

**Action Document for EU Trust Fund to be used for the decisions of the Operational Board**

**1. IDENTIFICATION**

Title/Number	<b>Improved access to water, water distribution performance and related sewerage disposal in Irbid Governorate for host communities and Syrian refugees</b>		
Total cost	Total estimated cost: <b>EUR 140 million</b> Total amount drawn from the Trust Fund : <b>EUR 21.42 million</b>		
Aid method / Method of implementation	<i>Project Approach: Indirect Management with the French Development Agency (AFD)</i>		
DAC-code	14020 14030	Sector	Water and Sanitation Social sector

*Given the technicalities of its components, AFD has been requested to present the action according to the NIF format, so that the NIF TAM could give a technical feedback to the Madad Board for the initial EUR 40 million grant request. During the 20 May 2016 NIF TAM, AFD has been requested to split the request in two amounts: EUR 21 million for the Madad board of June 2016 for the components that could start quickly and EUR 19 million for the NIF Board of July 2016 for the other components.*

**2. RATIONALE AND CONTEXT**

**2.1. Summary of the action and its objectives**

The action is taking place in one of the areas the most affected by the Syrian refugees’ crisis. Its objectives are to adapt and reinforce urgently the water supply distribution networks to the availing of 50% increase of water supply, to improve the performances of the networks and to increase the access to water for host communities and refugees. These objectives contribute to an optimized use of the scarce water resources, in an area where the water demand has increased dramatically on a short period, causing tensions between the two communities.

The action’s overall objective is to support the resilience from a water perspective in one of the most affected areas of Jordan in terms of influx of Syrian refugees. Hence the action is in line with the overall objective of the Madad Fund that is to provide a coherent and reinforced aid response to the Syrian crisis on a regional scale, responding to the needs of refugees from Syria as well as of the communities hosting the refugees. Built on a large scale, this integrated project links relief, rehabilitation and development for a rapid impact on communities and long term results.

The project will allow improved water and wastewater services for a population of 1 million beneficiaries, out of which 220,000 are refugees, and develop specific new water access for 70,000 and other vulnerable households of the host communities.

**2.2. Context**

**2.2.1. Country context, if applicable**

Jordan has developed two complementary planning documents: the Executive Development Plan (EDP) to list the priority projects of Jordan for the three coming years in the framework of the Jordan 2025 vision, and the Jordan Response Plan (JRP) that aims at organizing the response of Jordan to the Syrian refugees crisis. The priority needs of each sector have been defined in these planning

documents. The proposed action covers activities identified in the EDP and the JRP for the water sector in Northern Governorates for years 2016-2018.

Jordan is one of the most water-scarce countries in the world, with less than 150 m<sup>3</sup> per inhabitant and per year. This water stress is particularly exacerbated in the Northern Governorates where the influx of Syrian refugees has been the greatest since 2011, which triggers further deterioration of the water supply services and depletion of groundwater resources. Greater Irbid is the most populated area in the North with 1.1 million inhabitants in the Irbid Governorate. The latest census (December 2015) estimated the Syrian refugee population in the Governorate at 20% of total population, a majority of which (60%) is officially registered with HCR.

Taking into consideration the influx of Syrian refugees, the water available to the population is between 50-60l/cap/day, half the target value of 116 liters/cap/day recommended in the “Water Reallocation Strategy 2010”. Water delivery is scarce, less than a few hours once a week in some areas. Not surprisingly, the number of “no water” complaints (when an area did not receive water during its designated time) in Irbid City rose from 2,000 in 2011 to more than 20,000 in 2013, while it was decreasing before 2011.

The deterioration of the water services has fueled tensions between host communities and Syrian refugees, the latter being accused of responsibility for the poor quality of water supply services in the North.

The sudden increase of population has also contributed to placing higher stress on wastewater management facilities. This stress results in overflows of cesspits and in overloaded wastewater networks, which in turn risk contaminating the shallow aquifers which contribute to the local supply.

#### Difficult access to water for vulnerable households (Syrian refugees and host communities)

A large number of Syrian refugee households do not have access to the public water service and to basic hygiene equipment (sanitation facilities). Their housing is in parts of buildings or in parts of neighborhoods that are not connected to the network (shops, basements, garages, on the roof or far from the networks, etc.). In 2015, the situation of the Syrian refugees living in host communities continued to deteriorate<sup>1</sup>, especially in terms of access to essential services.

In an assessment conducted in January 2016 by ACF<sup>2</sup> teams in the Ramtha district<sup>3</sup>, it appears that water is the 4th item of expenditure of Syrian refugees, before education. On the basis of the three water, sanitation and hygiene (WASH) projects implemented by ACF in the governorate of Irbid during the past 2 years, less than 50% of the Syrian refugees are connected to the water of the Yarmouk Water Company (YWC)<sup>4</sup> network. They get water through water trucking at a price about 10 times higher than service water. These difficulties of access to water greatly increase their vulnerability in a context where 73% of refugees are poor according to the criteria defined by the Jordanian authorities. In a context where more than 38 %<sup>5</sup> of refugees households are women headed (often socially isolated), this situation creates crucial problems, especially during shortage periods.

Finally, information provided by ACF shows the very poor state of domestic installations, thus causing doubt about the health conditions in which refugees are living. The lack of access to the public water service also affects the most vulnerable among the Jordanian host community. In the meantime, some aging public buildings, such as schools that receive increased number of pupils with the influx of Syrian refugees and the practice of double shift, need to rehabilitate their water and sanitation facilities. The same goes for local health centers.

#### **2.2.2. Sector context: policies and challenges (one paragraph)**

Several complementary actions have been decided by the Government of Jordan as an answer to the situation in the Northern governorates:

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<sup>1</sup> Comprehensive food security monitoring exercise (CFSME) Syrian refugees in Jordan, July 2015, WFP & REACH

<sup>2</sup> Action contre la faim (Action Against Hunger), a French NGO

<sup>3</sup> *Assessment in January 2016 in the villages of Aqraba, Dneibeg and Emrawah in the District of Ramtha.*

<sup>4</sup> Company in charge of water distribution in the North of Jordan, that belongs to Water Authority of Jordan (WAJ)

<sup>5</sup> WFP, Reach, CFSME, Syrian refugees in Jordan, July 2014.

- increasing the water supply to this area, for which several large projects are under implementation (Wadi al Arab 2 and national conveyor, see below “complementary actions”);
- improving the performance of water distribution and wastewater collection of Yarmouk Water Company (YWC), necessary to actually improve the services to the end users,
- increasing the number of the population having access to an improved water and wastewater service, including refugees and the most vulnerable among host communities;
- increasing the capacities of wastewater treatment and transfer of treated wastewater to Jordan Valley.

The Ministry of Water has approved a water strategy, which develops (i) use of groundwater to the safe yield: in that regards, the production of water from Wadi al Arab 2 project under implementation shall reduce pressure on groundwater abstracted to feed the YWC network in Irbid; (ii) substitution between surface water and treated waste water for irrigation purpose: the water distributed in the YWC network in Irbid and Ramtha is reclaimed through sewerage and waste water treatment, and transferred by gravity down to the Jordan Valley for irrigation.

The water authorities have prepared two master plans: the Master Plan for Water Supply in the Northern governorates and the Master Plan for Sewerage in the Northern governorates. These Master Plans take into consideration the recent and approved future infrastructures for water production and the influx of Syrian refugees. The Jordanian water authorities (Ministry of Water and Irrigation and Water Authority of Jordan<sup>6</sup>) presented these Master Plans in 2015 as the official framework of intervention in the Northern Governorates to promote resilience between communities while providing for long-term infrastructure needs.

