintang Papua, Warta Kota, Media Dinkes, and Bisnis Papua. One day before peak event, ESP with Pokja AMPL conducted talk show at RRI Jayapura. Overall, this event is a true demonstration of good relations and sharing between partners (ESP, SWS, UNICEF, and CARE), private sector (Unilever) and government (Pokja AMPL Kota).



5. PROJECT MONITORING & EVALUATION

This section presents progress toward ESP Outcomes and Indicators as presented in the *Performance Monitoring Plan (PMP)*. The name and coding of the outcomes follow the existing ESP outcomes and indicators. Below is the description of the achievement of each outcome based on the target defined stated in the workplan of the ESP Eastern Indonesia Expansion Program.

ESP Eastern Indonesia Water and Sanitation Program
Progress based on PMP, Period: October – December 2009

Component: Eastern Indonesia Water and Sanitation Program (EI)	
Outcome 0.a. Program Collaboration to support the Strategic Objective (SO) of Basic Human Services (BHS)	
Indicator: Number of integrated program activities between ESP and other USAID Programs	Total Target over the life of project: Two (2) joint program activities conducted by ESP and other USAID partners
<p>Progress: This Quarter ESP conducted one (1) collaborative program activity with another USAID Program in Kota Ambon. This was implemented by ESP in collaboration with SWS/Aman Tirta to support the CGH Program in Kota Ambon. Detailed information on this achievement is attached in Table E-1.</p>	
Outcome 0.b. Public Outreach and Communication	
Indicator: a) Number of campaigns supported by ESP b) Number of advocacy materials produced	Total Target over the life of project: a) Three (3) campaigns supported by ESP b) Three (3) set of advocacy materials produced
<p>Progress:</p> <ul style="list-style-type: none"> • During this Quarter, ESP conducted four (4) campaign activities through Media relation activities to promote PDAM service issues and their effect on water supply and improved hygiene behavior, as part of Global Hand Washing with Soap Day. • ESP also developed four (4) sets of campaign materials that mainly consisted of a press release, printed materials on hand washing with soap, and several related fact sheets. • Detailed information on this achievement disaggregated by province is attached in Table E-2(a) and E-2(b). 	
Outcome 0.c. Participation in ESP trainings and workshops	
Indicator: Number of people that participate in ESP trainings and workshops	Total Target over the life of project: Five hundred (500) people trained
<p>Progress:</p> <ul style="list-style-type: none"> • This Quarter, 4,704 people participated in ESP trainings, workshops and seminars. The average participation rate of women in ESP events was 31.61%. A total budget of \$28,404.87 was spent for training activities during this quarter. • To date, a total of 5,698 people have participated in ESP trainings, workshops, and seminars. The percentage of achievement to date is 1,139.6%. The average of female participation to date is 35.08%. The cumulative expenditure for training through this Quarter is \$90,438.59. • The participation rate of women in ESP events increased this Quarter, compared with the previous Quarter, which was 31.55%. • Detailed information on this achievement is attached in Table E-3. 	

Component: Eastern Indonesia Water and Sanitation Program (EI)

Outcome WS I.f. At least 250 community groups will support and implement activities to improve natural resources management and biodiversity conservation

Indicator: Number of community groups implementing activities to improve natural resource management

Total Target over the life of project: Four (4) community groups implement activities to improved NRM

Progress:

This Quarter, ESP started working with **1 new community group** in Kota Ambon to improve water resource management. This brings the total number to **2 community groups**, representing **50%** of the total target over the life of the program. Details concerning the community groups working with ESP are attached in Table E-4.

Outcome WS I.g. Improved water resources management through protection of surface and ground water quality from contaminants and improved seasonal stability through water resource protection plans with zonation system

Indicator: Number of Water Resource Protection Plans with Zonation Systems designed and under implementation

Total Target over the life of project: Two (2) water resource protection plans

Progress:

- The quantitative results of this outcome are reported semi-annually in March and September. This Quarter, a brief progress report is provided.
- This Quarter, ESP continued to support **development of two on-going water resource protection management systems in Kota Ambon**. This achievement is expected for completion next Quarter.

Component: Eastern Indonesia Water and Sanitation Program (EI)	
Outcome SD 2.a. At least 33 PDAMs demonstrates 20% progress on a PDAM performance monitoring index that reflects technical, financial and managerial performance	
Indicator: Number of PDAMs providing better services	Total Target over the life of project: Three (3) municipal water utilities (2 are PDAMs and 1 PT Air Manado)
Outcome SD 2.b. Population with access to clean water is increased by 20% in ESP geographic areas except for Aceh. In the tsunami impacted areas of Aceh, population with access to clean water is doubled	
Indicator: Percent and number of household that use an improved water source	Total Target over the life of project: 3,300 Households that use an improved water source

Progress:

- The progress description for SD Outcomes #2.a. and #2.b. is combined, because ESP activities with PDAMs often contribute to both outcomes at the same time. Up to this Quarter, ESP continues to support **Three (3) PDAMs** in Eastern Indonesia (PDAM Kota Ambon, Kota Jayapura and Kabupaten Jayapura).
- The report on the progress of the PDAM Performance Index is reported every six months (March and September). However, in this Quarter, the progress to support this outcome across the HPPs is described in the following bullet.

Below is a summary of activities conducted in the quarter, in support of SD outcomes #2.a. and #2.b.:

- **Kota Ambon:** During this Quarter, ESP continued to support PDAM Kota Ambon on several programs such as NRW program, water quality monitoring, and capacity building activities for PDAM staff. In the NRW program, ESP Ambon supported several activities such as the cross visit of PDAM Kota Ambon to Kota and Kabupaten Bandung, West Java to get exposure on NRW reduction, billing system and micro-credit program, training on water balance zero, energy efficiency training and replacement of customer water meters. The WQM program supported the 3rd phase of water quality monitoring activities. As part of capacity building activities for PDAM staff, ESP conducted basic computer training and supported planning system of drinking pipe system using EPANET program. In the program of community-based water supply, ESP Ambon continues to support the capacity building activities for the community system to develop the community-based water supply system in Kayu Tiga of Soya village.
- **Kota Jayapura:** ESP continued to support PDAM Kota and Kabupaten Jayapura during this Quarter through the implementation of several trainings on NRW Program through several activities such as development of water balance program, survey on water consumption and several PDAM staff trainings on topics related to the NRW program, including computer training that supported by Perpamsi. In the program corporate plan, activities conducted during in this Quarter were in stage I of the program. In the program of PDAM joint management development, ESP Jayapura conducted a cross-visit to PDAM Banjarbaru on PDAM splitting. Also, continued to implement the study on partnership on PDAM joint management for Kota and Kabupaten Jayapura through several multi-stakeholder meetings. This Quarter, ESP Jayapura started to support the development of the SOP for PDAM Kabupaten Jayapura.

Component: Eastern Indonesia Water and Sanitation Program (EI)

Outcome SD 2.c. At least 5 district/municipal sanitation strategies with action plans including but not limited to centralized systems are developed in conjunction with local governments as catalyst for funding

Indicator: Number of sanitation strategies with action plans developed and ready to be submitted for funding by (Local and central) Government, donors and/or other financing possibilities

Total Target over the life of project: Three (3) strategies with action plans

Progress:

- Quantitative results are reported every six months. After the establishment of Pokja Sanitation in 4 locations, ESP continues to support the development of City-wide Sanitation Strategic Plans in these locations.
- Detailed progress on the development of City-wide Sanitation Strategic Plans in each location are as follows:
 - **North Sulawesi (Kota Manado):** During this Quarter, ESP Manado continued to support the development of Renstra AMPL for Kota Manado. The activities conducted during in this Quarter included finalizing the final draft of Renstra AMPL; conducting a workshop to present the final draft and white book of the Renstra; and discussion to get input for improving the final draft from the Pokja AMPL members.
 - **Maluku (Kota Ambon):** During this Quarter, the development of Renstra AMPL finalized Chapter 1 - 4 and prepared the development of chapter 5. During this Quarter, ESP Ambon conducted FGDs on the preparation of drainage system of Kota Ambon as part of the development of City-wide Sanitation System.
 - **Papua (Kota and Kabupaten Jayapura):** ESP Jayapura continued to develop the strategic plans of the City-wide Sanitation System in Kota Jayapura through the implementation of workshops on data review of the AMPL white book for Kota and Kabupaten Jayapura.

Component: Eastern Indonesia Water and Sanitation Program (EI)

Outcome SD 2.d. At least 15 community-based solid waste management plans are developed and implemented. Of these, a minimum of 5 community plans for restored and new facilities will be developed and implemented for return communities in Aceh.

Indicator:

- a) Number of community-based Solid Waste Managed Systems (SWMS) developed and implemented
- b) Number of people benefiting from the Solid Waste Managed Systems (SWMS) developed

Total Target over the life of project:

- a) Two (2) SWMSs
- b) 300 people benefiting from the SWMSs developed

Progress:

- The quantitative results of this outcome are reported semi-annually in March and September. This Quarter, a brief progress report is provided.
- This Quarter, ESP continued to support the development of **seven (7) Community-Based Solid Waste Management Systems (CB-SWMS)** in Kota Manado, Kota Ambon and Kota Jayapura.
- Below are the details summary of activities conducted in support of SD outcome #2.d. and 2.e.:
 - **Kota Manado:** ESP Manado continued to support the community groups in 3 locations (Tongkeina, Malalayang, Singkil) on capacity building activities of the groups in recycling program and to support regular meeting of cadres to conduct recycling activities with their community members.
 - **Kota Ambon:** ESP continued to support the community groups in 2 locations (in Kayu Tiga and Jemaat Kezia) by conducting trainings for community groups on plastic recycling. This training program was facilitated by community cadres from West Java.
 - **Kota Jayapura:** Continue to support the community groups and include activities as part of the development Action Plans of STBM program for Kota Jayapura.

Outcome SD 2.e. At least 25 community-based small scale sanitation plans are developed and implemented. Of these, a minimum of 5 community plans for restored and new facilities will be developed and implemented for return communities in Aceh.

Indicator:

- a) Number of small scale sanitation (SSSS) plans developed and implemented
- b) Number of people benefiting from small scale sanitation (SSSS) plans developed

Total Target over the life of project:

- b) Two (2) SSSSs
- c) 300 people benefiting from the SSSSs developed

Progress:

- The quantitative results of this outcome are reported semi-annually in March and September. This Quarter, a brief progress report is provided.
- This Quarter, ESP continued to support the development of **four (4) Small Scale Sanitation System (SSSS)** in Kota Manado and Kota Ambon.
- Below is the detailed summary of activities conducted in support of SD outcome #2.d. and 2.e.:
 - **Kota Manado:** ESP Manado continued to support the development of 3 SSSS in Kota Manado (Bahowo-Tongkeina, Malalayang and Karame-Singkil). Current progress is 1) forming and strengthening the community based-organization in 3 sites in Malalang and Singkil; 2) begin work on construction of CB sanitation in 3 locations; 3) implementation of CB Sanitation and Solid Waste in Bahowo-Tongkeina is included in STBM program and during this Quarter, ESP Manado conducted STBM training in this location.
 - **Kota Ambon:** ESP Ambon conducted training for STBM community leaders and included the program of CB sanitation and solid waste for Kota Ambon.

Component: Eastern Indonesia Water and Sanitation Program (EI)

Outcome SD 2.f. The precursor needed to impact childhood diarrheal disease (clean water, sanitation and behavior change) are contributed to the BHS effort to reduce in the incidence of childhood diarrhea and mortality.

Indicator:

- a) Number of schools that adopt CGH concept
- b) Number of people trained in effective hand washing with soap

Total Target over the life of project:

- a) Two (2) schools adopt CGH concept
- b) 2,500 people trained in effective hand washing with soap

Progress:

Schools adopted CGH concept:

- The achievement of this outcome is reported every six months, in March and September. This Quarter a brief narrative report is provided.
- This Quarter ESP continued to support **five (5) schools** to adopt the CGH concept, carried over from the previous year's target.
- Detailed information on the progress of the achievement of each region is as follow:
 - **Kota Manado:** In this Quarter, ESP Manado started to support the adoption of the CGH concept in SDN Inpres Bahowo, Kota Manado. The activity conducted was a training on hand washing with soap for teachers and students of the school.
 - **Kota Ambon:** ESP continued to promote the CGH concept in 2 CGH schools (SD Kristen A3 Urimesing and SDN 19 Waihaong) in Kota Ambon and also included the celebration of Global Hand Washing Day. The activities conducted during in this Quarter included several trainings for teachers and students on STBM, waste separation, hand washing with soap and water purification. The training on water purification was collaborated with SWS.
 - **Kota Jayapura:** During this Quarter, ESP continued to support the adoption of the CGH concept in 2 schools (SD Inpres Angkasa and SD YPK Eben Haezer) in Kota Jayapura through coordination meetings with the schools to integrate the CGH concept into their school curriculum and support the Global Hand Washing Day event.

People trained in effective Hand Washing with Soap:

- This Quarter ESP reports progress on the number of people trained in effective Hand Washing with Soap. The training includes a package of sessions on fecal-oral transmission and practicing proper Hand Washing with Soap during the 5 critical times.
- ESP has trained a total of **3,937 people** in effective Hand Washing with Soap during in this Quarter. To-date a total of **99,577 people** trained in effective Hand Washing with Soap (**3983.08%** of the total target over the life of the program).
- Detailed progress on the results of Ten Minutes Monitoring #4 is attached in Table E-5.

Component: Eastern Indonesia Water and Sanitation Program (EI)

Outcome FN 3.a. At least 30 PDAMs individually demonstrate an improved operating ratio and those in default of old SLA and RDA debts are assisted in the preparation and submission of proposals to restructure outstanding debt

Indicator:

The number of PDAMs that were in default of SLA and RDA debts and are assisted in the preparation and submission of proposals to restructure outstanding debt

Total Target over the life of project:

a) One (1) PDAM assisted to submit Debt Restructuring Proposals

Progress:

The achievement of this outcome was completed last year. The final results is **2 PDAMs (Kabupaten Jayapura and Kota Ambon)** were supported to prepare debt restructuring plans and to be submitted to the Ministry of Finance.

Outcome FN 3.c. At least 10 PDAMs or local governments are assisted in the development of plans to access commercial financing through DCA or other Means

Indicator: Number of financing plans developed in cooperation with PDAMs or local governments to access commercial financing through DCA or other means

Total Target over the life of project: Two (2) PDAMs

Progress:

ESP continued to support the development of finance plans to access alternative financing for PDAM Kota Ambon and Kabupaten Jayapura. Below is the description of current progress on the achievement of this outcome in both PDAMs:

- **PDAM Kota Ambon:** Field work for NRW reduction was a collaboration between ESP, PDAM and Akatirta Wiyata and was completed in late December. Results will be shared with PDAM and Local Government in January and together with all parties a general investment plan will be agreed to be started in 2010. The NRW reduction program was already included in the PDAM Business Plan for 2010-2015
- **PDAM Kabupaten Jayapura:** Field work for NRW reduction was a collaboration between ESP, PDAM and Akatirta Wiyata and was completed in late December. Results will be shared with PDAM and Local Government in January and together with all parties a general investment plan will be agreed to be started in 2010. NRW reduction program was already included in the PDAM Business Plan for 2010-2015
- Further progress on this outcome will be updated in the following Quarter.

Component: Eastern Indonesia Water and Sanitation Program (EI)

Outcome FN 3.e. At least 12 microcredit program are established with PDAMs and local banks, resulting in the connection of at least 100,000 low income persons to the water supply network

Indicator:

- a) Number of Master Agreements signed by PDAM and local bank on micro credit program
- b) The number of new household connections as a result of micro-credit programs

Total Target over the life of project:

- a) One (1) microcredit program
- b) One thousand (1,000) connections

Progress:

- During this Quarter, ESP has limited progress on the development of the MoU for Micro-credit Program and continued to provide support for PDAM Kota Ambon. More progress will be reported in the next Quarter.
- **During this Quarter, a total of 15 new connections** were added under ESP-facilitated Micro-credit programs between PDAMs and local banking partners across HPPs and Kota Manado, bringing the total number of connections to **87 new connections**. Thus, ESP has reached **8.70%** of the total (cumulative) target over the life of the project.
- Detailed information on the progress of this outcome is attached in Table E-7.

APPENDIX

SUMMARY OF ESP EASTERN INDONESIA WATER AND SANITATION PROGRAM ACHIEVEMENTS BASED ON PMP, FIRST QUARTER OF SIXTH YEAR

- Appendix A.1: Summary of Achievement of Collaborative Program
(Cross Cutting Theme/Integration #0.a.)
- Appendix A.2.a: Summary of Achievement of Public Outreach and Communication
(Cross Cutting Theme/Integration - Deliverable 0.b.1.) - Campaign by ESP
- Appendix A.2.b: Summary of Achievement of Public Outreach and Communication
(Cross Cutting Theme/Integration #0.b-3.) - Campaign Materials Developed and
Produced
- Appendix A.3: Training, Workshop and seminar Activities of First Quarter of Sixth Year
(Period of October - December 2009)
- Appendix A.4: Summary of Achievement of Number of Community Groups Implement
Improved Natural Resource Management (WS Outcome #1.f.)
- Appendix A.5: Summary of People Trained in Effective Hand washing with Soap
(SD Outcome #2.f.c.)
- Appendix A.6: Summary of PDAM Supported to Submit Debt Restructuring Plan
(FN Outcome #3.a.2.)
- Appendix A.7: Summary of Development of Micro Credit Scheme to Support People Get
Access to Clean Water (FN Outcome #3.e.)

Environmental Services Program

Appendix A.I: Summary of Achievement of Collaborative Program (Cross Cutting Theme/Integration #0.a.)

Status: December 2009

Quarter	# of PPP	Program Name	Partner Organization	Location	Description
First Quarter (Oct 09 - Dec 09)	1	Support Adoption of Clean, Green and Hygiene Concept to Schools in Kota Ambon	SWS/Aman Tirta	2 CGH schools in Kota Ambon	SWS provided support on the training of teachers and students on the topic of water purification. This activity is past of supporting on developemtn of CGH school in Kota Ambon.
Sub-total collaborative program during in the First Quarter of FY 2010				1	
Total Collaborative Program with Other USAID's Program during in FY 2010				1	
Total Collaborative Program with Other USAID's Program up to end of FY 2009				5	
To date achievement of total collaborative program with Other USAID's Program				6	
Target of the collaborative program with other USAID's Program over the life of project				2	
Percentage of to date achievement of total collaborative program with Other USAID's Program				300.00%	

Environmental Services Program

Appendix A.2.a: Summary of Achievement of Public Outreach and Communication (Cross Cutting Theme/Integration - Deliverable 0.b.1.) - Campaign by ESP

Status: December 2009

Quarter	# of Campaign	Campaign Activity	Type of Campaign Activities	Location
First Quarter (Oct 09 - Dec 09)	1	Media Press conference during Celebration of Global Hand Washing Day in Ambon	Media Relation	Kota Ambon
	2	Media Press conference during Celebration of Global Hand Washing Day in Jayapura	Media Relation	Kota Jayapura
	3	Media Gathering on services performance of PDAM Kota Ambon	Media Relation	Kota Ambon
	4	Media Gathering on services performance of PDAM Kabupaten Jayapura	Media Relation	Kabupaten Jayapura
Sub Total of Campaign Activities by ESP during 1st Quarter of FY 2010				4
Total Campaign Activities by ESP in PY 2010				4
Total Campaign Activities by ESP up to end of PY 2009				3
To date achievement of the Campaign Activities by ESP				7
Total target on the Campaign activities conducted by ESP				3
To date percentage of achievement of the Campaign Activities by ESP				233.33%

Environmental Services Program

Appendix A.2.b: Summary of Achievement of Public Outreach and Communication (Cross Cutting Theme/Integration #0.b-3.) - Campaign Materials Developed and Produced

Status: December 2009

Quarter	Type of Campaign	Location	Materials Produced
First Quarter (Oct 09 - Dec 09)	Media Press conference during in Celebration of Global Hand Washing Day in Ambon	Kota Ambon	Press release and printed materials related to hand washing with soap program activities
	Media Press conference during in Celebration of Global Hand Washing Day in Jayapura	Kota Jayapura	Press release and printed materials related to hand washing with soap program activities
	Media Gathering on services performance of PDAM Kota Ambon	Kota Ambon	Press release, presentation on the performance and services of PDAM Kota Ambon
	Media Gathering on services performance of PDAM Kabupaten Jayapura	Kab. Jayapura	Press release, presentation on the performance and services of PDAM Kabupaten Jayapura
Sub Total of Sets of Campaign Materials Developed during First Quarter			4
Total Sets of Campaign Materials Developed during in PY 2010			4
Total Sets of Campaign Materials Developed up to End of PY 2009			3
To date achievement of the total Sets of Campaign Materials Developed			7
Total target on the campaign materials developed over the life of the project			3
Percentage of to date achievement of the campaign materials developed			233.33%

Environmental Services Program (ESP) Indonesia

Project Number: 497-M-00-05-00005-00

Appendix A.3: Training, Workshop and seminar Activities of First Quarter of Sixth Year (Period of October - December 2009)

