

NO.F. 13/12/2011-PMU & TRG.
Government of India
Ministry of Finance
Department of Economic Affairs
(PMU & Trg. Section)

New Delhi, 30th June, 2011.

TRAINING CIRCULAR

Subject: A Group Training Course in "Water Supply Administration for Better Management of Water Supply Services (A)" to be held in Japan from 2nd October, 2011 to 22nd October, 2011 under the Technical Cooperation Programme of the Government of Japan.

The Government of Japan have offered the above noted training programme. Copies of the training brochure and application forms may be accessed from Finance Ministry website. The Government of Japan will provide round-trip air fare, accommodation allowance and the living allowance.

2. This programme is designed for organizations in charge of water supply administration.
3. The number of slot available to India is one. The number of nominations to be sent to this Department may not, therefore, exceed one regular and one reserve.
4. The nomination of suitable candidates may be done in accordance with the Department of Economic Affairs'O.M.No.1/13/03-PMU, dated 27.2.2006. The nomination details should be submitted on the following:
 - (i) Prescribed Application Form A2A3 together with the medical history questionnaire.
 - (ii) DEA's prescribed proforma – duly countersigned by competent authority.
 - (iii) Country Report (Two copies)
5. Last Date of Submission: The completed 'application form' should reach this Department not later than 12.08.2011. Nomination received after the prescribed date will not be considered.
6. The details of the programme and the application form may be down loaded from this Department's Website : www.finance.nic.in under "Training Programme".


(Neelam Vohra)

Under Secretary(Admn. & PMU)

1. The Joint Secretary(Admn.), Ministry of Water Resources, New Delhi.
2. The Joint Secretary(Admn.), Ministry of Rural Development, Department of Drinking Water Supply, New Delhi.
3. All State Governments.

✓ Copy to Guard File Section for placing it on the M.O.F. website under the "Short term courses offered by Japan"



TRAINING AND DIALOGUE PROGRAMS

GENERAL INFORMATION ON

Water Supply Administration for Better Management of Water Supply Services (A)

集团研修「水道管理行政(A)」

JFY 2011

<Type: Solution Creation / 類型：課題解決促進型>

NO. J11-00826 / ID. 1180915

From October 2nd, 2011 to October 22nd, 2011

This information pertains to one of the Training and Dialogue Programs of the Japan International Cooperation Agency (JICA), which shall be implemented as part of the Official Development Assistance of the Government of Japan based on bilateral agreement between both Governments.

I. Concept

Background

Securing safe drinking water not only constitutes one of the basic human needs essential for improving health and sanitation standards but also contributes to upgrading living standard.

However many countries, mostly developing countries, are in a tough situation as shown in the number of the people without access to safe drinking water reaching above 1.1 billion (in the year 2000). Therefore, in adopting the Millennium Development Goals (MDGs), the countries of the world pledged to reduce by half the proportion of people without access to safe drinking water by 2015. In many large cities in developing countries, it is desired to build and maintain the safe drinking water supply systems along with the expansion of the poor part of the cities and increasing demand for water.

This training program is designed for administrators in the field of water service management and planning/project formulation to acquaint themselves with Japanese experiences on water supply administration and technologies that Japan has accumulated. This will eventually contribute not only to the capacity building of the administrators on administration, management, and operation and maintenance, but also will contribute to the supply of safe drinking water for more and more people in respective countries.

NOTE: During this course, participants will have a session to discuss **sound management of waterworks** closely and intensively with executive officers in Japanese waterworks bureaus and private companies.

II. Description

1. Title (J-No.):

Water Supply Administration for Better Management of Water Supply Services (A)
(J11-00826)

2. Period of program:

| | |
|---|--|
| Duration of whole program: | August 2011 to April 2012 |
| Preliminary Phase (in home countries): | August 2011 to September 2011 |
| Core Phase in Japan: | October 2nd, 2011 to October 22nd, 2011 |
| Finalization Phase (in home countries): | October 2011 to April 2012 |

3. Target Countries:

Bangladesh, Brazil, Paraguay, Jordan, Egypt, Morocco, Sudan, Ethiopia, South Africa, Malaysia, Azerbaijan, Thailand, India, Ukraine,

4. Overall Goal:

To secure safe drinking water through improvement of the relevant issues on water

supply administration

5. Objective:

To understand water supply administration, management, and operation and maintenance in Japan, in particular, water quality control, measures against non-revenue water and water supply standards, to clarify the future subjects through sharing information and to draft improvement plan on the feasible basis

Expected Outputs Module:

- (1) Sharing information on current situations and key problems in the participating countries through country report presentations, discussions, lectures and field visit, to draft and submit practical improvement plan.
- (2) To be able to understand water supply administration, management and operation and maintenance in Japan, and prioritize the issues to promote better management of water supply services
- (3) To be able to understand water quality management, in particular, Water Safety Plans, and prioritize the issues to promote better management of water supply services
- (4) To be able to understand the countermeasures for reduction of non-revenue water (leakage, illegal connections) and prioritize the issues to promote better management of water supply services
- (5) To be able to understand the water supply service standards including water supply management guidelines and performance indicators, and prioritize the issues to promote better management of water supply services

6. Eligible / Target Organization:

Relevant organizations in charge of water supply administration

7. Total Number of Overseas Participants: 14

8. Language: English

9. Contents: The program consists of the following components:

| | |
|--|--|
| Preliminary Phase in a participant's home country (August 2011 to September 2011) <i>Participants make required preparation for the Program in the respective countries.</i> | |
| Modules | Activities |
| For All applicants | |
| Country Report Outline | Submission of the presentation file with application form by August 22nd, 2011 (See ANNEX 1) |
| Only for accepted participants | |
| Country Report | Submission of the document file by September 22nd, 2011 (See ANNEX 2) |
| Problem Analysis Matrix | Submission of the document file by September 22nd, 2011 (See ANNEX 3) |
| Core Phase in Japan (October 2 nd , 2011 to October 22 nd , 2011) <i>Participants attend the Program implemented in Japan.</i> | |

Detail of the contents of Core Phase in Japan (Tentative)

| Date | | AM | PM |
|--------|-----|--|---|
| 2-Oct | Sun | Arrival in Tokyo, Japan | |
| 3-Oct | Mon | Briefing | Programme Orientation Review of Yokohama Forum (Input: Sound Management of Urban Water Service; From vicious cycle to a virtuous cycle) |
| 4-Oct | Tue | The 4 th IWA-Aspire Conference (Special Workshop) | |
| 5-Oct | Wed | The 4 th IWA-Aspire Conference (Session) | |
| 6-Oct | Thu | Disaster Management and Support Activities for the Great East Japan Earthquake in the water supply sector | |
| 7-Oct | Fri | Visit to Kawai Water Treatment Plant (YOKOHAMA Waterworks Bureau) | |
| 8-Oct | Sat | FREE | |
| 9-Oct | Sun | FREE | |
| 10-Oct | Mon | FREE | |
| 11-Oct | Tue | History of Water Supply Administration in Japan (Federation of Japan Water Industries, INC.) | Courtesy Call to the Ministry of Health, Labour and Welfare (MHLW) Water supply Administration in Japan: Current situations (Water Supply Division, MHLW) |
| 12-Oct | Wed | Video [Life and Water] (Univ. of Shizuoka) Presentation of Country Report | Presentation of Country Report |
| 13-Oct | Thu | Group Work "Sharing Information of Country Report and Draft Improvement Plan" | Water quality control 1: Water Safety Plans: Concept & Procedures (TIPS) Group Work |
| 14-Oct | Fri | Measures for reduction of non-revenue water 1: Distribution Management (Tokyo Suido Service Co., Ltd.) | Measures for reduction of non-revenue water 2: Relation to financial management (Oriental Consultants Co., Ltd.) Group Work |
| 15-Oct | Sat | FREE | |
| 16-Oct | Sun | FREE | |
| 17-Oct | Mon | Industrial Forum 1: New Technologies developed in Japan (Federation of Japan Water Industries, INC.) | Industrial Forum 2: Exchange of information with Japanese Experts from Private Sector (Federation of Japan Water Industries, INC.) Group Work |
| 18-Oct | Tue | Appropriate Management of Water Supply Services 1: International Water Supply Service Standards and Japan's Guidelines (Bureau of Waterworks, TOKYO Metropolitan Government) | Appropriate Management of Water Supply Services 2: Management of Water Supply Services by Performance Indicators (PI) (Bureau of Waterworks, TOKYO Metropolitan Government) Group Work |

| | | | |
|--------|-----|---|--|
| 19-Oct | Wed | Water Linking1: Sound Management of Urban Water Supply Service: Vicious Cycle to Virtuous Cycle (JWWA) | Water Linking2: Discussion on Sound Management of Urban Water Supply Service with Senior Managers from Japanese Waterworks Bureaus (JWWA & Japanese Waterworks) Group Work |
| 20-Oct | Thu | Visit to MISONO Water Treatment Plant (Bureau of Waterworks, TOKYO Metropolitan Government) | Preparation for improvement plan |
| 21-Oct | Fri | Improvement Plan Presentation | Improvement Plan Presentation Evaluation Meeting Closing Ceremony |
| 22-Oct | Sat | | Departure |

Finalization Phase in a participant's home country (October 2011 to April 2012)
Participating organizations produce final outputs by making use of results brought back by participants. This phase marks the end of the Program.

| Expected Module Outputs | Activities |
|--|---|
| To disseminate the knowledge acquired in Japan | <ul style="list-style-type: none"> • Introduction of the idea of the improvement plan in participating organizations (ex. presentation in respective organizations) • Submission of the report on the result / progress of the Improvement Plan by April 2012 (6 months after the training) (Detail will be explained in Japan). |

Important Remarks:

1. Participants in this course will make presentations *on Country Report Outline, Country Report and Problem Analysis Matrix* at the beginning of the course. For this purpose, participants are highly recommended to bring visual materials for their presentation, i.e. M/S Power Point files etc. About 20 minutes including Q&A session are allocated to each participant. The Country Report and the Matrix will be the base of an Improvement Plan. Please see ANNEX 1, 2 and 3 for detailed information.
2. The participants will join the 4th IWA-Aspire (International Water Association – Asia Pacific Regional Group) Conference on October 4 and 5.
For more information regarding the conference, please see the following homepage.
<http://www.aspire2011.org/index.html>
3. Prospective JICA experts (Japanese participants) will join the program. During the program, overseas participants will have a chance to work closely with them on group works and elaboration of improvement plans.

III. Conditions and Procedures for Application

1. Expectations for the Participating Organizations

- (1) This program is designed primarily for organizations that intend to address specific issues or problems identified in their operation. Participating organizations are expected to use the program for those specific purposes.
- (2) This program is enriched with contents and facilitation schemes specially developed in collaboration with relevant prominent organizations in Japan. These special features enable the program to meet specific requirements of applying organizations and effectively facilitate them toward solutions for the issues and problems.
- (3) As this program is designed to facilitate organizations to come up with concrete solutions for their issues, participating organizations are expected to make due preparation before dispatching their participants to Japan by carrying out the activities of the Preliminary Phase described in section II -9.
- (4) Participating organizations are also expected to make the best use of the results / outputs achieved by their participants.

2. Nominee Qualifications

The Japanese Government expects to accept officers who meet the following qualifications.

- (1) To be executive officers or senior administrative officers such as
- between Director Generals and Directors of Departments in Central Governments
- Director Generals of Departments or equivalent in waterworks bureau
- (2) To have a sufficient command of both discussion and presentation in English,
- (3) To be in good health, both physically and mentally, to participate in all of the program in Japan

※ Pregnant participants are strictly requested to complete the required procedures before departure in order to minimize the risk for their health. The procedures include ① letter of the participant's consent to bear economic and physical risks ② letter of consent from the participant's supervisor ③ letter of consent from your Embassy in Japan, ④ medical certificate. Please ask National Staff in JICA office for the details.

3. Required Materials

For application

- (1) Application Form
 - (2) Country Report Outline (Annex 1)
- Deadline: (1), (2) August 22nd, 2011

For ACCEPTED participants

- (3) Country Report Document (Annex 2)
- (4) Problem Analysis Matrix (Annex 3)
- (5) Country Report Presentation Material : Information based on Country Report

Outline, Country Report and Problem Analysis Matrix

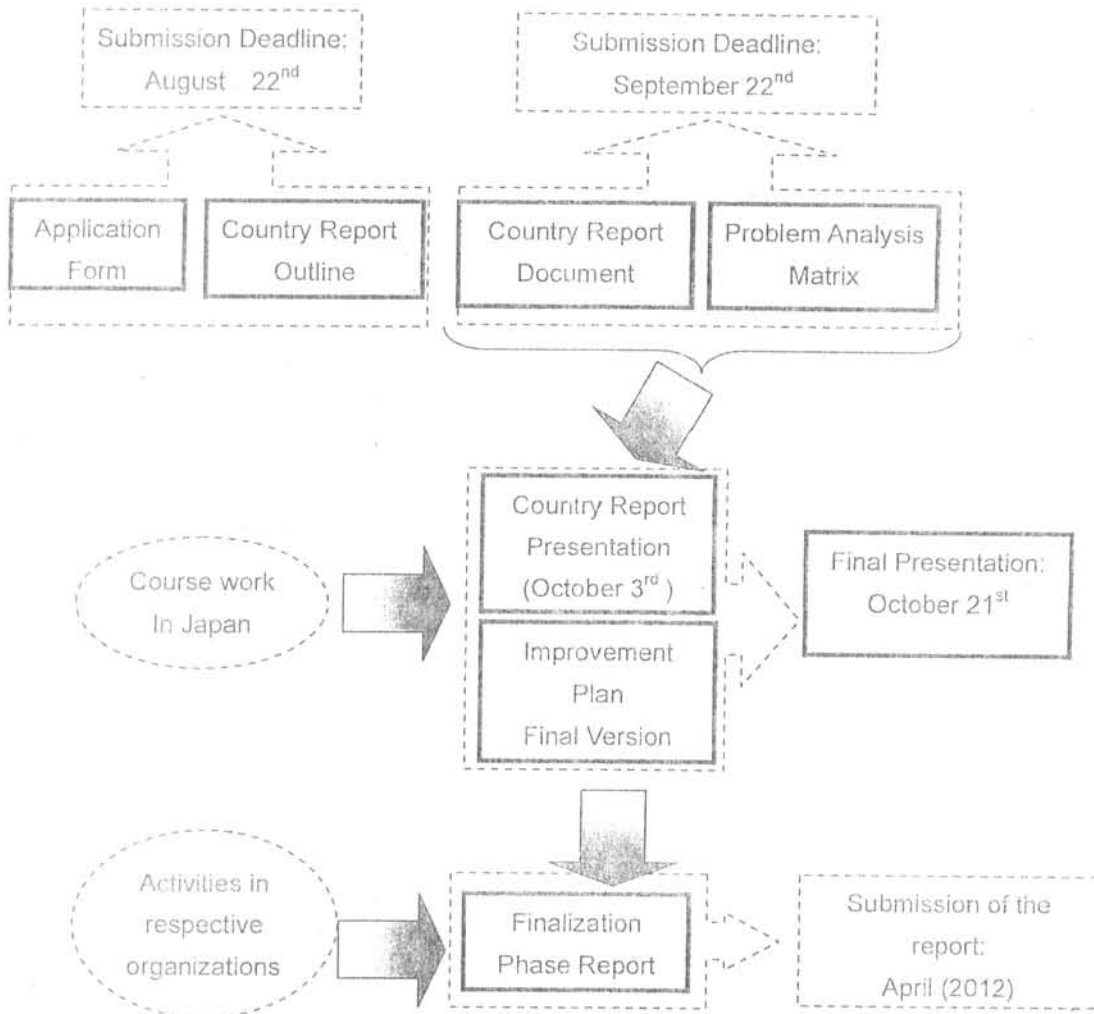
* i.e. M/S Power Point files etc. About 20 minutes including Q&A session are allocated to each participant.

Submission: (3), (4),(5) September 22nd, 2011

Please submit to the following e-mail address.

tictee@jica.go.jp

<Materials on the training course>



4. Procedure for Application and Selection

(1) Submitting the Application Documents

Closing date for application to the JICA Tokyo International Center in JAPAN: August 22nd, 2011.

Note: Please confirm the closing date set by the respective countries' JICA offices or Embassies of Japan of your countries to meet the final date in Japan.

(2) Document Check Process

After receiving the document(s) through due administrative procedures in the respective governments, the respective countries' JICA offices or Embassies of Japan shall check the documents submitted, and send them to JICA Tokyo International Center in Japan. Document Checking shall be made by the JICA Center and the organizations concerned such as Ministry of Health Labour and Welfare, Japan.

(3) Notice of Acceptance

Notification of the acceptance shall be made by the respective countries' JICA offices or Embassies of Japan to the respective Governments by **September 5th, 2011**.

5. Conditions for Attendance:

- (1) to follow the schedule of the program,
- (2) not to change the program subjects or extend the period of stay in Japan,
- (3) not to bring any members of their family,
- (4) to return to their home countries at the end of the program in Japan according to the travel schedule designated by JICA,
- (5) to refrain from engaging in political activities, or any form of employment for profit or gain,
- (6) to observe Japanese laws and ordinances. If there is any violation of said laws and ordinances participants may be required to return part or all of the training expenditure depending on the severity of said violation.
- (7) to observe the rules and regulations of their place of accommodation and not to change the accommodation designated by JICA

IV. Administrative Arrangements

1. Organizer: JICA Tokyo International Center (JICA TOKYO)

2. Implementing Partner:

Japan International Corporation of Welfare Services (JICWELS)

URL: <http://www.jicwels.or.jp>

3. Special Cooperation Organization

Ministry of Health, Labour and Welfare

URL: <http://www.mhlw.go.jp/english/index.html>

4. Travel to Japan

(1) Air Ticket

The cost of a round-trip ticket between an international airport designated by JICA and Narita Airport in Japan will be borne by JICA.

(2) Travel Insurance

Term of Insurance: From arrival to departure in Japan. The traveling time outside Japan shall not be covered.

5. Accommodation in Japan

JICA will arrange the following accommodations for the participants in Japan:

JICA Tokyo International Center (JICA TOKYO)

Address: 2-49-5 Nishihara, Shibuya-ku, Tokyo 151-0066, Japan

TEL: 81-3-3485-7051 FAX: 81-3-3485-7904

(where "81" is the country code for Japan, and "3" is the local area code)

If there is no vacancy at JICA TOKYO, JICA will arrange alternative accommodations. Please refer to facility guide of JICA Tokyo at its URL, <http://www.jica.go.jp/english/contact/domestic/pdf/welcome.pdf>

6. Expenses

The following expenses will be provided for the participants by JICA:

- (1) Allowances for accommodation, living expenses, outfit, and shipping
- (2) Expenses for study tours (basically in the form of train tickets.)
- (3) Free medical care for participants who become ill after arriving in Japan (costs related to pre-existing illness, pregnancy, or dental treatment are not included)
- (4) Expenses for program implementation, including materials

For more details, please see p. 9-16 of the brochure for participants titled "KENSU-IN GUIDE BOOK," which will be given to the selected participants before (or at the time of) the pre-departure orientation.

7. Pre-departure Orientation

A pre-departure orientation will be held at the respective countries' JICA offices or Embassies of Japan to provide participants with details on travel to Japan, conditions of the program, and other matters.

V. Annex

Country Report Outline

Each applicant is kindly requested to submit a M/S Power Point file with less than 15 slides which cover the following 6 topics about the individual water supply company/public water supply authority which the applying officer belongs to.

Please make sure to describe the contents based on the 6 topics.

The Country Report Outline should be submitted together with the Application Form.

1. Management of water quality

- 1-1. Current situation and major challenges/problems
- 1-2. Current actions against the problems and any achievement
- 1-3. Monitoring System / Plan of Safety of Supplied Drinking Water by your Organization/Regulatory body/ Independent institution/Any
- 1-4. Implementation of Water Safety (*) Plans or similar efforts

(*) Water Safety Plans: refer to the following URL and review before participating in the Course, the Chapter 4 "Water Safety Plans" of the "Guidelines for drinking-water quality, third edition"

URL: http://www.who.int/water_sanitation_health/dwq/gdwq3_4.pdf

2. Reduction of non-revenue water

- 2-1. Current situation and major challenges/problems
- 2-2. Current actions against the problems
- 2-3. Any achievement

3. Water supply service standards

- 3-1. Current situation and major challenges/problems
- 3-2. Current actions against the problems
- 3-3. Any Monitoring by Performance Indicators (PI)

4. Management of water supply service on a self-supporting basis

- 4-1. Current situation and major challenges/problems
- 4-2. Current actions against the problems

5. Major recent achievement in improvement of water supply services/management

6. Expectation for the Japanese private companies

- 6-1. Presentation, information materials, techniques or technologies Japanese water private companies may hold to tackle effectively the problems/issues mentioned from 1 – 5 above.

NOTE: Participants will make presentations *on Country Report Outline, Country Report and Problem Analysis Matrix* at the beginning of the course. Therefore, Please bring *visual materials* i.e. Power Points, etc. for the presentation session. About 20 minutes including Q&A session are allocated to each participant.

Country Report

This country report will be the base of discussion with Japanese experts and formulation of the Improvement Plan. Through this training course, each participant is kindly requested to elaborate an Improvement Plan and make a presentation on it. (The deadline of the country report: September 22nd, 2011).

