

### 2nd NARBO General Meeting, Jatiluhur, Indonesia

14-16 February 2006

# Suparuek Puttakhot IWMI



### System Overview

NARBOBench has been developed as a potential tool for river basin management and monitoring software.

This software is developed as a webbased application to be made easily access throughout the organizations.



#### System Overview (Cont')

A web site

http://203.209.62.200/NARBOBench will be set up to facilitate the dissemination of this software and information.

The objective of the software development is to find the best management practice and solution to minimize the performance gaps



### System Overview (Cont')

#### Functionality captured in NARBOBench:

- Management Initiatives and activities
- Progress report
- Performance evaluation of RBO
- Sharing data related to river basin management and performance among organizations



### System Overview (Cont')

IWMI is responsible for software development and database construction.

IWMI will participate in implementation of the system.

The pilot test of this software will start from February 2006.



## Core components of NARBO Performance Benchmarking

- Critical Success Factors
- Objectives
- Indicators

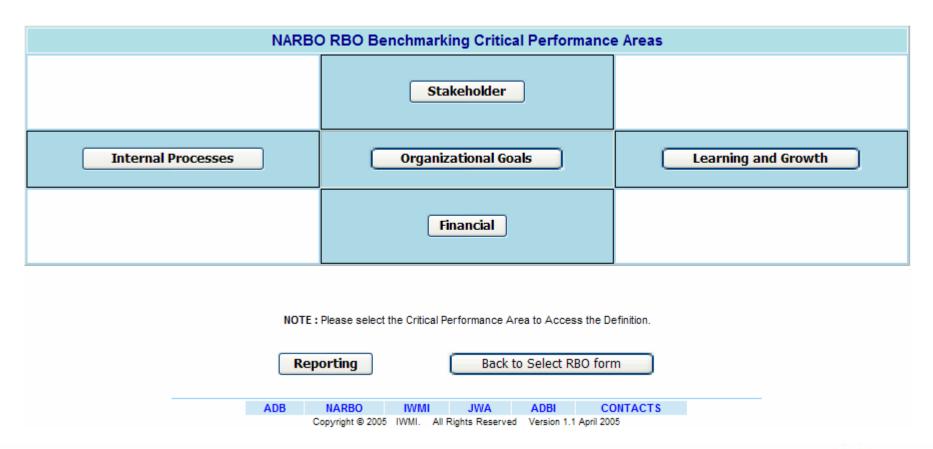


### How to use the performance benchmarking



URL: http://203.209.62.200/NARBOBench







Stakeholder Perceptions Performance Objectives						
Select Objectives for Monitoring						
Customer Satisfaction Environmental conditions Improved Livelihoods						
Next Screen						
Return to Score Card						



### Adding, Updating data to

#### Performance Benchmarking (Cont')

Stakeholder Perceptions Performance Objectives								
Selected Objective  Customer Satisfaction	Indicators  Customer feedback Customer involvement  ✓ Check this box for annual data  Edit Performance Data	Add Edit Delete  Select Objective, Indicator and up to five (5) Initiatives  Click to Create Matrix						
	Return to Score Card							



Record of Performance Observations at Bang Pakong						
Using Indicator	Measure of response to customers complaints.: Defined as: Measured as the number of complaints received per 1000 residents per period (month or year)					
	Enter Year Enter Performance					
	Submit Details Clear Entries					
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Define Indicators of Performance S	Stakeholder Relations Objectives at Bang Pakong
Short Description (max 30 Characters)	Improved Maintenance
Description of Initiative	By maintaining our equipment in operational conditions we will recover costs more effectively
	Submit Details Clear Entries
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Specify expected outcome of at Bang Pakong						
To achieve our declared objective of	Our customers will be fully satisfied by the services provided by the RBO					
By implementation of the following Initiatives	By maintaining our equipment in operational conditions we will recover costs more effectively					
We expect to improve the indicated performance of	Measure of response to customers complaints.					
	Year Performance					
Initial Performance	2006	1				
Target Performance	2011	1.2				
Submit Details Clear Entries						
ADB NARBO	) IWMI JWA ADBI	CONTACTS				



# How to get performance benchmarking report

#### **River Basin: Bang Pakong**

Contact Person: Ian Makin Email: imakin@adb.org

Characteristic		Organizat	ion	Hydrology		
Basin Area:	0 Km <sup>2</sup>	Professional Staff:	20	MeanAnnual Discharge:	0 MCM	
Population:	0	Technical Staff:	12	Wet:Dry Ratio:	0 MCM	
Sponsor By:	Private Sector Organization	Administration Staff:	25	Storage:	0 MCM	
Revenue:	Unknown	Field Staff:	2	Domestic Use:	0 MCM	
				Industrial Use:	0 MCM	
				Agricultural Use:	0 MCM	
				Enviroment Reserve	0 MCM	

#### Mission

Objective: Our misison is to deliver safe and reliable water supplies and services within an IWRM approach

#### Stakeholders



# How to get performance benchmarking report (cont')

#### Stakeholders

Objective: Customers will be fully satisfied by the services provided by the RBO

Indicator	Initial		Target		Reported	
	Year	Value	Year	Value	Year	Value

Objective: Aiming for a positive improvement in environmental indicators.

Indicator	Initial		Target		Reported	
	Year	Value	Year	Value	Year	Value

Objective: Measures improving quality of life for basin communities

Indicator	Initial		Target		Reported	
Illuicatoi	Year	Value	Year	Value	Year	Value

#### **Capacity Building**



### A&Q