Quarter	Type	Province	Title	Location	Starting Date	End Date	Duration (Days)	Participants	% Female	Budget (Rp)
First and Second Quarter (Oct 09-Mar 09)	Training Course	North Sulawesi/ Kota Manado	Training of CBSWM for community of Kelurahan Tongkeina, Malalayang II and Karame	Meeting room of PKK Manado	9/10/2009	9/12/2009	3	106	53.80%	20,121,200
			2 nd Training of CBSWM for community of Kelurahan Karame, region I	Ibu Derli's home in region I - kelurahan Karame	10/21/2009	10/21/2009	1	32	87.50%	1,734,200
		North Sulawesi/ Kota Manado-cont'	Training School CGH at SDN 01 & SDN 13 Ketang baru, Sub District Singkil, Manado	SDN 01 & SDN 13 Ketang Baru kompleks - Sub District Singkil	10/26/2009	10/26/2009	1	402	49.30%	1,531,500
			TRAINING SCHOOL CGH	Manado	10/28/2009	11/9/2009	8	2532	50.50%	6,707,500
		Maluku/Kota Ambon	Topographic Survey Training	ESP Ambon	9/8/2009	9/11/2009	4	11	9.10%	7,169,700
			TECHNICAL TRAINING PHASE IIA EPANET TRAINING	PDAM Kota Ambon	10/12/2009	10/14/2009	3	7	14.30%	1,606,000
			Conservation Action Training Through Cross Country And Reforestration Contest, Dekapolis Cup V	Kota Ambon	10/17/2009	10/17/2009	1	375	26.10%	2,394,000
			WATER QUALITY MONITORING STAGE-3 AT PDAM KOTA AMBON (Training on setting-up Laboratory Equipment, Development of SOP for Water Quality Monitoring, and Monitoring of Drinking Water and Corrosion Safety)	PDAM Kota Ambon	10/19/2009	10/22/2009	4	7	14.30%	1,924,050
			TRAINING ON MEASUREMENT OF WATER BALANCE ZERO AT NRW PILOT ZONE PDAM KOTA AMBON (NRW STAGE-4)	PDAM Kota Ambon	10/19/2009	10/22/2009	4	20	0.00%	2,356,000
			SPRING RECHARGE AREAS CONSERVATION ACTION TRAINING USING SUMUR RESAPAN AND BIOPORI FOR GRADUATED AIR KELUAR SPRING PROTECTION FIELD SCHOOL PARTICIPANTS PHASE I, KUSU-KUSU, AMBON CITY	Kusu kusu, Ambon	11/2/2009	11/30/2009	17	20	25.00%	19,584,250
First and Second Quarter (Oct 09-Mar 09)-cont'	Training Course-cont'	Maluku/Kota Ambon-cont'	Survey on Water Meters Accuracy and Illegal Connections	NRW PILOT ZONE PDAM KOTA AMBON	11/16/2009	11/19/2009	4	13	0.00%	2,992,000
			SPRING RECHARGE AREAS CONSERVATION ACTION TRAINING USING SUMUR RESAPAN AND BIOPORI FOR GRADUATED AIR KELUAR SPRING PROTECTION FIELD SCHOOL PARTICIPANTS, KUSU-KUSU, AMBON CITY PHASE II	Kusu kusu, Ambon	11/19/2009	11/25/2009	7	20	25.00%	19,878,500
			Training on Step Test and Sounding at PDAM Pilot Zone	NRW Pilot Zone PDAM Kota Ambon	12/1/2009	12/4/2009	4	7	0.00%	2,380,500

Environmental Services Program (ESP) Indonesia

Project Number: 497-M-00-05-00005-00

Appendix A.3: Training, Workshop and seminar Activities of First Quarter of Sixth Year (Period of October - December 2009)