1. Please describe **your organizational profile** by mentioning the following topics.
 - 1.1 Official name of your organization
 - 1.2 The work of your organization and the service it provides
 - 1.3 Type of your organization (e.g. National government, Branch office of Central government, Local government, Local public corporation etc.)
 - 1.4 Your official position and your own job
 - 1.5 Please attach your organizational chart
2. Please describe **flow chart** (from intake through all process to tap) of one of representative water supply systems in your country or your organization.
3. Please describe the current situation of **water resources** in your country (in your organization) by mentioning the following topics.
 - 3.1 The geographical background (The proportion of forest, residential land, river, etc.)
 - 3.2 The precipitation per one month and/or one year. Please attach the last 10 years data.
 - 3.3 The type of available water resources and those situations
 - 3.4 The intake water volume per one day, per one year
 - 3.5 The type of water resources for the future
4. Please describe the current situation of **policy and regulations** in your country
5. Please describe the current situation of water rates and bill collection system in your country by mentioning the following topics.
 - 5.1 The water rates system
 - 5.2 The bill collection system
5. Please describe the current situation of water quality management in your country/organization.
 - 5.1 Water Source Management
 - 5.2. Please describe the list of the drinking water quality standards/norms/regulations in your country.
 - 5.3 Please describe the current monitoring system / plan of safety of supplied

drinking water by your organization/regulatory body/ independent institution/any.

5.4 Please describe the laboratory situations in terms of qualified staff and facilities of the above institutions described.

5.5 Have you tried /implemented the Water Safety (*) Plans or similar efforts?

(*) Water Safety Plans: refer to the following URL and review before participating in the Course, the Chapter 4 "Water Safety Plans" of the "Guidelines for drinking-water quality, third edition"

URL: http://www.who.int/water_sanitation_health/dwq/gdwq3_4.pdf

6. Please describe the current situation of **water supply services** in your country by mentioning the following topics.

- (1) The population ratio to be served and not to be served drinking water
- (2) Proportion of consumers with 24 hours supply, average number of hours per day of water availability to most people
- (3) Does the distribution water use for the potable water directly?
- (4) Non revenue water (NRW)
- (5) Please fill in the attached form "**Form on Present Situation of the Water Supply and Management**"
- (6) Please fill in the attached Questionnaire "**Questionnaire on Major Constraints in Water Supply Sector**"

7. Please describe the current situation of **Private Sector Participation** in your country by mentioning the following topics.

- (1) The status of Private Sector Investment and its area (e.g. Water resource development, Water treatment, Water distribution, Organization management, Bill collection, leakage repair, etc.)
- (2) The current situation of involvement of national government in water supply services (e.g. Water rates, Personnel employment, O/M budgeting, Capital investment, etc.)

8. Please describe the current situation of **Privatization** in your country by mentioning the following topics.

- (1) The current situation of Privatization
- (2) Type of Privatization (e.g. concession, BOOT, BOT, State Owned Company, etc.)
- (3) Future direction of Privatization

9. Other

- (1) If citizen cannot get sufficient water from public water supply system, how do they get water actually? (From private well, rain?)
- (2) The way of assuring secure water for the largest building, for example, the hotel facility
- (3) Sewage system concerned:
 - 1) Existing situation Coverage ratio (several population), Organization of the implementation

- 2) Future plan
- (4) Maintenance situation of solid waste disposal:
- 1) Existing situation
- 2) Future plan
10. In view of its situations now in your country (in your organization), please describe what are the biggest problems. Please prioritize 3 of them.

Form on Present Situation of the Water Supply and Management

Instructions for completing the form

1. All information provided should be for the fiscal year 2010 or most recent data if 2010 year's data is unavailable (please indicate the year of the data available).
2. Please ensure that all information is provided for the same period (e.g. financial year).
3. For all financial information, please specify in the local currency with equivalent US dollars.
4. When the answer to a question is unknown, please leave blank. Blank cells will be treated as "not available" data.
5. When a value is zero, please enter '0'.

I. Service Area

- 1 Size of Utility's area of Responsibility: (sq. km)
- 2 Size of Utility's present service area: (sq. km)
- 3 Population of Utility's area of responsibility: ()
- 4 Population of Utility's present service area: ()
- 5 Population served by the Utility with piped water supply: ()
- 6 Number of towns served with piped water: ()

II. Infrastructure Description

- 1 Source of raw water (please tick relevant boxes)
 - bulk water from another utility / company
 - storage reservoir / impoundment
 - direct river abstraction
 - groundwater
 - other, please specify _____
- 2 What are the main methods of treatment used? (please tick relevant boxes)
 - none
 - disinfection
 - filtration
 - flocculation and sedimentation

- aeration
- desalination
- other, please specify _____

3 Capacity of production systems: (_____ m³ / day)

4 Length of water distribution network: (_____ km)

5 Capacity of storage in network (_____ m³)

6 Piped water supply connections: *please specify how many in each category*

| Domestic (Households) | Non Domestic (Industrial, commercial, Institutional, other) | TOTAL |
|--------------------------|---|-------|
| | | |

7 Number of connections with operating water meters: (_____ km)

8 Typical length of service connection from water main to water meter:
(_____ meters)

III. Water Consumption & Production

1 Volume of water produced by the Utility: (_____ million m³ / year)

2 Volume of water bought in bulk from other utility / company: (_____ million m³ / year)

3 Volume of water metered: (_____ million m³ / year)

4 Estimated un-metered consumption: (_____ % of metered consumption)

5 Estimate of average meter inaccuracy at typical flows rates: (_____ % of metered consumption)

6 Volume of water billed / sold: *please specify how much (million m³ / year) in each category*

| Domestic (Households) | Non Domestic (Industrial, commercial, Institutional, other) | Bulk water sales | TOTAL |
|--------------------------|--|------------------|-------|
| | | | |

IV. Water Supply System Performance

1 Number of customers who received intermittent supply:
(_____ connections)

2 Typical duration of supply (planned and unplanned supply interruptions):
(_____ hours / day)

3 Typical mains water pressure in your pipe network: (_____ meters)

4 Number of water pipe breaks in the distribution network: (_____ # / year)

5 Required number of tests of treated water for residual chlorine: (_____ # / year)

6 Number of tests of treated water for residual chlorine carried out: (_____ # / year)

7 Number of tests of treated water for residual chlorine passed: (# / year)

V. Staff

1 Who does the work in your company: (please tick relevant boxes)

- permanent staff . salaried Government employees
 - permanent staff . with contract
 - casual / part-time . contract staff
 - casual / part-time . wages
 - contracted out to outside company / agency
 - other, please specify
-

2 Number of FTE* staff in the company: *please specify how many in each category*

| Corporate Services (Management, Admin, Finance, Technical, etc.) | Water Supply (O&M, Customer Services, Support Services, etc) | Other non water supply (e.g. wastewater, drainage, environment services) | TOTAL |
|---|---|--|-------|
| | | | |

* FTE = Full Time Equivalent staff (i.e. convert part-time and casual staff to equivalent full time staff)

3 Number of staff that participated in at least one training event during the year:

(staff)

4 Total number of training days ($\sum(\text{participants} \times \text{training event duration})$) in the year:

(days)

5 Proportion of total operating budget used for Human Resource Development

(HRD): (%)

VI. Customers

1 Number of new customers connected to water supply system during the year:

(# / year)

2 Number of customer complaints recorded during the year: (# / year)

3 Means by which customer can make a recorded complaint (*please tick relevant boxes*)

- in person
 - by telephone
 - by email
 - by letter
 - other method, please specify
-

4 How does the Utility find out the views of its customers? (*please tick relevant boxes*)

- from customer interactions (letters, telephone calls, enquiry counter, etc.)
- by responding to customer complaints

- from customer surveys, questionnaires, etc.
- by market research
- other method

5 Typically* what is the connection charge for new customers? *Please specify how much in each category*

| | | | |
|--------------------------|--|------------------|------------------------------|
| Domestic (Households) | Non Domestic (Industrial, commercial, Institutional, other) | Bulk water sales | AVERAGE of all categories |
| | | | |

6 Typically* what is the fixed water supply charge / month? *Please specify how much in each category*

| | | | |
|--------------------------|--|------------------|------------------------------|
| Domestic (Households) | Non Domestic (Industrial, commercial, Institutional, other) | Bulk water sales | AVERAGE of all categories |
| | | | |

7 Typically* what is the water tariff for metered consumption? *Please specify how much in each category*

| Tariff Block | Domestic | | | Non Domestic | | | Bulk water sales | | |
|-----------------|----------|----|---------------------|--------------|----|---------------------|------------------|----|---------------------|
| | From | To | Cost/m ³ | From | To | Cost/m ³ | From | To | Cost/m ³ |
| 1. | 0 | | | 0 | | | 0 | | |
| 2. | | | | | | | | | |
| 3.** | | | | | | | | | |

Notes:

* Where the Water Utility supplies multiple towns each with their own water charge schedules, please specify the typical tariff schedule nominally for the principal town supplied by the company

** Where there are more than 3 blocks in the tariff schedule please specify the approximate average tariff rates for consumptions above tariff block 2.

8 What would be the monthly water bill for a household consuming 6 m³ of water / month? ()

VII. Questionnaire on Major Constraints in Water Supply Sector

The constraint factors listed may prevent the participant's sector from accelerated development. Mark the appropriate boxes so that they will show whether these factors represent a very severe, severe or moderate impediment to the overall development of the entire sector. Constraints are usually inter-related. Also, constraints ranking is subjective and will vary depending on the agency that makes the evaluation. However,

it may be possible to determine the relative importance among them.

The purpose of ranking the constraints is to identify what kind of efforts should be made to remove or reduce the most severe ones. If the ranking changes appreciably in 5 or 10 years, it means that a certain degree of success has been achieved in the constraint-reduction endeavor.

If changes occurred between 2000 and 2010, all constraints, including those that have not changed, should be entered in the table to give a full picture of the situation at the end of 2010. Please indicate with the mark (✓) for the situation of major constraints in the table below.

| Constraints | Rating of constraints | | |
|--|-----------------------|--------|----------|
| | Very Severe | Severe | Moderate |
| 1. Lack of definite government policy for the sector | | | |
| 2. Funding limitations | | | |
| 3. Inadequate or Outmoded legal framework | | | |
| 4. Inappropriate institutional framework | | | |
| 5. Inadequate water resources | | | |
| 6. Insufficient knowledge of water resources | | | |
| 7. Inadequate cost-recovery framework | | | |
| 8. In sufficiency of trained personnel | | | |
| (1) Professional | | | |
| (2) Sub-professional | | | |
| 9. Lack of planning and design criteria | | | |
| 10. Inappropriate technology | | | |
| 11. Intermittent water service | | | |
| 12. Operation and maintenance | | | |
| 13. Logistics | | | |
| 14. Import restrictions | | | |
| 15. Non-involvement of communities | | | |
| 16. Insufficient health education efforts | | | |
| 17. Others (specify): | | | |

PROBLEM ANALYSIS MATRIX

— Turning the vicious cycle into the virtuous cycle —

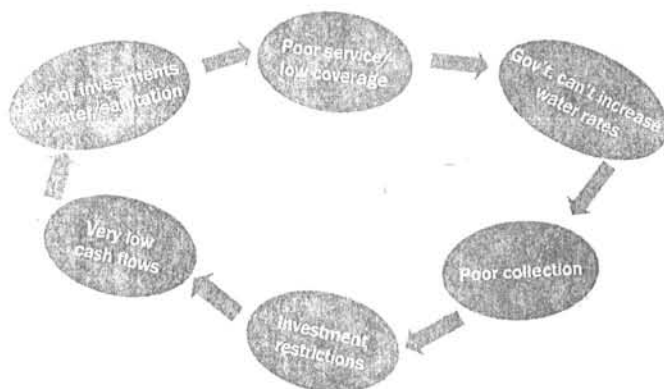
Please fill in the Problem Analysis Matrix (Annex 3-1) to consider the effective ways to turn the vicious cycle into virtuous cycle.

- Causes of the vicious cycle (Please prioritize with numbers)
- Challenges, solutions, actions, results etc. to turn the cycle.

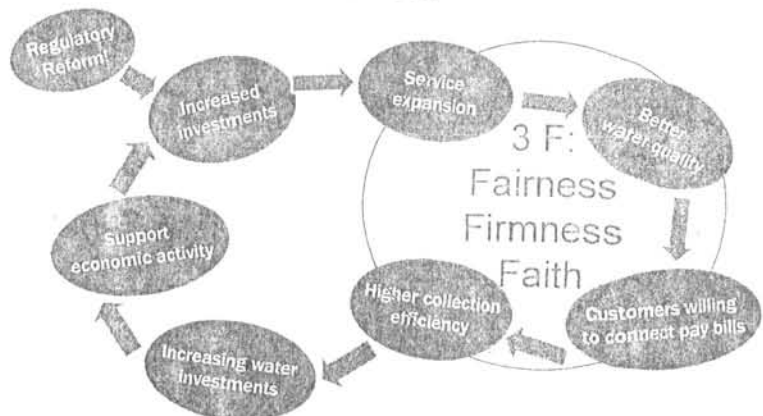
NOTE:

1. Please refer to the slides, especially on “vicious cycle” and “virtuous cycle” presented in the YOKOHAMA water conference as attached (Annex3-2).
2. Please refer to the final report of the YOKOHAMA water conference for detailed information of the turn from the vicious cycle to virtuous cycle as attached (Annex3-3).
 - * “YOKOHAMA water conference” is the executive forum for enhancing sustainability of urban water service in Asian region : sharing and mutual learning of experience based on partnership of water operators in Asia
 - ** The final report (Annex3-3) can be downloaded from the following URL.
<http://lvzopac.jica.go.jp/external/library?func=function.opacsch.mmindex&view=view.opacsch.toshoshozodsp&shoshisbt=1&shoshino=0000252806&volno=0>
3. 【IMPORTANT】 This matrix must be included in the country report presentation material and will be the base information for the following programs:
 - Discussion with executive officers in Japanese Waterworks
 - Discussion with Japanese private companies
 - Improvement Plan formulation

From VICIOUS CYCLE...



... To a VIRTUOUS CYCLE



ROBLEM ANALYSIS MATRIX

| 悪循環の要因 cause of the vicious cycle | 経営・財務・料 金 Management, finance, tariff | 水源・取水・導 水 water resources, intake, water transmission* | 浄水 water purification | 送水・配水・給水 water distribution, water supply, water service | 配管・資機材 pipe materials or types, equipment | 水質管理 water quality control | 人材 human resources | その他 ethers |
|---|---|---|-----------------------------|--|--|----------------------------------|--------------------------|---------------|
| Yes / No | | | | | | | | |
| 要因の詳細 detail of the cause | | | | | | | | |
| プライオリ ティ priority— High(1), (2), to Low(3) | | | | | | | | |
| 好循環に転換 するための上 記要因に対す るチャレンジ Challenges/t rial /action to change the cycle | | | | | | | | |
| チャレンジの ターゲット/ トリガー Target/trigge r for the challenges/tr ial/action | | | | | | | | |

PROBLEM ANALYSIS MATRIX

| 悪循環の要因 cause of the vicious cycle | 経営・財務・料 金 Management, finance, tariff | 水源・取水・導 水 water resources, intake, water transmission | 浄水 water purification | 送水・配水・給水 water distribution, water supply, water service | 配管・資機材 pipe materials or types, equipment | 水質管理 water quality control | 人材 human resources | その他 others |
|--|---|---|-----------------------------|--|--|----------------------------------|--------------------------|---------------|
| 要因の詳細 detail of the causes | | | | | | | | |
| 解決策 Solutions | | | | | | | | |
| 行動を起こし た年月 date of actions | | | | | | | | |
| 行動の結果 Results of the actions | | | | | | | | |
| 良い事例や教 訓など Lessons or good practice | | | | | | | | |

REFERENCE
ACCEPTED Participants

Format of the Improvement Plan

Throughout the course, participants are kindly requested to make a newly written small scale plan which is practical, and will start to be implemented in your organization in next 6month-1year.

Please do not extract from existing national plans/on-going plans when you prepare this first draft of improvement plan.

Note: The final version of the Improvement Plan will be elaborated through discussions with other overseas participants and Japanese experts during the program in Japan.

1. Title, subtitles, target group of the plan :

- Title & Subtitle: Include one of the following items; Related to water supply administration, Operation and Maintenance, the management of water quality, Non revenue water
- Target group: Not wide but focused and specific

2. Reasons for your plan (rationale):

2.1 Background and present situation of the problems to which your plan should address.

2.2 Necessity of your plan

2.3 How you can be involved in the plan

3. Details of the plan (Please use attached sheet)

3.1 Overall Goal:

3.2 Project Purpose:

3.3 Organization and responsibility

- What agencies are responsible for the plan and which is the leading agency?
- How will the project be managed and who will oversee the project?
- What agencies in the other sectors will the project be linked with?

3.4 Improvement Plan Worksheet

| No | Activity to be carried out | Resources required | Person Responsible | Due Date | Estimated costs (USD) | Expected Outcome | Objectively verifiable indicators |
|----|---|---|--------------------|----------|--|--|--|
| | List activities needed for the achievement of project purpose from the viewpoint of domestic level, international level, and regional countries cooperation scheme. | List inputs from your countryside, and Japanese side, e.g. Manpower, Place, Equipment, Training, etc. | | | Describe estimated cost of the plan with its concrete base (unit) for the estimates. | Describe the expected outcomes of the project and set up appropriate indicators to measure whether these outcomes are being achieved | Set up appropriate indicators to measure whether these outcomes are being achieved |
| | | | | | | | |



CORRESPONDENCE

For enquiries and further information, please contact the JICA office or the Embassy of Japan. Further, address correspondence to:

JICA Tokyo International Center (JICA TOKYO)
Address: 2-49-5 Nishihara, Shibuya-ku, Tokyo 151-0066, Japan
TEL: +81-3-3485-7051 FAX: +81-3-3485-7904

DEA PROFORMA FOR FOREIGN TRAINING

1. Name:
2. Date of Birth:
3. Educational Qualifications:
 - (i) Academic
 - (ii) Technical
4. Contact Nos:
 - (i) Phone number (with STD Code):
 - (ii) Fax number (with STD Code):
5. (i) Service to which officer belongs:
 (ii) Year of appointment/allotment:
 (iii) Present post:
 (iv) Date from which the current post held:
 (v) Details of previous posts held:
 (vi) Details of the posts held which are relevant to the course
6. Relevance of the course to the candidate:
7. Papers etc. published by the candidate:
 (Please attach separate sheet, if necessary)

8. List of training courses attended abroad:

| S. No. | Dates & Duration of training | Subject/title of training | Name of the training institution | Source of funding |
|--------|------------------------------|---------------------------|----------------------------------|-------------------|
| | | | | |
| | | | | |
| | | | | |

9. List of training courses attended in India:

| S. No. | Dates & Duration of training | Subject/title of training | Name of the training institution | Source of funding |
|--------|------------------------------|---------------------------|----------------------------------|-------------------|
| | | | | |
| | | | | |
| | | | | |

Date:
Place:

Signature of the Candidate

10. Shri/Smt. _____ is cleared/not cleared from Vigilance angle.

Countersigned

Signature of the designated competent authority
(with office stamp)

Date:
Place:

No.1/13/03-PMU
Government of India
Ministry of Finance
Department of Economic Affairs
(PMU & Training Division)

New Delhi February 27, 2006

OFFICE MEMORANDUM

Subject: Foreign training courses administered by the Department of Economic Affairs

In supersession of the guidelines issued vide letter of even number dated 5th April 2004 and based on the experience gained during the intervening period, the following guidelines are issued regarding the nominations for foreign training programmes being administered by Department of Economic Affairs (DEA).

State Governments may submit their nominations directly to DEA subject to the condition that the nomination should have been approved by the designated competent authority in the State Government. Nominations from Central Ministries/Departments should also be approved by the designated competent authority in the Ministry/Department. Officials nominated should actually be working in the area to which the course relates. PSUs and Autonomous Undertakings of Government should send nominations through the concerned Central Ministries/State Governments. In case there is more than one nomination for a particular course, the nominating State Government/Central Ministries should clearly indicate the prioritization of the nominees. Sending of piecemeal nominations may please be avoided.

Central Ministries/Depts./State Governments/Agencies are responsible for ensuring the necessary clearances such as political clearance from MEA, FCRA clearance from MHA, cadre clearance from cadre controlling authority etc. These clearances may be obtained after the candidate is finally selected for the course and before he proceeds on foreign training. However vigilance clearance may be conveyed at the time of sending the nomination to DEA. Nominating State Governments and Central Ministries are informed that in case an officer does not file his/her nominations papers after being duly nominated, he/she will be debarred from any foreign training programme for two years and for officers who fail to attend the said training course after being selected, there will be a debarment of five years.

Nominating State Governments/ Central Ministries should ensure that following instructions on foreign training are duly adhered to: -

Duration of Long Term and Short Term Programmes:

- (i) Training programmes abroad of a duration of six months or more are treated as Long Term;
- (ii) Training programmes abroad of duration of 15 days or more but less than six months are treated as Short Term.

Minimum Service:

Officers should have completed a minimum of 9 years of service on the date of commencement of particular programme. However, in case a foreign Government or university prescribes a different minimum service that would be accepted.

Upper age limit:

Generally for Long Term courses the upper age limit followed is 50 years and for Short Term courses, 55 years at the time of commencement of programme. However, in case where foreign Government/institution prescribes a different upper age limit for a training programme, the same will prevail.

Only one Long Term Programme:

An officer can attend only one long-term training programme in his/her service career.

'Cooling-off condition:

- (i) An officer having attended a foreign training programme of a duration of upto 15 days will be required to complete a 'cooling off' period of two years before such an officer can be considered again for any foreign training;
- (ii) Officers deputed for training abroad of a duration of more than 15 days and upto six months are required to complete a 'cooling off' period of three years for any foreign training;
- (iii) Officers deputed for training programmes abroad of a duration of more than six months are required to complete a 'cooling off' period of five years before being considered for any programme;
- (iv) An officer can attend a maximum of three foreign training programmes of a duration of more than 15 days in his/her career;
- (v) For Seminars/Workshops abroad of up to 2 days, no cooling off would be required. Beyond that the principle applied for training will apply.
- (vi) Project-related training/official visits abroad, are exempted from the provisions of 'cooling off'.

Nomination of SC/ST and Women officers:

Names of suitable officers belonging to SC/ST as well as women officers for training abroad may also be forwarded in sufficient numbers so that due representation can be given to them.

Officers serving under Central Staffing Scheme:

(i) Only such officers who would have completed a minimum of 2 years of service on the post in GOI at the time of nomination, should be recommended for long term training programmes abroad;

(ii) The officers whose tenure under the Central Staffing Scheme is due to come to an end within two months prior to the commencement of the training, or during the currency of the training, should be nominated by the respective Ministries/Departments of Government of India only after securing the cadre clearance of the respective State Governments/cadre controlling authorities on whose strength the officers are borne. In the event of nomination and final selection of such officers for foreign training programmes, the Ministries/Departments would be required to send a formal proposal for extending the Central Deputation tenure of the officers approved for nomination for training, upto the end of the training, to the Establishment Officer for obtaining the approval of the competent authority so that they could draw their salary from the Central Government during the period of training. On return from training, such officers would revert to their cadre and the Central Ministries/Departments shall not grant any leave in their cases;

(iii) In case of officers whose tenure is due to come to an end more than two months before the commencement of the training programme, the Ministry/Department may sponsor such officers only with the concurrence of the cadre controlling authority concerned. On selection such officers would revert to their Cadre and thereafter proceed on training.


(M.F. Farooqui)
Joint Secretary

To

1. Secretaries of all the Central Ministries/Departments
2. Chief Secretaries of all State Governments

Copy to:

1. Secretary (Department of Personnel) of all State Governments
2. Joint Secretary (Admn./IC) of all the Central Ministries/Departments
3. All Joint Secretaries in DEA

Guidelines of Application Form for the JICA Training and Dialogue Program

The attached form is to be used to apply for the training and dialogue programs of the Japan International Cooperation Agency (JICA), which are implemented as part of the Official Development Assistance Program of the Government of Japan. Please complete the application form while referring to the following and consult with the respective country's JICA Office - or the Embassy of Japan if the former is not available - in your country for further information.

1. Parts of Application Form to be completed

1) Which part of the form should be submitted?

It depends on the type of training and dialogue program you are applying for.

>Application for Group and Region Focused Training Program

Official application and Parts A and B must be submitted.

>>Application for Country Focused Training Program including Counterpart Training Program

Part B will be submitted. Official application and Part A need not to be submitted

2) How many parts does the Application Form consist of?

The Application Form consists of three parts as follows;

Official Application

This part is to be confirmed and signed by the head of the relevant department/division of the organization which is applying.

Part A. Information on the Applying Organization

This part is to be confirmed by the head of the relevant department/division of the organization which is applying.

Part B. Information About the Nominee

This part is to be completed by the person who is nominated by the organization applying. The applicants for Group and Region Focused Training Program are required to fill in every item. As for the applications for Country Focused Training Program including Counterpart Training Program and some specified International Dialogue Programs, it is required to fill in the designated "required" items as is shown on the Form.

Please refer to the General Information to find out which type the training and dialogue program that your organization applies for belongs to.

2. How to complete the Application Form

In completing the application form, please be advised to:

- (a) carefully read the General Information (GI) for which you intend to apply, and confirm if the objectives and contents are relevant to yours,
- (b) be sure to write in the title name of the course/seminar/workshop/project accurately according to the GI, which you intend to apply,
- (c) use a typewriter/personal computer in completing the form, of which the electronic



version is available on the web site: http://www.jica.go.jp/* * * * *, or write in **block letters**.

- (d) fill in the form in **English**,
- (e) use or "x" to fill in the () check boxes,
- (f) attach a picture of the Nominee,
- (g) attach additional page(s) if there is insufficient space on the form,
- (h) prepare the necessary document(s) described in the General Information (GI), and attach it (them) to the form,
- (i) confirm the application procedure stipulated by your government, and
- (j) submit the original application form with the necessary document(s) to the responsible organization of your government according to the application procedure.

Any information that is acquired through the activities of the Japan International Cooperation Agency (JICA), such as the nominee's name, educational record, and medical history, shall be properly handled in view of the importance of safeguarding personal information.

3. Privacy Policy

1) Scope of Use

Any information used for identifying individuals that is acquired by JICA will be stored, used, or analyzed only within the scope of JICA activities. JICA reserves the right to use such identifying information and other materials in accordance with the provisions of this privacy policy.

2) Limitations on Use and Provision

JICA shall never intentionally provide information that can be used to identify individuals to any third party, with the following three exceptions:

- (a) In cases of legally mandated disclosure requests;
- (b) In cases in which the provider of information grants permission for its disclosure to a third party;
- (c) In cases in which JICA commissions a party to process the information collected; the information provided will be within the scope of the commissioned tasks.

3) Security Notice

JICA takes measures required to prevent leakage, loss, or destruction of acquired information, and to otherwise properly manage such information.



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version is available on the web site: http://www.jica.go.jp/*****, or write in **block letters**.

- (d) fill in the form in **English**,
- (e) use or "x" to fill in the () check boxes,
- (f) attach a picture of the Nominee,
- (g) attach additional page(s) if there is insufficient space on the form,
- (h) prepare the necessary document(s) described in the General Information (GI), and attach it (them) to the form,
- (i) confirm the application procedure stipulated by your government, and
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Application Form for the JICA Training and Dialogue Program

OFFICIAL APPLICATION

(to be confirmed and signed by the head of the relevant department / division of the applying organization)

1. Title: (Please write down as shown in the General Information)

| |
|--|
| |
|--|

2. Number: (Please write down as shown in the General Information)

| | | | | | | | | |
|---|---|--|---|--|--|--|--|--|
| J | 0 | | - | | | | | |
|---|---|--|---|--|--|--|--|--|

3. Country Name:

| |
|--|
| |
|--|

4. Name of Applying Organization:

| |
|--|
| |
|--|

5. Name of the Nominee(s):

| | |
|----|----|
| 1) | 3) |
| 2) | 4) |

Our organization hereby applies for the training and dialogue program of the Japan International Cooperation Agency and proposes to dispatch qualified nominees to participate in the programs.

| | | | |
|--|--|----------------|--|
| Date: | | Signature: | |
| Name: | | | |
| Designation / Position | | Official Stamp | |
| Department / Division | | | |
| Office Address and Contact Information | | | |
| Address: | | Telephone: | |
| | | Fax: | |
| | | E-mail: | |

Confirmation by the organization in charge (if necessary)

I have examined the documents in this form and found them true. Accordingly I agree to nominate this person(s) on behalf of our government.

| | | | |
|------------------------|--|----------------|--|
| Date: | | Signature: | |
| Name: | | | |
| Designation / Position | | Official Stamp | |
| Department / Division | | | |



Part A: Information on the Applying Organization

(to be confirmed by the head of the department / division)

1. Profile of Organization

1) Name of Organization:

2) The mission of the Organization and the Department / Division:

2. Purpose of Application

1) Current Issues: Describe the reasons for your organization claiming the need to participate in the training and dialogue program, with reference to issues or problems to be addressed.

