

**Capacity Building Workshop on Partnerships for Improving the Performance  
of Water Utilities in the Asia and Pacific Region  
25-27 July 2006**

**Template for Working Group Sessions**

**Methodology**

First two days of the workshop (25-26 July) are divided into 4 thematic plenary sessions. Each session will consist of some key note presentations and discussion of selected country/utility specific-case studies. Each session will be followed by a short questions-answers session, to raise topics of general interest in relation to the theme. Discussions on specific subjects will take place during the working group sessions. Each day, after the plenary sessions, the participants will divide themselves into two working groups. The working group discussions will begin with the presentation of summary of key issues and ideas by the designated Rapporteur of the respective plenary session. Further discussions will be facilitated by two experts (see workshop agenda to see the names of moderators/experts).

**Outline: Discussion Points**

Following outline provides general guidelines to organize the working group discussions. Given the fact that each working group will meet for about 1-1/2 hours, it is important to remain focused on finding solutions to current challenges and problems, as well as noting successful experiences. The working group facilitator/moderator may wish to adjust the following outline in line with the needs of the specific theme being covered by the working group.

1. What are the main issues that need to be addressed under this theme [name of the theme]?  
[Note: Identify only the main issues with multiplier effects]
2. Some of these issues had been subject of discussion for sometime now. Has there been any noticeable success in achieving progress? Any evidence from the participating utilities? What factors had been inhibiting the progress? [Note: discussion should proceed on issue by issue basis].
3. Classify these issues and constraints in relation to their relevance with external and internal environment of the water utility. What should be done differently from what had been done in the past? Sharing of some successful experiences will be welcomed.
4. What are the key areas under this theme in which capacity building and information sharing are critical? To what extent water utilities benefited from past capacity building efforts? To what extent asymmetry in information access was a constraint in interacting with utilities and responsible bodies in charge of policy and regulation? Is there a need to approach these two issues in a different manner?
5. What are the key areas (under this theme) in which you would like to see more normative or technical supports (for ex: toolkits) or to pursue networking with other utilities and stakeholders to enhance water utility's performance?