#### From the humanitarian situation to development investments

Syrian refugees have been continuously arriving in Jordan since 2011. Until recently, projects related to the Syrian crisis were proposing solutions to the immediate emergencies and were small-scaled. As the crisis enters its 5<sup>th</sup> year, it is important to implement actions that bridge humanitarian and development approaches at a larger scale. **This action has been shaped to propose an inclusive approach, which will allow a stronger impact on the resilience in areas most affected by the Syrian crisis.**

### **2.3. Lessons learnt**

AFD has been working in Jordan for 10 years. Water is one of its priority sectors. AFD and KfW are also two of the main financiers of the water sector in Jordan. AFD has recently financed the activities of NGOs which are implementing projects as a response to the Syrian refugees’ crisis in the water sector.

#### General points:

- The Syrian refugees’ crisis is a lasting crisis. It has become necessary now to upgrade the emergency projects in order to target the resilience of the hosting country, which would optimise the use of the financial resources: from temporary projects that need to be replicated several times (small scale emergency answers) to medium-term, more permanent projects.
- Moreover, as it is the case in numerous refugees crisis, a part of the Syrian refugees are likely to remain in Jordan, even when the emergency – and accompanying funds will have disappeared. With the natural demographic growth of Jordan, the water demand will not decrease. Hence, it is important for the Government of Jordan to use the grants availed in relation with the crisis to build infrastructures that will support the long term needs of the country.

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<sup>6</sup> Water Authority of Jordan is the Authority in charge of bulk water management in Jordan. Hence, WAJ, owns Yarmouk Water Company and WAJ manages the infrastructure construction and financing of water and wastewater infrastructures and leaves O&M to a water company, when there is one (YWC in this Project).

- In countries where unemployment is an issue, public investments are an opportunity to develop local employment. Job creation contributes to the local appropriation of the new infrastructures and to diffuse the tensions due to acute competition on the labour market. Discussions are on-going on the employment of Syrian refugees. The creation of jobs through this action will 1. contribute to offer opportunities for the current priorities on refugees' employment (the Jordanians want to prevent the employment of Syrians to result in an increase of unemployment), 2. Contribute to the dignity and integration of refugees and 3. Provide on the job training for Syrians to be valorised when the Syrian reconstruction will happen.
- AFD and KfW have been implementing number of infrastructure projects in Jordan. In the water sector, the PMU of WAJ has always been a key partner for the smooth implementation of the projects. PMU has the capacity to implement a project of that scale (PMU is currently in charge of the procurement of Wadi Al Arab II, a project which value is above USD 100M). AFD and KfW rely on consultants of international standards to support the PMU team. Consequently, the selection of such consultant will be a key step in the success of the project implementation.
- Working as early as possible on the land use conditions is a crucial element to save time: License from the relevant authorities can take time. Hence, as soon as the route and the works are known, it will be of major importance to proceed with the related licenses. PMU is perfectly aware of the importance to request the licenses in advance.
- NGOs need to be registered with the Ministry of Social Development to be allowed to work in Jordan. An authorization of the MOPIC must be sought for every single Project. The Projects are then presented to a committee to be assessed and approved. The procedure will be initialled early (after final decision of the EU fund boards) to ease the quick start of the Project.

#### Northern governorates' elements:

- YWC is the weakest water company in Jordan and is confronted to the most important challenge in relation with the Syrian refugees' crisis. A performance based contract to restructure the YWC, funded by KfW and implemented by Veolia, had to be terminated in front of local opposition, in the difficult context of the Arab spring. AFD and KfW know the challenges of such a project in the North of Jordan and have a thorough knowledge of the water sector in Jordan, and strong relationships with the key stakeholders of the sector given their involvement since several years. The two main financing institutions in the water sector of Jordan, and the most experienced, should however be able to tackle the challenges in the North.
- Building on the lessons learned, specific attention was given to the appropriation of the project by YWC, since its inception. Moreover, there is a clear commitment of the Jordanian authorities (Ministry of Planning and International Cooperation and Ministry of Water and Irrigation) to the success of the project.
- Given the scale of the needs, the transaction costs of multiple small projects and the limited capacity of YWC, it has appeared necessary to implement large scale projects to reduce these costs and to ensure that the impacts of the projects are significant on the population (host communities and Syrian refugees). To do so, this project 1. Scales-up the existing WASH activities and involves YWC and 2. Creates links/interconnections between the infrastructures components and the social ones, as well as between YWC and the NGOs. This innovative approach limits the multiplication of initiatives and creates a comprehensive and inclusive package, which is expected to optimize the efficiency and impact of aid.
- During the pre-appraisal mission of the action, AFD has met NGOs and UN agencies (in particular UNICEF) working in the North to shape precisely the activities targeting the most vulnerable among host communities and refugees. This dialogue allowed 1. to maximize the impact of the planned action and 2. to include elements that are necessary even though not directly related to the water sector (such like the legal aid to discuss longer lease agreement for the beneficiaries of the action).

## 2.4. Complementary actions

Several on-going or approved initiatives are complementary to the action and allow rapid implementation of measures to improve water distribution efficiency and access to water in Irbid governorate:

- Water resources transfer from Disi conveyor (Abu Alanda – Khaw – Zaatary) (financed by AFD and KfW) and Wadi al Arab II (WAA II) (cofinanced by EIB, NIF and AFD) works are under construction or procurement, with a total additional volume of 40 MCM to the area (on top of the current 72 MCM produced at the moment, i.e. more than 50% increase);
- The above-mentioned Water Distribution Master Plan for the Northern Governorates has been approved and gives a comprehensive description of consistent measures and works under a coherent schedule, a first phase for restructuring the network being necessary to be implemented before 2020. Additional JICA funding is now dedicated to the detailed design of 4 priority areas within Irbid City as well as technical assistance for leakage detection. However, JICA will not finance works on distribution beyond their current project of network rehabilitation in the Saheer and Huwarah districts; which leaves the highly necessary first phase of the water supply master plan ready but unfunded. ***The Madad Fund will be used to cofinance the first package of 4 districts, for which a detailed design is under preparation, allowing quick priority actions. Indeed, these four districts are the most populated of Irbid.***
- As indicated above, the water distributed in the YWC network in Irbid and Ramtha is reclaimed through sewerage and waste water treatment, and transferred by gravity down to the Jordan Valley for irrigation. This is made possible thanks to ongoing and completed KfW funded project in the waste water system in YWC area.
- Several NGOs can provide interesting experience and methods for water access to vulnerable households in the Project area :  
**Action against Hunger (ACF)**, a French NGO with a strong international background in water and sanitation, has started to work in Irbid Governorate on access to water of the most vulnerable households, both Jordanian and refugees under EU/ECHO funding; although of limited scale, this assignment brings a highly interesting assessment of the vulnerability of households within the Project area, and proven methods for new connection under very specific conditions. The approved MADAD funded activities of ACF also cover Irbid. AFD has been in close relationship with ACF to avoid overlap with this action.  
**Norwegian Refugee Council (NRC)** is another NGO that has implemented shelter-related activities in the Northern governorates. These activities included regularly WASH equipment within households. It also supported the Syrian refugees providing a legal assistance related to securing the house occupation.  
NGOs working on legal aspects (ex: **Legal aid**) were also met in order to integrate this dimension in the project (legal aspects between refugees and owners).  
The NGO **Acted** works in cooperation with NRC to implement WASH activities in the Northern governorates.
- GIZ has started implementation of a technical assistance program to improve customers relations performance in YWC (mainly on billing related issues);
- Egis-Eau will implement a pilot project on non-revenue water reduction and asset management to the benefit of YWC, with a French Treasury grant financing. The action will use the framework of asset management resulting from these activities.