2) Objective: Describe what your organization intends to achieve by participating in the training and dialogue program.



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3) **Future Plan of Actions: Describe how your organization shall make use of the expected achievements, in addressing the said issues or problems.**

4) **Selection of the Nominee: Describe the reason(s) the nominee has been selected for the said purpose, referring to the following view points; 1) Course requirement, 2) Capacity /Position, 3) Plans for the candidate after the training and dialogue program, 4) Plan of organization and 5) Others.**



Part B: Information about the Nominee

(to be completed by the Nominee)

NOTE>>>The applicants for Group and Region Focused Training Program are required to fill in "Every Item". As for the applications for Country Focused Training Program including Counterpart Training Program and some specified International Dialogue Programs, it is required to fill in the designated "required" items as is shown below.

1. Title: (Please write down as shown in the General Information) (required)

2. Number: (Please write down as shown in the General Information) (required)

| | | | | | | | | | |
|---|---|--|---|--|--|--|--|--|--|
| J | 0 | | - | | | | | | |
|---|---|--|---|--|--|--|--|--|--|

Attach the nominee's photograph (taken within the last three months) here
Size: 4x6
(Attach to the documents to be submitted.)

3. Information about the Nominee(nos. 1-9 are all required)

1) Name of Nominee (as in the passport)

Family Name

| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

First Name

| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Middle Name

| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

| | | | | | | | |
|--|----------|--|------|-------|------|-----|--|
| 2) Nationality (as shown in the passport) | | 5) Date of Birth (please write out the month in English as in "April") | | | | | |
| 3) Sex | () Male | () Female | Date | Month | Year | Age | |
| 4) Religion | | | | | | | |

6) Present Position and Current Duties

| | | | | | | | |
|--|------|-------|------|--|------|-------|------|
| Organization | | | | | | | |
| Department / Division | | | | | | | |
| Present Position | | | | | | | |
| Date of employment by the present organization | Date | Month | Year | Date of assignment to the present position | Date | Month | Year |
| | | | | | | | |

7) Type of Organization

| | | |
|---------------------------|------------------------------|-----------------------|
| () National Governmental | () Local Governmental | () Public Enterprise |
| () Private (profit) | () NGO/Private (Non-profit) | () University |
| () Other () | | |

8) Outline of duties: Describe your current duties



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9) Contact Information

| | | |
|--------------------------------|----------------------|----------------------|
| Office | Address: | |
| | TEL: | Mobile (Cell Phone): |
| | FAX: | E-mail: |
| Home | Address: | |
| | TEL: | Mobile (Cell Phone): |
| | FAX: | E-mail: |
| Contact person in emergency | Name: | |
| | Relationship to you: | |
| | Address: | |
| | TEL: | Mobile (Cell Phone): |
| | FAX: | E-mail: |

10) Others (if necessary)

| |
|--|
| |
|--|

4. Career Record

1) Job Record (After graduation)

| Organization | City/ Country | Period | | Position or Title | Brief Job Description |
|--------------|------------------|--------------------|------------------|-------------------|-----------------------|
| | | From Month/Year | To Month/Year | | |
| | | | | | |
| | | | | | |
| | | | | | |

2) Educational Record (Higher Education)(required)

| Institution | City/ Country | Period | | Degree obtained | Major |
|-------------|------------------|--------------------|------------------|-----------------|-------|
| | | From Month/Year | To Month/Year | | |
| | | | | | |
| | | | | | |
| | | | | | |



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3) Training or Study in Foreign Countries; please write your past visits to Japan specifically as much as possible, if any.

| Institution | City/ Country | Period | | Field of Study / Program Title |
|-------------|------------------|--------------------|------------------|--------------------------------|
| | | From Month/Year | To Month/Year | |
| | | | | |
| | | | | |
| | | | | |

5. Language Proficiency (required)

| | | | | |
|--|---------------|----------|----------|----------|
| 1) Language to be used in the program (as in GI) | | | | |
| Listening | () Excellent | () Good | () Fair | () Poor |
| Speaking | () Excellent | () Good | () Fair | () Poor |
| Reading | () Excellent | () Good | () Fair | () Poor |
| Writing | () Excellent | () Good | () Fair | () Poor |
| Certificate (Examples: TOEFL, TOEIC) | | | | |
| 2) Mother Tongue | | | | |
| 3) Other languages () | | | | |
| | () Excellent | () Good | () Fair | () Poor |

¹ Excellent: Refined fluency skills and topic-controlled discussions, debates & presentations. Formulates strategies to deal with various essay types, including narrative, comparison, cause-effect & argumentative essays.

¹ Good: Conversational accuracy & fluency in a wide range of situations: discussions, short presentations & interviews. Compound complex sentences. Extended essay formation.

¹ Fair: Broader range of language related to expressing opinions, giving advice, making suggestions. Limited compound and complex sentences & expanded paragraph formation.

¹ Poor: Simple conversation level, such as self-introduction, brief question & answer using the present and past tenses.



6. Expectation on the applied training and dialogue program

1) Personal Goal: Describe what you intend to achieve in the applied training and dialogue program in relation to the organizational purpose described in Part A-2.

2) Relevant Experience: Describe your previous vocational experiences which are highly relevant in the themes of the applied training and dialogue program. (required)

3) Area of Interest: Describe your subject of particular interest with reference to the contents of the applied training and dialogue program. (required)

***7. Declaration (to be signed by the Nominee) (required)**

I certify that the statements I made in this form are true and correct to the best of my knowledge.

If accepted for the program, I agree:

- (a) not to bring or invite any member of my family (except for the program whose period is one year or more),
- (b) to carry out such instructions and abide by such conditions as may be stipulated by both the nominating government and the Japanese Government regarding the program,
- (c) to follow the program, and abide by the rules of the institution or establishment that implements the program,
- (d) to refrain from engaging in political activity or any form of employment for profit or gain,
- (e) to return to my home country at the end of the activities in Japan on the designated flight schedule arranged by JICA,
- (f) to discontinue the program if JICA and the applying organization agree on any reason for such discontinuation.
- (g) to consent to waive exercise of my copyright holder's rights for documents or products that are produced during the course of the project, against duplication and/or translation by JICA, as long as they are used for the purposes of the program.

| | |
|-------|-------------|
| Date: | Signature: |
| | Print Name: |