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GTZ Evaluation Water Program Kosovo

Skat conducted the final evaluation of the GTZ Water Project in Kosovo on behalf of AGEK Consultants eG. The GTZ Water Project mainly aimed at enhancing the operational efficiency of a regional water utility in Western Kosovo.



Location & Country:

Kosovo

Project Period:

2008

Services Provided:

Assessment, Monitoring & Evaluation

- Evaluation

 **Name of Client(s):**

AGEG Consultants eG

Description of the Project:

The GTZ Water Project in Kosovo started in 2000 and aimed at enhancing the operational efficiency of the Peja water utility, one of the 7 regional water utilities. The GTZ project mainly consisted of strengthening the utility's management and technical capacity by adapting the organizational structure and providing expert support and training in various fields such as geographic information system, preventive maintenance, water loss management, asset evaluation, customer service, and financial planning. The project further provided advice to improve collaboration between the water utility and municipalities.

Skat conducted the final evaluation of the GTZ Water Project in Kosovo on behalf of AGE G Consultants eG. The results of the evaluation demonstrated that the support of GTZ in introducing procedures and management techniques into the utility and strengthening its capacity was invaluable. However, the lack of a clear phasing out strategy decreases the project's sustainability. Skat suggested introducing a medium-term coaching/mentoring phase in order to allow a gradual phasing out. Moreover, in order to contribute to water resource protection, Kosovo water institutions should be empowered to develop and implement wastewater / resource management plans as well as to establish a comprehensive legal framework. Finally, strengthening the capacity of civil society actors to engage in the sector, building up the capacity of municipalities, and promoting multi-stakeholder dialog are essential to improving long-term sustainability.