## 2.5. Donor co-ordination

### Water sector donors group

A water sector donors group piloted by the German Embassy is meeting every other month to discuss the current activities of all financing institutions. Moreover, this action will be implemented by AFD and KfW, two of the largest financing institutions in the water sector in Jordan, which shows the close coordination of their activities. AFD and KfW coordinated with JICA to use the detailed design they are funding. To this purpose, AFD and KfW assist to the regular progress meetings of the Consultant in charge of the detailed design and comment the reports in the perspective of the implementation of this action.

### A specific Yarmouk Water Company working group

During the last mission of AFD and KfW, in collaboration with the implementing partner - Water Authority of Jordan - it has been decided to set up a working group on the technical assistance that will be provided to the Yarmouk Water Company, with representatives of GIZ, USAid, KfW, AFD and French Treasury. The objective of this working group is to create interrelations between the complementary activities of all these financing institutions. WAJ will pilot this working group.

### EU delegation

Regular consultations have been held with the EU Delegation in Amman on the Project since its preparation. The EU Delegation has sent a support letter for this action.

### French and German government

In order to save time, this application is run in parallel to the discussions on the sovereign loans' parts. The loan shares are being studied by the Government of Jordan but the final decision is pending the availability of grants to support the affordability of the action. AFD has signed with the GoJ on April 19<sup>th</sup> a 3-years MoU covering its interventions in Jordan that mentions the action for this year.

Germany co-hosted the London conference regarding the Syrian refugees' crisis on February 4<sup>th</sup>, 2016, during which Germany announced their support amounting EUR 1.2 billion for 2016 for the countries affected by the crisis. KfW grants for this project is in line with this important commitment.

These discussions have addressed in a comprehensive manner the coordination of the different funding and stakeholders for the water sector in Irbid.

## **3. DETAILED DESCRIPTION**

### **3.1. Objectives**

The overall objective of the project is to increase resilience between host communities and Syrian refugees through supporting urgently needed improvement of the water and wastewater services. To do so, the action will develop infrastructures and capacities in the area of Irbid and Ramtha, where the Syrian refugees and host communities are facing the growing deterioration of services from both quantitative and qualitative points of views, which fuels tensions between both communities.

The specific objectives of the Project are:

1. **Expanding and improving the performance of the water networks** in Greater Irbid and Ramtha, where water distribution will improve in terms of volume and timeliness, with simultaneous reduction of leakage and energy consumption. This investment is absolutely necessary *to secure adequate levels of service to the host communities and Syrian refugees in the Greater Irbid and Ramtha areas, and hence reduce tensions between communities.*
2. **Improving access of the vulnerable communities to the improved water networks**, both Syrian and Jordanian, thus contributing to lowering the water service-related tensions, and hence resilience.
3. **Connecting to sewerage networks the unserved areas of Irbid** that will receive the new water resources, to prevent contamination from overloaded cesspits.
4. **Capacity strengthening of Yarmouk Water Company staff** for operations and maintenance of the expanded and restructured networks.

### **3.2. Expected results and main activities**

The main activities and results would be as follows:

- ***Component 1: Selected Investment in water and wastewater networks in Irbid Governorate (north of Jordan)***

### *Component 1.1: Implementation of an improved water distribution network in Irbid and Ramtha*

The main component of the project will consist in restructuring, strengthening and extension of networks and implementation of distribution metered areas (DMAs), which allow increased capacity (72 to 120 MCM) of distribution and better management of pressure in the network, hence saving water and energy. This component will also increase the number of the population connected to the water network and hence benefitting from the improved services.

Given the size of this component, three packages will be considered for the implementation of this component:

- First package: the four first distribution areas of Irbid that are already being designed with the financing of JICA. ***The detailed design prepared by JICA for 4 distribution areas (out of a total of 10 in Irbid and 6 in Ramtha) will allow for a quick start of investments to be funded by Madad fund.***
- Second package: the remaining distribution areas of Irbid, following the Water Master Plan. A detailed design will be needed before launching the tender of this second package.
- Third package: the six distribution areas of Ramtha. To ensure continuity in Irbid, the completion of Irbid restructuring is prioritized.

### *Component 1.2: Connection of unserved areas in West and East Irbid to the existing wastewater disposal system*

Under a Kuwaiti grant, a conceptual design report has been prepared for the “Wastewater Collection, Treatment and Reuse Project for Liwa Al Wasatia and East Irbid Villages”, amounting to 26.8 million JOD. Out of this project, priority activities have been identified for an amount of JOD 10 M.

#### ***Expected results of component 1:***

- Water service related tensions are lowered between refugees and host communities, which complies with one of the Madad specific objectives.
- Job opportunities are created in the Northern governorates during the construction phase and after, as the maintenance of the new infrastructure will rely on local contractors as much as possible. It will provide on the job vocational training for post-conflict Syria.
- Labour-intensive techniques, when possible, will be encouraged.
- Water supply networks are strengthened restructured to absorb the new water inflows.
- District Management Areas are in place, hydraulically isolated, with continuous pressure an flow measurement and regulation.
- Pressure is optimised, and leakage reduced and identified for repair, while energy is saved because YWC will be trained to better spot the necessary actions.
- Quality of services is improved with more continuous supply.
- Network extension allows for new connection (additional demand).
- Wastewater services are improved and households connected, with better living and hygiene conditions.
- Local pollution by pit latrines are prevented with sewerage instead.
- Additional volume of wastewater is collected, treated and made available to substitute freshwater for irrigation purposes.

***This component is presented for a partial financing from the Madad Fund.*** The first package of the component 1.1. has its detailed design under preparation and the tender documents shall be ready by the end of this year, which allows the quick start works implementation of this emergency package, which was targeted to Madad funds given its readiness. Moreover, a large part of Irbid population is within these four districts.

- ***Component 2: Support to Yarmouk Water Company to ensure the sustainability of water service and to provide improved services to the population***

In conjunction with improved infrastructures and the installation of the YWC SCADA (information system) presently under construction, YWC team's needs to be trained 1. to operate and maintain in an optimized way the new infrastructures and 2. To reduce the non-revenue water (NRW).

***Expected results for component 2:***

- Quality of services is improved with more continuous supply. All water distributed under the project's infrastructure is drinkable, and treated to the Jordanian standards for that purpose. In addition, the restructuring of the network under component 1 of the project will allow, together with the increase in production, much longer distribution time (shorter rationing, and finally continuous supply where possible), which is an important factor to ensure water quality at customer level.
- YWC capabilities to manage the new infrastructure and maximize the networks' performance are improved. These capabilities are useful not only for Irbid and Ramtha but for all the networks in the four Northern Governorates covered by YWC, improving hence indirectly the water service performances of the operation of YWC networks in the four governorates of Irbid, Mafraq, Jerash and Ajlun. However, the project focuses on Irbid and Ramtha needs only and benefits for the others areas will only be indirect (in particular, no refugee camp is included in this Project). Zaatari Camp is supplied by a borehole independent from YWC networks: KfW is the principal financier (with other small donors) of the installation of water and wastewater networks within the camp. These works are currently being implemented by UNICEF.
- YWC generates additional revenue and reduces water losses.
- ***Component 3: Improved water supply services to the vulnerable population of Irbid and Ramtha***

The project offers to work beyond the public part of the water network to improve actual access of beneficiaries with a special focus on the most vulnerable households and public buildings.

After an appraisal based on the standard vulnerability assessment framework, the project will target the most vulnerable population. A pre-selection of the beneficiaries will be made through a referencing operated by CBOs active in areas impacted by the project. A door-to-door assessment will then be conducted in targeted areas. A comprehensive evaluation adapted from the methodology of Vulnerability Assessment Framework (VAF)<sup>7</sup>, will allow to assess the vulnerability of beneficiaries, regardless of nationality (Jordanian, Syrian or other) or status (refugee registered/non-registered, host community), to ensure a consistent approach to select the most vulnerable. The selection of beneficiaries will be conducted taking into account three factors:

- the absence of prior connection to the YWC water system;
- the quality of WASH facilities in the households;
- the economic vulnerability of households, especially regarding their capacity to cover basic needs (WASH, but also food, health, education, etc.).

This assessment will be accompanied by technical visits aimed at defining the needs for intervention that may include financing of extensions of the network, connections, installation of customer meters, renovation of water tanks and in-house improvement of the water and sanitation equipment. A diagnostic of public services buildings, in priority schools and health centers, will be conducted in parallel as the increase in population has put their equipment under heavy strain. Renovation or improvements will be undertaken where needed.

Depending on the situation of the beneficiaries, a lease agreement may be negotiated and signed between the occupants of the dwelling and the owner to ensure the protection of vulnerable non-owners of housing against eviction. This agreement will be adapted to be signed by women in order to

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<sup>7</sup> Common framework used by NGOs and UN agencies.



protect female-headed households. These activities would be led with the support of national NGO (like ARDD Legal Aid) specialized in the defence of the rights of the refugees.

Private contractors approved by the YWC will be contracted to implement works identified, which will be monitored by the operator consortium. These works will also be considered as job opportunities for vulnerable people and discussions will be led with contractors to promote their employment.

In addition, sensitization activities will be conducted at household level and community level (CBOs) to ensure the dissemination of good practices on:

- hygiene, including the attention of children and women;
- use and conservation of water in households;
- understanding and payment of water bills.

These activities would be organized in way to promote exchanges between host communities and refugees on the one hand and between the YWC and new customers on the other hand. It aims at creating a link between the different actors and thus reducing potential misunderstandings and prejudices.

This component will promote a coordinated approach to vulnerability at a larger scale than typical NGO projects, consistent with distribution network restructuring and improvement.

#### ***Expected results of component 3:***

- 10,000 vulnerable households, including refugees (in proportion of around 70 %), are supplied with service water (network extension and connexion), metered, and outfitted with tank and in-house facilities. Average number of people per refugees' household is 7 (HCR statistics). 70,000 people, out of which 50,000 refugees: This represents 1/4 of total refugees in the area, 1/3 of vulnerable refugees' households. The part of Syrian refugees benefiting from water access component is estimated at 70%. The proportion of Syrian refugees benefiting for overall improvement of water distribution is the proportion within the population of Irbid and Ramtha, established through the 2015 census at 20%. This project hence responds to the most critical needs for stabilisation aid to refugees and host communities in the North governorates, which is a Madad specific objective.
- The water bill is lower for these newly connected vulnerable households who can spend a lesser part of their scarce budget for water consumption. Their financial capabilities for sectors other than water are improved, supporting hence poverty alleviation.
- Women, specifically among Syrian refugee population, have a better access to water and an improving role in water conservation and day to day water management. Taking into consideration the gender for action is a specific objective of the Madad.
- Water service related tensions are lowered between refugees and host communities.

***Given its readiness to be implemented quickly and its social impact, this component is proposed to be fully financed by the Madad fund.*** This action proposes to scale up the initiatives that were implemented until now for a better access to water and conciliates these activities with a larger set of activities. The areas of improved access to water will be selected in accordance with the other components to join efforts to offer better living conditions to host communities and Syrian refugees.

### **3.3. Risks and assumptions**

#### ***General assumptions:***

- The Project fits with the national strategies for development and for resilience (namely Executive Development Plan and Jordan Response Plan).
- Relevant authorities collaborate efficiently in implementing the activities.

- ESIA of the Project will get a positive opinion. The ESMP will be implemented with no major issue.

Risks and assumptions	Mitigation measures
<p><b>Political</b></p> <ol style="list-style-type: none"> <li>1. During Arab spring, Jordan has faced limited unrest.</li> <li>2. Jordan is bearing the consequences of conflicts in neighbouring countries, with the influx of Syrian refugees and, previously Iraqi refugees. This increased the budgetary needs in order to achieve an adequate level of public services. For water, it also causes a growing increase in demand.</li> </ol>	<ol style="list-style-type: none"> <li>1. The Arab Spring was followed by political reforms and increased social spending, enabling the GoJ to contain social unrest.</li> <li>2. Jordan has developed a national Resilience Plan (JRP) to ensure basic public services to both host communities and refugees. Part of the Resilience Plan concerns the water sector, with a strategy to focus on the development of water resources where the population - Jordanian and refugees - are in most need. Within this framework, the Project contributes to decreasing the tensions between host communities and refugees in the Northern Governorates, which are hosting a large number of Syrian refugees.</li> </ol>
<p><b>Economic</b></p> <p>The economic situation is stable but may be adversely affected by regional developments.</p> <p><i>Specific assumption: International community support for Jordan is ensured</i></p>	<p>The economic growth is at 2.5% in 2015 giving the GoJ a sound economic base. Shocks resulting from the instability in neighbouring countries have so far been mitigated with additional assistance pledges, compensating a significant amount of the costs incurred.</p>
<p><b>Financial</b></p> <ol style="list-style-type: none"> <li>1. Capacity of the GoJ to sustain its borrowing obligations.</li> <li>2. Capacity of WAJ and YWC to face the cost of the Project</li> </ol> <p><i>Specific assumption: The usual set up of the project implementation remains unchanged: WAJ for the procurement and YWC for the operations.</i></p>	<ol style="list-style-type: none"> <li>1. The EFF currently being negotiated with the IMF will assist the GoJ to keep the debt level under control with a forecast decrease of the overall debt/GDP ratio. The previous Stand By Agreement was successfully concluded in 2015.</li> </ol> <p>The IMF encourages the GoJ to extend the average maturity of its debt. With a 20 or 25 year maturity, the envisaged AFD and KfW financial package would contribute to increase the maturity of the debt.</p> <ol style="list-style-type: none"> <li>2. The financial sustainability of the Project is ensured by making WAJ and not YWC the owner of the assets and responsible for repaying the investment. WAJ has a greater financing capacity and is backed up by the Ministry of Finance through MWI. YWC will have to cover the operating costs, which should be lower than the current situation since water and energy will be saved.</li> </ol> <p>At the request of the IMF, MWI has published a plan - including tariff increases - to reduce the financial loss in the water sector which is currently being implemented, with the support of an AFD Water Sector Policy Loan.</p>
<p><b>Implementation</b></p> <p>WAJ needs assistance for the Project design, tender and supervision during the construction phase, as the Project will represent significant additional work, which will require specialised staff.</p>	<p>WAJ Project Management Unit (PMU) has a longstanding experience in the implementation of projects funded by international financing institutions. WAJ has worked with a variety of IFI's and bilateral institutions including AFD and KfW.</p> <p>The assistance for the Project design, tender and supervision (Component 3) will provide supervision support services to the PMU. This will therefore allow a timely and smooth implementation of the Project.</p>

<p><b>Project specific's risks</b></p>	
<p>Delays in project delivery</p> <p><i>Specific assumption: Water Authority of Jordan collaborates efficiently for this project and GOJ authorities are committed to a swift implementation of such project.</i></p>	<p>Selection of the most mature components to be co-financed by the Madad Fund for a quick start implementation</p> <p>Long satisfying experience of EFIs with Water Authority of Jordan for the procurement of water infrastructures projects.</p> <p>Close monitoring by AFD and KfW of the whole procurement process.</p>
<p>Delays in the facility set-up (approval of grants and loans expected before the end of the year for a quick start)</p> <p><i>Specific assumption: GOJ authorities are committed to a swift implementation of such project.</i></p>	<p>Jordanian debt committee discussions held in parallel of the EU grants requests procedures – MOPIC confirmed orally to AFD that the Debt Committee approved the project – decision pending the availability of grants (NIF and Madad)</p> <p>Agreement to present the project for the complementary EU grant, quickly, at the NIF board of July 2016.</p> <p>After approvals, use of agreed templates between AFD and EU (Pagoda II) and established practices from previous and on-going AFD operations</p> <p>Prequalification and tenders will be launched in parallel to the financing set-up to quick-start implementation.</p>
<p>Willingness of tenants of informal housing to improve the situation of the occupants requiring them to formalize their occupancy</p> <p><i>Specific assumption: Tenants accept the improvement of the housing they make available as it secures its renting. Occupants are protected from any rent tariff increase thanks to agreements signed during the project implementation.</i></p>	<p>The “access to water” component will include a legal assistance component to facilitate the relations between the land tenants and the occupants. Previous experience has shown that such legal assistance is widely acceptable to both owners and occupants</p>
<p>The objective of the Project to develop water access to vulnerable household may cause tension with the rest of the population if water service is not improved</p> <p><i>Specific assumptions:</i></p> <ol style="list-style-type: none"> <li>1. The projects that will produce additional resources are effectively implemented and on time.</li> <li>2. The components of the project are implemented at the same time to ensure a smooth distribution of the water resources to all population (newly connected or not) through strengthening of the network and/or connections of households.</li> </ol>	<p>The Project will develop water access to vulnerable households while delivering additional water to all served customers. It is crucial that both improvement of overall water service and water access could be implemented together, with additional produced resources.</p>
<p><b>Social</b></p> <p>During the construction phase, trenches will be dug along the roads, which might cause difficulty in access to properties and shops.</p> <p><i>Specific assumption: • ESIA of the Project will get a positive opinion. The ESMP will be implemented with no major issue.</i></p>	<p>Access solutions will have to be provided and eventual compensation given to the shop-keepers. A comprehensive ESMP will have to be prepared early to mitigate any issues to the local population.</p>
<p><b>Environmental</b></p> <p>Environmental impacts assessment is</p>	<p>The constructions related to the Project are mostly in urban areas. Hence, there</p>

<p>available. ESMP will have to be prepared.</p> <p><i>Specific assumption: • ESIA of the Project will get a positive opinion. The ESMP will be implemented with no major issue.</i></p>	<p>is a low probability to affect any ecosystem. However, it will have to be checked and mitigated if needed in the ESMP.</p>
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### 3.4. Cross-cutting issues

#### Good governance:

YWC will be formally associated to the work of NGOs for the improved services to the most vulnerable population, through a written agreement, encouraging hence a better inclusion of the social issues. In addition, the capacity of YWC will be strengthened to operate and maintain the new restructured and extended water and wastewater networks, to improve its efficiency and effectiveness. The Project will thus contribute to improve overall sector governance by reducing financial losses within the presently under performing utility.

#### Aid to the environment:

The Project aims at improving the performances of the water infrastructures to allow an efficient use of the available water. This will reduce water losses but also energy consumption thanks to reduced pressures. The Project will prevent contamination from overloaded cesspits, reduce contamination and overexploitation of groundwater, and at the same time make available more treated wastewater to be used for irrigation.

#### Gender equality:

Irbid Governorate is hosting the second largest proportion of women-headed households among Syrian refugees (38,3 %) <sup>8</sup>. While women refugees are specifically vulnerable and often socially isolated, in particular during shortage periods, their status as “day to day water household manager” provides opportunities for expanding their positive roles for water conservation both in and out of houses. Specific approaches will be designed by international NGOs with CBOs to take care of this situation (vulnerability assessment, decision process for water and sanitation equipment, privacy aspects). In order to maximize their impact, awareness and information campaigns will be tailored to women.

#### Climate change

Jordan lies in a climate sensitive area that is expected to suffer from a net reduction in rainfall, and an increase of the temperatures. Consequently, the water scarcity and lack of drinking water will be worsened by the effects of climate change.

*Adaptation:* Both Project’s activities, investment and capacity building, will improve water use efficiency and reduce the risk of further depletion of the groundwater aquifers, resulting in an improved resilience of the system to the effects of climate change. Moreover, the extension of the wastewater networks will contribute to the increase of the treated wastewater, reducing the use of freshwater for irrigation.

*Mitigation:* The strengthening of the networks will reduce average pressure and will save pumping energy.

### 3.5. Stakeholders

The implementation of activities will be undertaken in close collaboration with the following main stakeholders:

#### Local Partners

- The Government of Jordan, represented by the Ministry of Planning and International Cooperation: the MOPIC asked AFD and KfW assistance for Madad applications and the

<sup>8</sup> WFP, Reach, CFSME, Syrian refugees in Jordan, July 2014

MoPIC has sent to the EU Delegation an endorsement letter for the action. In parallel, the MoPIC has begun to study the loans share of the action.

- The water authorities: Ministry of Water and Irrigation, Water Authority of Jordan, Yarmouk Water Company that have been involved since the inception to develop the concept of the action with AFD and KfW.

#### NGOs and CBOs

For the third component towards an improved access to water, the target group will be the local and international NGOs and CBOs, already active in Jordan.

Final beneficiaries: Population of Greater Irbid and Ramtha (Syrian refugees and host communities)

*Since its inception, the action has built on discussions between AFD, KfW and the above-mentioned stakeholders to shape the most relevant and integrated scope possible, in order to increase the water resilience in Irbid and Ramtha as soon as possible by lowering the tensions between host communities and refugees.*

Coordination with other financing institutions: cf.2.5. “Donors co-ordination”

## **4. IMPLEMENTATION ISSUES**

### **4.1. Financing agreement, if relevant**

In order to implement this action, it is not foreseen to conclude a financing agreement with the partner country, referred to in Article 184(2)(b) of Regulation (EU, Euratom) No 966/2012. The Financing Agreement with the Government of Jordan will be signed by AFD.

### **4.2. Indicative operational implementation period**

The implementation of the EUTF Madad-funded components – sub project 1- (1<sup>st</sup> package of component 1.1. and component 3) is 36 months. It will be implemented on a short term given their readiness and the emergency for action. Other components necessitate prior studies that will be performed in parallel to the implementation of the EUTF Madad-funded activities. The detailed schedule of activities is available in annex.

### **4.3. Implementation components and modules**

With regards to the components that will be financed, fully or partly, with EUTF, the administrative/contractual arrangements will be the following:

- **Quick start sub project 1: Madad, AFD and KfW financing**

*Component 1.1. Implementation of an improved water distribution network in Irbid and Ramtha - 1<sup>st</sup> package (4 first districts) – estimated cost of EUR 51 million, out of which EUR 11 million from EUTF*

AFD will sign a delegation agreement with EU institutions, under the Pagoda II model. Then, AFD will sign financing agreements with Government of Jordan for this component: one for the utilization of EUTF on the first package and one for the AFD’s loan funded activities, i.e. remaining of the first package and the other packages. Then, on-granting and on-lending to WAJ will be made through agreements between Government of Jordan and WAJ.

*Component 3. Improved water supply services to the vulnerable population of Irbid and Ramtha*

AFD will sign a delegation agreement with EU institutions, under the Pagoda II model (same as for the item above). AFD will not conclude a financing agreement with the Government of Jordan for this component that will be implemented by a consortium of NGOs. AFD will enter directly into a contractual arrangement with a consortium of NGOs. Moreover, to ensure a full appropriation of this

component by the Jordanian authorities and to facilitate the interrelations between this component and the other components of the action, a MoU will be signed between the Jordanian authorities (namely Yarmouk Water Company) and the lead NGO in charge of the consortium of NGOs.

- **Sub project 2: NIF, AFD and KfW financing**

The remaining packages of the component 1 will be cofinanced by NIF funds, KfW grant and AFD & KfW loans. The NIF delegation agreement will be signed between AFD and EU. Then AFD will enter into a financing agreement with Government of Jordan for the NIF funds. In parallel, AFD and KfW will enter into financing agreements with the government of Jordan for their own loans and grants funding.

For the sub-component 1.2. KfW will enter into a financing agreement with WAJ (also through MoPIC).

The component 2 will be implemented by the NIF fund. As for the component 1, AFD will enter into a delegation agreement with EU for these funds.

#### **4.4. Indicative operational implementation period**

The implementation of the Madad-funded components – sub project 1- (1<sup>st</sup> package of component 1.1. and component 3) will be implemented on a short term given their readiness and the emergency for action. Other components necessitate prior studies that will be performed in parallel to the implementation of the Madad-funded activities. The detailed schedule of activities is available in annex.

##### Component 1

The Implementing Agency for the component 1 will be the Water Authority of Jordan through the PMU. AFD will enter into a financing agreement with WAJ. The loans will be on-lent to WAJ. For the sub-component 1.2, KfW will enter into a financing agreement with WAJ. Contracts for the implementation of the two sub-components will be signed between the preferred bidders and WAJ. Operation and Maintenance will be the responsibility of YWC.

AFD has long experience in the implementation of water infrastructures' project in Jordan. Its implementing partner is the PMU (Projects Management Unit) of the Water Authority of Jordan (WAJ). Indeed, this unit was created to manage the procurement of the major projects in Jordan and is the counterpart of numerous EU institutions like KfW or EIB.

##### Component 2

WAJ will also be the Implementing Agency for component 2. The procurement will be managed by WAJ. To this purpose, AFD will include this component in the NIF grant financing agreement with WAJ (through MoPIC). The beneficiary of this component is the operator of the first component, namely YWC. YWC belongs to WAJ and WAJ is responsible to monitor the operations performance of YWC and has long experience in procurement. That is why this component will be implemented by specialized consultants who will enter into a contract with WAJ, but the beneficiaries will still be YWC.

##### Component 3

The contractual arrangement will be managed directly by AFD, the Delegatee of EU grant. The agreement will be signed directly between AFD and the consortium of NGOs. As this component comprises water connections, an agreement will be sought between YWC, the network operator and the NGOs implementing WASH activities to coordinate the efforts of the whole Project (cf. MoU in 4.1).

During its last field missions, AFD carried out a needs assessment in the intervention area. Regarding vulnerable households, these needs include: connection to the water network, installation of own

meters, securing housing conditions, adoption of good practices in the use of water and payment for the services.

This implementation mode is justified by the choice made by AFD: 1) to work with NGOs yet involved in the field for these specific activities, 2) to build this component from their practical experience and, 3) to scale up their activities in order to maximize impact. AFD has also already identified the operators in the project area with the experience sought to meet these previous needs. These NGOs are those listed in part 2.4 (ACF, NRC, ACTED, Legal Aid- ARDD).

These NGOs will be invited to come together in a consortium with which the AFD will sign a grant agreement. Through its proposal, the consortium will be asked to submit a proposal to specify following points:

- Its method to identify the most vulnerable in host communities and refugee beneficiaries through vulnerability assessment;
- Its organization to handle the scale of the project;
- Its management of the technical capacity/staff to assess the need for in-house facilities;
- Its procedure to contract private contractors and ensure the works monitoring;
- Its experience for the formal dialogue with the Yarmouk Water Company;
- The relevant way of organizing awareness campaigns to sensitize beneficiaries to the payment of the service, to a rational use of water, and to promote exchanges between communities;
- Its association with experts' organization to provide a legal and social mediation support between landlords and occupants to ensure the protection of the most vulnerable.

The consortium will aim to target 10,000 vulnerable households on the duration of the project. The activities will also have to contribute to the reduction of tensions between communities.

The activities of the consortium will be oriented so that the targeted areas correspond to those which will benefit quickly from the improvement of service.

Two points will be keys for the success of the operation, in accordance with good practices of intervention in fragile context:

- Flexibility will be left to the operator for adaptation of the implementation mode and activities on the basis of the evolution of the context and needs, as these adaptations are relevant to the achievement of the objectives set. Indicatively at this stage, activities will be those listed in part 3.2 (vulnerability assessments, technical visits, contracting of local providers for work, legal support, awareness-raising campaigns).
- The consortium will have to sign a MoU with the YWC to ensure the good ownership of this operation by the public water company and the respect of its technical recommendations, particularly regarding connections and meters to install.

#### Coordination of the financiers

The project shall be managed under the leadership of AFD. AFD is the delegatee of the EU grants, and AFD and KfW shall co-finance under the leadership of AFD, through the Mutual Reliance Initiative established between the 2 institutions, which states AFD rules shall apply for procurement, E&S and other safeguards. The various decisions (issuing of tendering, contract awards, disbursement) shall be taken once endorsed by a joint AFD & KfW No Objection mechanism managed by AFD and pronounced after coordination with KfW. This will allow mobilizing the skills and experience of both institutions, which are used to work together and co-finance together projects in several countries.

Disbursement shall be made *pari passu* among AFD, KfW and EU MADAD Grant for component 1.1 of the project, while AFD shall disburse MADAD fund on behalf the EU for component 3. See also the annexed implementation scheme.

The coordination of the financiers will be ensured by the organization of regular meetings between local representatives of the financiers (AFD, KfW and EU Delegation) and the implementing entity (WAJ).

Also regular headquarters joint AFD-KfW missions will be organized to monitor the implementation of the Project.

#### Environmental and social impacts assessment

The Master Plan for Water Supply in the Northern governorates, approved by the Government of Jordan, includes a comprehensive environmental and social impacts assessment for the Component 1.1. The Master Plan for Wastewater includes a ESIA for the Component 1.2. These documents describe extensively all the impacts of the project and indicate clearly the mitigation measures.

Given 1. the quality of these assessments and 2. the urgency to implement this project and 3. The necessity to optimize the implementation timeframe, the ESIA will be, as usual and when relevant, completed at the ESMP level, which will be prepared by the Contractors, based on the ESIA. The ESMP will be implemented after approval by the dedicated Jordanian authorities and AFD.

Moreover, a thorough analysis on the social situation will be made possible thanks to the vulnerability assessments of the component 3, prior to its implementation. This will be the basis not only for a specific social impacts assessment of the construction works, but also for a proactive approach of vulnerable households in terms of access to water and employment opportunities through the project works.

All this process is performed under the close monitoring of the environmental and social department of AFD and will be approved by relevant authorities of Jordan (Ministry of Environment).

#### **4.5. Indicative budget**

		Cost (in MEUR)	Source of financing				
			EU - Madad	EU - NIF	AFD loan	KfW grant	KfW loan
<b>Quick start sub-project 1</b>							
Comp. 1.1 - package 1	4 first districts of Irbid - <b>detailed design under preparation</b>	51	11		15	5	20
Comp.3	Access to water for the most vulnerable	10	10				
Comp. 1.2.	Sanitation networks to unserved areas	10				10	
<b>Sub total "emergency"</b>		<b>71</b>	21		15	15	20
<b>Sub-project 2</b>							
Comp. 1.1. - packages 2 & 3	Package 2 - 6 remaining districts of Irbid Package 3 - 6 districts of Ramtha	64		14	15	15	20
Comp. 2	TA on operations and maintenance for YWC	5		5			
<b>Sub total "development"</b>		<b>69</b>		19	15	15	20
<b>Total of the Project/action for resilience (both short term and mid term components)</b>		<b>140</b>	21	19	30	30	40

*Disclaimer: This budget is indicative and does not include Afd management fees. The distribution of the amounts per component may evolve during implementation, in relation with the further appraisal/*



*the tender process/ etc. Packages may be rearranged to optimize the implementation of the action. However, EU contribution to each component will remain the same. Only AFD and KfW shares on each package and each component may adapt to the next steps of the project implementation.*

The AfD management fees are to be added on top of the EUR 21 million Madad will finance to implement activities. It is agreed to calculate the fees based on the NIF model, hence **management fees of EUR 420,000 (i.e. 2%) are added** to the EUR 21 million of MADAD fund requested.

Communication and visibility funds are included in the various components, along with performance monitoring and evaluation and audit of the implementation of the action, when relevant.

The initial request was EUR 40M from MADAD fund and included a EUR 0.25 M for evaluation and audit. It has been asked during the TAM of 20<sup>th</sup> of May to split this request in two requests: one of EUR 21M from MADAD and one of EUR 19M from NIF. The amount of EUR 0.25 planned for evaluation and audit is within the NIF request, but will be used for the EUR 40M grant package implementation.

#### **4.5 Performance monitoring**

Monitoring shall be ensured primarily through EU Delegations in-country and in particular with the assistance of specific Trust Fund field & liaison officers posted within the EU Delegations. In addition, the EU Trust Fund is planning to launch an independent M&E exercise to accompany all Fund programmes and ensure that targets are met and lessons learnt can be incorporated into other EUTF actions.

The purpose of the Madad EUTF Monitoring and Evaluation Framework would be to assess, across various levels, the degree to which the Overall Objective of the Trust Fund has been achieved.

The Madad Trust Fund M&E Framework will assess the effective delivery of programmes, contribute to improved project design, and develop a knowledge base of 'what works' to allow for continuous improvement of aid delivery. Above all and in the spirit of the Agenda for Change, the Madad Trust Fund M&E Framework aims to ensure upward and downward accountability and transparency of EU support towards the Madad Trust Fund Board and end beneficiaries, respectively.

The Trust Fund and actions financed by it are subject to the monitoring and evaluation rules applicable to EU external programmes, in order to ensure the respect of the principles of economy, efficiency and effectiveness, as per Article 13 of the Agreement Establishing the Madad Trust Fund.

#### **4.6 Evaluation and audit**

Projects shall carry out an obligatory final evaluation, and one external audit per year. Whenever possible, evaluations will be jointly carried out by partners.<sup>9</sup>

Without prejudice to the obligations applicable to contracts concluded for the implementation of this action, the Commission may, on the basis of a risk assessment, contract independent audits or expenditure verification assignments for one or several contracts.

#### **4.7 Communication and visibility**

While communication and visibility of the EU is a legal obligation for all external actions funded by the EU, to date the visibility of the EU's support to the Syrian crisis, in particular in neighbouring countries affected by the crisis, has been insufficient. The public perception is that the EU is not

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<sup>9</sup> EC Guidelines No. 3, *Making Technical Co-operation More Effective*, March 2009.

addressing the Syrian crisis, when in fact it is the largest donor. The lack of visibility to the EU's actions weakens the EU's political traction in the region and its standing in Europe.

Therefore, communication and visibility is an important part of all Madad Fund programmes factored into the implementation in order to underline its importance at all stages of the planning and implementation of the Programme.

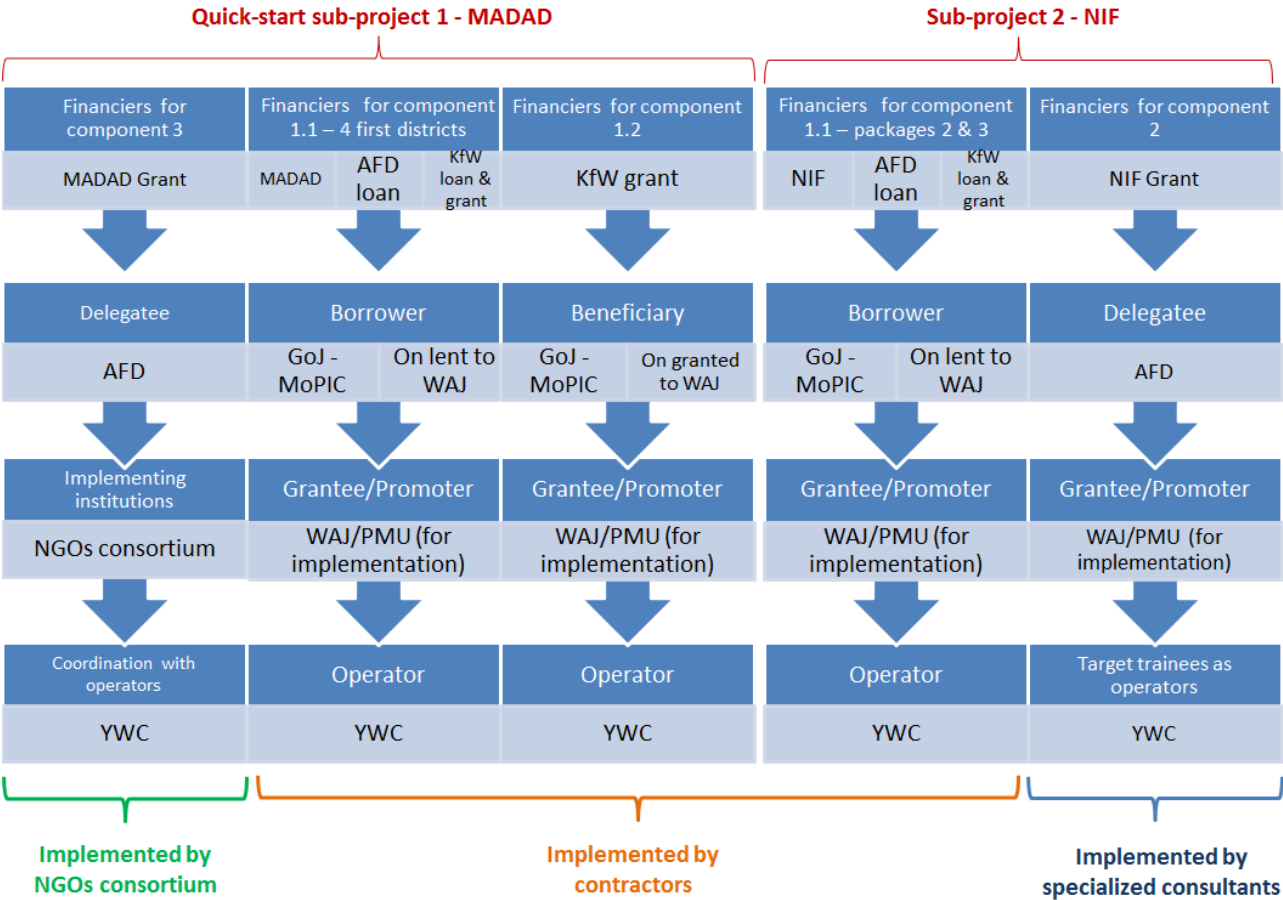
All visibility actions by Madad Fund implementing partners outside areas of conflict should be stepped up. AFD will draw up a comprehensive visibility and communication plan for its target community and submit a copy for approval to the Madad Fund and EU Delegation. The related costs will be covered by the budgets of the contract as part of the project.

The measures shall be implemented by the implementing consortium/ia, its contractors, and/or its grant beneficiaries. Appropriate contractual obligations shall be included in, respectively, procurement and grant contracts.

The Communication and Visibility Manual for European Union External Action together with specific requirements to highlight the Madad Trust Fund shall be used to establish the Communication and Visibility Plan of the Action and the appropriate contractual obligations.

In addition, the EU support shall be visible to all direct beneficiaries (components 2 and 3 in particular) – various visibility materials where the EU contribution and its logo should be mentioned or included, on the water access equipment, clothes of water access teams, training materials, etc.

# Annex 1: Implementation scheme







### Annex 3: Logframe matrix of the project

The logframe matrix should evolve during the project lifetime: new lines can be added for listing new activities as well as new columns for intermediary targets (milestones) when it is relevant and values will be regularly updated in the column foreseen for reporting purpose (see “current value”).

	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
Overall objective: Impact	To promote the resilience between host communities and Syrian refugees in Jordan	<p><b><i>Contribution to the following objectives of the Jordan Response Plan 2016-2018:</i></b></p> <p>To support the Government to ensure the provision of essential and sustainable WASH services to those affected by the Syria crisis.</p> <ul style="list-style-type: none"> <li>- Quantity, quality and efficiency of safe drinking water delivery improved and system optimized</li> <li>- Sanitation services expanded and improved</li> <li>- Provided safe and equitable access to gender appropriate sanitation services</li> </ul>				<p>Progress reports on the disbursements in relation with the total amounts of the JRP</p> <p>Information to be reported in the progress reports prepared by AFD for EU institutions (at the end of each year)</p>	

Specific objective(s): Outcome(s)	Oc = Improvement of the access and the distribution of water for the host communities and Syrian refugees of Greater Irbid and Ramtha	Duration of weekly water distribution	Values from the Water Supply Master Plan funded by JICA (data of 2015)	6 to 24 hours per week depending on the neighbourhood	Increase	<b>Sources :</b> Annual/Quarterly performance reports of the YWC sent to WAJ - Data coming from individual meters, - Number of claims for non delivery of water during the dedicated water distribution time  Information to be reported in the progress reports prepared by AFD for EU institutions (at the end of each year)	The supplementary sources of water are available on time (Wadi Al Arab II and Disi extension) Replacement/Installation of supplementary meters (ongoing project under KfW funding) Reliability of the metering
		Volume of real consumption per inhabitant or household		65 liter/cap/day (2016)			
Outputs	Op 1.1. The water distribution network of Greater Irbid and Ramtha is strengthened, restructured and extended	Number of districts metered areas implemented	Values from the Water Supply Master Plan funded by JICA	0	Full project: 16 (2021) MADAD funded activities: 4 (2019)	Project progress reports from the Engineer Operations reports from YWC	Quality of the detailed design and tender documents Smooth procurement of the Engineer and Contractors
		Length of new or rehabilitated water pipelines		0			

		New connections to water supply		0	12640 (2021)		
	Op 1.2. Some unserved areas of Greater Irbid are connected to wastewater networks	Length of new or rehabilitated sewer pipelines	Values from the Waste water Master Plan funded by JICA (2015 baseline)	0	115kms		
	Op 1.3. Capacities and performances of YWC are improved	(cf. indicator Op 1.1. closely related to Op. 1.3)					Complementarity with water networks improvement Appropriation by YWC management and staff Availability of dedicated YWC staff
	Op 1.4. A significant number of vulnerable households has access to an improved water service (and public buildings are connected)	Vulnerable households benefitting from an improved water service	Sources from UN and NGOs reports	0	10,000	Progress reports from NGO consortium implementing the Project	Accurate and smooth identification of the most vulnerable by the CBOs
		Of which refugees' households benefitting from an improved service	Sources from UN and NGOs reports	0	7,000		



		Share of women –headed households <i>amongst refugees’ households</i>	NGOs	30% (defined as the share of women-headed households observed in Irbid governorate)	30% (defined as the share of women-headed households observed in Irbid governorate)		
	For all outputs	Number of beneficiaries of the project	Water Supply Master Plan	0	1,018,200	Estimation from progress reports of project implementation	
		Share of beneficiaries below the poverty line	Department of Statistics	15% in the Jordanian population, 87% amongst the refugees	15% in the Jordanian population, 87% amongst the refugees	Department of Statistics	
	<b>Information to be reported in the progress reports prepared by AFD for EU institutions (at the end of each year)</b>						
<b>Activities</b>	<p><b><i>In relation with Op.1.1</i></b></p> <p><i>A 1.1.1. – Implementation of the four first districts metered areas DMAs (including engineering services) (Madad co-financing)</i></p> <p><i>A.1.1.2. - Implementation of the other districts metered areas DMAs (including engineering services) (NIF blending)</i></p>	<p><b><i>Means for A.1.1.1 and A.1.1.2:</i></b></p> <p><i>Engineering services to support the detailed design, the tender process and for the supervision,</i></p> <p><i>Contractor for the works, Supplies of pipelines and related equipment (valves, joints, etc.)</i></p> <p><b><i>Costs : 51 MEUR (including 11 MEUR of MADAD grant)</i></b></p> <p><b><i>Costs : 64 MEUR (including 14 MEUR of NIF grant)</i></b></p>				<p>Quality of services of the Engineer and the Contractors</p>	

	<p><b><i>In relation with Op. 1.2</i></b></p> <p><i>A 1.2.1. – Connection to wastewater networks of unserved areas</i></p>	<p><b><i>Means for A.1.2.1:</i></b>  <i>Engineering services to support the tender process and for the supervision, Contractor for the works, Supplies of pipelines and related equipment (valves, joints, etc.)</i>  <b><i>Costs : 10MEUR</i></b></p>	
	<p><b><i>In relation with Op.1.3</i></b></p> <p><i>A 1.3.1. Capacity building of YWC (identification of leakages, DMAs operations and maintenance)</i></p>	<p><b><i>Means for A.1.2.1:</i></b>  <i>Technical assistance procurement</i>  <b><i>Costs : 5 MEUR (exclusively NIF grant)</i></b></p>	<p>Efficient TA implementation  Coordination with DMAs implementation</p>
	<p><b><i>In relation with Op. 1.4</i></b></p> <p><i>A.1.4.1. Diagnosis of the vulnerable households, connection to the networks and/or installation of equipment in households and public buildings</i></p>	<p><b><i>Means for A.1.2.1:</i></b>  <i>NGO to perform vulnerability diagnosis, assessment of the works/equipment needs, supervision of local contractors</i>  <i>Local contractors and suppliers for house connections and/or water equipment</i>  <b><i>Costs : 10 MEUR (exclusively MADAD grant)</i></b></p>	<p>Sufficient capacity of NGOs to implement a large scale project</p>

The Coordinator may unilaterally amend the activities, outputs, all the indicators and the related targets, baselines and sources of verification described in this logical framework in accordance with Article 9.4 of the General Conditions. Any change must be explained in the reports, whenever possible anticipatively. In case of doubt it is recommended to check beforehand with the Contracting Authority that the proposed modifications do not impact the basic purpose of the action.

Although it is allowed to have more than one specific objective, essentially in complex programmes, it is a good practice to determine only one specific objective/(main) outcome. When necessary, intermediary outcomes with their related (outcome) indicators should figure in the line of the outcomes: the sequence of abbreviations in this case should be: Oc (main outcome); iOc1 (intermediary outcome 1) iOc2, (...); Op1.1. (output related to intermediary outcome 1), Op 1.2, Op 2.1., Op2.2. (...).

#### Definitions:

“Impact” means the primary and secondary, long term effects produced by the Action.

“Outcome” means the likely or achieved short-term and medium-term effects of an Action’s outputs.

“Output” means the products, capital goods and services which result from an Action’s activities.

“Indicator” is the quantitative and/or qualitative factor or variable that provides a simple and reliable means to measure the achievement of the Results of an Action.

“Baseline” means the starting point or current value of the indicators.

“Target” (or results Goal) means the quantitatively or qualitatively measurable level of expected output, outcome or impact of an Action.

A “logical framework matrix” (or “logframe matrix”) is a matrix in which results, assumptions, indicators, targets, baselines, and sources of verification related to an action are presented.

The intervention logic tells how, in a given context, the activities will lead to the outputs, the outputs to the outcome(s) and the outcome(s) to the expected impact. The most significant assumptions developed in this thinking process are to be included in the logframe matrix.