

After action review report	TajWSS study tour to Moldova July 21-27, 2013
Date of the review:	August 7 th , 2013
Participants:	Corina Andronic (facilitator), Aurelia Ciornei, Mariana Iacovlev, Tudor Bostan, Mihail Razvant, Julie Bergamin, Alina Rotari, Nelli Cuturubenco
Details of the event	<p>The study tour to Moldova was organised as a response to the request of the Tajikistan water Supply and sanitation Project.</p> <p>Considering the fact that both projects – TajWSS and ApaSan are financed by SDC, and similarity of the projects, in this context, the main purpose of the study tour will be learning experience and practice of the ApaSan Project, and in particular deep studying of the project activities on the maintaining a dialogue between the different and respective stakeholders (Policy Dialogue, CoP), the work of the project at the national and local levels, and also to share the experience of the TajWSS project from one hand. In the other hand, technical aspects of the work (construction and rehabilitation) as well as capacity building activities are also important parts for learning and information sharing.</p> <p><i>Objectives:</i></p> <ul style="list-style-type: none"> - To learn/study and share the experience and best practices of the ApaSan and TajWSS projects in the field of policy dialogue, institutional aspects – problem and issues, and decision making process, management of the DWSS, and cooperation with related stakeholders (networking, coordination mechanisms, information sharing tools) - As economic part of the projects to learn about activities, outcomes and issues related to financial sustainability (funding, investments, fundraising), tariff system, cost recovery, taxation and subsidies; - Deeper to learn the capacity building activities and institutionalisation, modelling and designing approaches, and their implementation and sustainability both at the national and local levels; - To assess, analyse and share project approaches and directions on the decentralisation process, technical aspects of the construction and rehabilitation works, operation and maintenance; <p><i>Outcomes</i></p> <ul style="list-style-type: none"> - New and better interaction and cooperation established between TajWSS and ApaSan projects, and within the regional network ResEAU, and for the sharing of information, knowledge and experience, as well as for advisory activities for both projects - Action plan/"things to do" has been created/developed to be considered for Phase II of the TajWSS - Experience has been successfully exchanged for both projects on the implementation of components to improve the project performance in the field of policy dialogue, partnership and coordination in the DWSS sub-sector, including local, national and regional approaches.
What went well and why? <i>What were the successful steps taken towards achieving the objective?</i>	<ul style="list-style-type: none"> - Was good to have the agenda and the time slots respected. By having everything according to the plan was easy to identify where you are needed. - The human/social contact was easily established and this was seen in face to face communication

	<ul style="list-style-type: none"> - The info sharing methods were good, what is also visible from the feedback (Evaluations) and also the diversity of the events (learning, social) was good, was easy to learn about work related topics and cultural background. - Was good to have the welcome dinner in the first day, was a great chance to exchange and establish contacts - We gave all the possibilities and the info for them to learn.
<p>What can be improved and how? <i>What could have been done better? What can we do differently in similar situations in the future to ensure the success? What would be the advice for the future team?</i></p>	<ul style="list-style-type: none"> - To clarify in details what exactly the visitors want to see so we could organise the site visits accordingly (e.g. they were interested in treatment solutions & we did not know that or that the CW was a new solution and they were interested in all the possibilities) and also more time should be offered for the technical explanations. - For the briefings where other participants come should be offered agendas with clear time slots for the speakers and the time slots/speaking points should be discussed in advance (e.g. participation of Mr Cantemir). - To be more informed about the cultural/religious background of the visitors. - Before going to the field should be made a presentation with the technical details of the infrastructure project. - The folders should include more visual info (project leaflets, intervention areas) - To better know the audience and to memorise their names it is good to have an icebreaker exercise on names and to prepare name tags that participants and host will wear, an option would be to have the names of the guest in a welcome message on the board (and even having the welcome words in their native language)
Lessons learned	<ul style="list-style-type: none"> - Would be good to have a standard presentation according to the outputs according to the data from the reports. - To have a slide explaining the political structure of the country, especially for the visitors from countries with a different political/governance structure. - To have a presentation of the interventions lines with details per community/project (technical data, network length, connections) - To ask for details on allergies, food preferences & restrictions
Follow up actions	<ul style="list-style-type: none"> - Gratitude letters to Apa-Canal Chisinau, mayors of Carpineni and Ciorasti, CoP core group - To exchange info with the visitors on launching of the water supply in Carpineni or even inviting them to the inauguration - Consider keeping in touch with them sending Season greetings, etc.
Attachments	<ul style="list-style-type: none"> - List of participants - Agenda - Logistics and arrangement