Quarter	Type	Province	Title	Location	Starting Date	End Date	Duration (Days)	Participants	% Female	Budget (Rp)	
First and Second Quarter (Oct 09-Mar 09)-cont'	Training Course-cont'	Papua/Kota Jayapura	Supporting Implementation of DPD PERPAMSI Contract for Development, Installation and Training Program Computer Based System PDAM Jayapura Regency	PDAM Kabupaten Jayapura Office	11/2/2009	11/16/2009	17	24	29.20%	4,610,000	
			ACTIVITY OF WATER BALANCE ONE AND TWO NRW PROGRAM	Site - Perumnas I Waena	11/2/2009	12/15/2009	44	79	40.50%	8,158,500	
			ACTIVITY OF WATER CONSUMPTION SURVEY OF NRW PROGRAM	Site : Perumnas I Waena	11/5/2009	12/5/2009	30	23	13.00%	451,000	
	Workshop	North Sulawesi/ Kota Manado	Sanitation Strategic Plan Workshop for Presentation and discussion the Draft Final Report	Quality Hotel Manado	11/26/2009	11/26/2009	1	30	30.00%	7,640,500	
			RDS & White Book Workshop for Presentation and Discussion the Draft Final Report	ESP-Manado Office	12/1/2009	12/1/2009	1	13	38.50%	1,772,350	
		Maluku/Kota Ambon	Ambon Anniversary Workshop and Inauguration Kewang Lingkungan Kota Ambon	Kota Ambon	9/1/2009	9/8/2009	5	106	28.30%	26,000,000	
		Papua	SOCIALIZATION OF MASTER METER PROGRAM	PDAM Office	5/7/2009	5/8/2009	2	69	23.20%	6,959,000	
	Workshop Buku Putih AMPL kota JAYAPURA		Jayapura	11/24/2009	11/24/2009	1	23	39.10%	2,670,000		
	First and Second Quarter (Oct 09-Mar 09)-cont'	Study Tour	Maluku/Kota Ambon	Exposure Visit to PDAM Kota Bandung, PDAM Kabupaten Bandung and PDAM Sukabumi for Comparative Study on NRW Reduction, Billing System and Micro Credit Program	PDAM Kota Bandung, PDAM Kabupaten Bandung and PDAM Sukabumi	11/16/2009	11/19/2009	4	6	16.70%	5,397,750
		Farmer Field School	Maluku/Kota Ambon	SEKOLAH LAPANGAN PERLINDUNGAN MATA AIR AIR KELUAR DI DUSUN KUSU KUSU, DESA URIMESSING, KOTA AMBON	Kusu kusu, Ambon	7/23/2009	9/11/2009	48	15	33.30%	8,797,000
WAINITU SPRING PROTECTION FIELD SCHOOL, DUSUN SERI, DESA URIMESSING KECAMATAN NUSANIWE, KOTA AMBON				SERI, AMBON	10/26/2009	11/30/2009	14	18	33.30%	8,986,050	
Focus Group Discussion		North Sulawesi/ Kota Manado	Pendampingan Teknis Penyusunan Rencana Strategis Sanitasi Kota Manado	Kota Manado	5/1/2009	9/10/2009	18	27	22.20%	27,460,900	
			Perencanaan Partisipatif dan Sosialisasi Desain Tehnis CBS di Malalayang, Karame dan Bahowo	Malalayang, Karame, Bahowo, ESP Office	8/24/2009	9/7/2009	13	91	62.60%	5,798,000	
			Perencanaan Partisipatif dan Sosialisasi Desain Tehnis CBS di Malalayang, Karame dan Bahowo	Malalayang, Karame, Bahowo, ESP Office	8/24/2009	9/7/2009	13	94	60.60%	3,502,000	
			Socialization CBS Program in Kelurahan Karame (Lingkungan-III)	Community meeting hall in the Kelurahan Karame.	9/16/2009	9/16/2009	1	50	58.00%	3,350,000	

Environmental Services Program (ESP) Indonesia

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Appendix A.3: Training, Workshop and seminar Activities of First Quarter of Sixth Year (Period of October - December 2009)

Quarter	Type	Province	Title	Location	Starting Date	End Date	Duration (Days)	Participants	% Female	Budget (Rp)
First and Second Quarter (Oct 09-Mar 09)-cont'	Focus Group Discussion-cont'	North Sulawesi/ Kota Manado-cont'	Social Mapping in Kelurahan Karame	Meeting room of Kelurahan Karame	9/29/2009	9/30/2009	2	35	31.40%	4,050,000
			Social Mapping in Kelurahan Karame	Meeting room of Kelurahan Karame	9/29/2009	9/30/2009	2	38	18.40%	4,050,000
			Pemilihan pengurus CBS di Kelurahan Malalayang II	Lokasi pembangunan MCK malalayang	10/18/2009	10/18/2009	1	27	55.60%	No budget needed
			FGD Pemilihan Pengurus CBS di Karame Kec. Singkil	Lokasi MCK Karame	10/18/2009	10/18/2009	1	24	25.00%	No budget needed
			Focus Group Discussion for the Preparation of Construction IPAL/STBM Bahowo	Lingkungan IV Bahowo, kelurahan Tongkeina	11/6/2009	11/12/2009	3	120	35.00%	1,300,000
	Training of Trainers	North Sulawesi/ Kota Manado	ToT (Training of Trainer) CGH School	the meeting room of Education Department building, Jl. 135 Tingkan Matindas- manado City	11/16/2009	11/17/2009	2	44	63,6%	7,717,150
			Training STBM for Community Leader Angkasa and Vietnam & stakeholder Kota Jayapura	Kota Jayapura	11/6/2009	11/11/2009	5	34	44.10%	18,581,400
	Advocacy Event	North Sulawesi/ Kota Manado	Pertemuan kordinasi Program CGH Kota manado	Kantor ESP	10/20/2009	10/20/2009	1	23	52.20%	541,000
	Other	Papua/ Jayapura	KEGIATAN AMM (Aliran Malam Minimum) - NRW Reduction Program DI PDAM KABUPATEN JAYAPURA	Perumnas I Waena, Jayapura	7/22/2009	7/26/2009	4	139	24.50%	7,471,800
	Total								4,704	31.61%
Total People Trained in the ESP training, workshops and seminars during in First Quarter of FY 2010										4,704
Average of women participated in the trainings, workshop and seminars during in First Quarter of FY 2010										31.61%
Total Budget Spent for the training, workshop and seminars during in First Quarter of FY 2010										\$28,404.87
Total People Trained in the ESP training, workshops and seminars up to end of FY 2009										994
Average of women participated in the trainings, workshop and seminars up to end of FY 2009										33.90%
Total Budget Spent for the training, workshop and seminars up to end of FY 2009										\$62,033.72
To date Achievement of Total People Trained in the ESP training, workshops and seminars										5,698
To date Achievement of Average of women participated in the trainings, workshop and seminars										32.76%
To date of Total Budget Spent for the training, workshop and seminars (up to end of PY 2007 and this Quarter)										\$90,438.59
Total Target of People Trained in the ESP training, workshop and seminars over the life of the project										500
Percentage of to date Achievement of Total People Trained in the ESP training, workshops and seminars										1139.60%

Environmental Services Program

Appendix A.4: Summary of Achievement of Number of Community Groups Implement Improved Natural Resource Management (WS Outcome #1.f.)

Status: December 2009

Province	District	Achievement on the Total Community Group Implement Improved Natural Resource Management		
		FY 2008	FY 2009	FY 2010
		Total Community Group	Total Community Group	Total Community Group
Eastern Indonesia	Kota Ambon	N/A	1	1
Total Number of Community Group		0	1	1
Total Cumulative of Community Group (up to December 2009)		0	1	2
Total target over the life of project			4	
Percentage of achievement of number of community group			50.00%	

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Appendix A.5: Summary of People Trained in Effective Hand washing with Soap (SD Outcome #2.f.c.)

Status: December 2009

Quarter	Region	Total People Trained in Effective Hand washing with Soap													
		Training Course	Workshop	Farmer Field School	Health Festival	Comm. Event	Public/ General Discussion	Media Campaign	Training of Trainers	FGD	Study Tour	Advocacy Event	Field Day	Other	TOTAL
First Quarter (Oct 09 - Dec 09)	N.Sulawesi/Kota Manado	2966	0	0	0	0	0	0	44	0	0	0	0	0	3010
	Maluku/Ambon	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Papua/Jayapura	0	0	0	0	893	0	0	34	0	0	0	0	0	927
Total		2966	0	0	0	893	0	0	78	0	0	0	0	0	3937
Total People Trained in Effective Hand Washing with Soap during PY 2010															3937
Total People Trained in Effective Hand Washing with Soap up to end of PY 2009															95640
To date Achievement of People Trained in Effective Hand washing with Soap															99577
Total Target on People Trained in Effective Hand Washing with Soap Over the life of Project															2500
Percentage of To date Achievement of People Trained in Effective Hand Washing with Soap															3983.08%

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Appendix A.6: Summary of PDAM Supported to Submit Debt Restructuring Plan (FN Outcome #3.a.2.)

Status: December 2009

Province	No	PDAM	Current Status	Period		
				Jun 09	Sep 09	Dec 09
Eastern Indonesia	1	PDAM Jayapura District	Completed	0%	100%	100%
	2	PDAM Ambon Municipality	Completed	0%	100%	100%
Total PDAM supported to submit debt restructuring during in FY 2010						0
Total PDAM supported to submit debt restructuring up to end of FY 2009						2
To date achivement of PDAM supported to submit debt restructuring						2
Total target of PDAM demonstarte an improved operating ratio and submit debt restructuring over the life of the project						1
To date percentage of achievement on PDAM supported to submit debt restructuring						200%

ENVIRONMENTAL SERVICES PROGRAM

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