



Implementation of Benchmarking in the Federation of Bosnia and Herzegovina through the DCM platform

Background

With the support and under the umbrella of the Ministry of Foreign Trade and Economic Relations of BiH (MOFTER) and the World Bank, the Association of Municipalities and Cities of the Federation of BiH (AMC FBiH); Association of the Employers of Utility Companies of BiH (UPKP) and the Water Utility Association of Republic of Srpska, have signed an MoU with the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) with the purpose of establishing the "Managing Institution" in BiH for DANUBIS Data Collection and Management platform with the following purpose:

- a. Data collection and validation of collected data within Bosnia and Herzegovina
- b. Active promotion of the DCM Platform as a tool for the collection and management of country-wide water utility performance data
- c. Leading the national-level information-sharing, coordination, and decision-making mechanisms and arrangements with regards to the DCM Platform

To perform these tasks, in September 2017, designated staff from these organizations has been trained to launch, manage, and use the DCM DANUBIS platform for uploading and analysing the data collected from the BiH WUCs.

About Danubis platform

The DANUBIS Data Collection and Management (DANUBIS DCM) platform is designed as a separate, online data collection and management platform to allow national institutions to easily collect, validate, manage, share and publish utility performance data. The specific objectives of the platform are to

- (1) allow utility companies to enter utility performance data in an amicable web interface,
- (2) help national institutions check the quality and consistency of the data provided and manage and safeguard the data in a secure manner,
- (3) provide utility managers with a simple scorecard of their performance over time and against targets,
- (4) ensure a linkage to DANUBIS.org data platform and the national country systems, for reporting and further processing purpose.

The platform was launched at www.danubis-dcm.org by end of October 2016.

Benefits for Local governments and Water Utility Companies

The overall objective of this activity is to contribute to increasing operational and financial performance of local governments (LGs) and Water Utilities Companies (WUCs) in the FBiH through supporting their participation in the data collection, benchmarking and information sharing within Danube Utility Benchmarking and Information Sharing platform.

Each WUC and LG, participating in the benchmarking activities, will as a result be able to apprise their own performances using simple and practical DCM platform tools. This will allow WUCs and their owners to identify areas where they are performing well and those that require improvement.

In addition, the benchmarking program enables performance comparison against other local or international WUCs and the exchange of good practices. Finally, properly maintained data on performance indicators are a prerequisite for successful cooperation of companies with relevant government institutions, donors, development and commercial banks, international organizations, civil society organizations and the public.

Training

Title of example	Implementation of Benchmarking in Bosnia and Herzegovina through the DCM platform
Timeframe	Approximate duration of training: 2-3 days Approximate data collection and validation of collected data per utility: 5-7 days
Partners involved	MOFTER, IAWD, World Bank, SDC, UNDP
Target groups	Local governments and water companies
Country	Bosnia and Herzegovina (FBiH)

Results

In 2017 we trained our staff to launch, manage, and use the DCM DANUBIS platform for the upload and analyses of the data collected from the Federation of BiH WUCs.

During 2018/2019, we held workshops and education with representatives of 18 water utilities from the Federation of Bosnia and Herzegovina. Utilities representatives were trained and guided to work through the DCM platform. The benchmarking survey, which contains 128 key indicators, was successfully completed by each of the utility.

Future Plans

With support of Government of Switzerland that finance and support implementation of the Municipal Environmental and Economic Governance (MEG) Project and the World Bank we will be working with more than 30 water utility companies in 2020/2021. Our team, in cooperation with partner organizations and institutions constantly works on further development of Benchmark trainings and activities that would contribute to collection and better utilization of data by LGA's, WUC's, state institutions etc.

For latest update on Benchmarking news please visit www.sogfbih.ba



Supported by:

