

## WASH Sector Coordination

### Minutes of Bi-weekly Zaatari camp WASH sector coordination group

**Date:** Sunday, 19<sup>th</sup> February 2017

**Venue:** UNICEF Meeting Room 4, Zaatari Base Camp

**Time:** 11:00 – 12:45

**Duration:** 1hr 45mins

**Participants:**

Abrassac Kamara (UNICEF- Chair), Jessica Chais (UNICEF), Frans Louwers (ACTED), Wajdi Abu Saif (ACTED), Osama Hamdouni (ACTED), Vivek Singh (ACTED) Maxym Malynowsky (REACH), Sonya Milonova (JEN), Akiko Nishibuchi (JEN), Mohammed Abu Quty (Oxfam), Haya Basheer (Oxfam), Mohannad Adel (OXFAM), Max Baudwin (OXFAM), Omar AlQadhi (UNOPS/UNICEF), Aya Lattouf (UNOPS/UNICEF), Phoebe Goodwin (UNHCR), Anas Abu Khalaf (UNHCR), Hani Aldweikat (IMDAD), Muntaser Al Adwan (UNOPS/UNICEF),

**NOTE:** Agency's updates are attached to the MoM.

- **General Updates:**

**UNICEF**

- Using the central payment centre for CFW payments:

UNIXED would like all three WASH partners (JEN, OXFAM and ACTED) to use the central payment system operated by NRC. As such, partners should continue to share with UNICEF any challenges faced with using the system so that UNICEF could engage NRC on future improvements.

- Update of WASH related progress data for Zaatari Camp

WASH sector members are requested to ensure that they share progress data on all infrastructure and water and wastewater network related works in the camp. As this data and subsequent mapping is used for planning effective WASG service delivery in the camp (particularly desludging operations, storm response and Phase 2 of the networks project), it is crucial that the camp master plan is updated on weekly basis. Partners should update changes on household connections, installation of new tanks, decommissioning on existing tanks, new connections and so on in the camp infrastructure map (CAD file) and share with REACH for harmonization).

- Water conservation activities

The sector has observed a number of cases of water wastage and mismanagement in the camp by institutions. Some of the observations include institutions using water for gardening and other non-domestic activities, truck drivers having to dispose of excess water because the destination tanks were full, and so on. UNICEF will meet with ACTED to develop an action plan to review water allocation, modify the MOUs and match supply with domestic consumption for institutions/agencies.

- All three boreholes are functioning, and current production is average 3,000m3 per day

- Desludging is also ongoing with average 2,000m3 of wastewater managed per day
- All partners have completed the assessment and installation (with the exception of OXFAM) of the wastewater interceptor tanks in institutions. The sector will therefore receive no new request from 1<sup>st</sup> March. All agencies planning on establishing new institution or expanding existing ones will take full responsibility for the procurement and installation. WASH sector will only provide technical support.

#### UNHCR

- Finalizing the plan to install 14 culvert at various locations in the camp, to further enhance surface drainage in the camp
- UNHCR has also completed the mapping on locations for additional culverts for consideration by the sector

#### **Bi-weekly Agency updates**

JEN	<p><b>Please refer to the updates attached</b></p> <ul style="list-style-type: none"> <li>- <b>End of contract for institutional wastewater connection.</b> JEN reported that their contract (including demobilization) end on 28<sup>th</sup> February. They have one 8m3 tanks remaining, originally planned to be installed for the WFP healthy kitchen project. JEN was requested to store the tank and the WASH sector will advise on the use of the tanks once confirmed. Whether or not it will be used of the WFP project will depend on the approval by camp management.</li> <li>- <b>Red and metal tanks used by refugees for water storage:</b> JEN reported that there are still a number of refugees that are still using the prohibited tanks for water storage. JEN replaced only one prohibited tank per family but found out that a few families had s second tank that they are still using. The fact that one tank can serve a family of 8 for at least three days, ACTED should only deliver water in the appropriate tanks, and should not fill the prohibited tanks.</li> <li>- <b>Compaction defects are being rectified by JEN.</b></li> <li>- <b>Private toilets project:</b> JEN to share status updates (a complete database) on the progress of the project in their target districts.</li> </ul>
ACTED	<p><b>Please refer to the updates attached</b></p> <ul style="list-style-type: none"> <li>- <b>Water supply to institutions:</b> UNICEF and ACTED to meet and discuss the way forward on the better management of the water supply to institutions to reduce wastage and misuse. Also to discuss the possibility of updating the water quality guidelines to reflect the absence of external trucking</li> <li>- <b>Support ACTED donor visit to the borehole:</b> ACTED to confirm the location of preference</li> </ul>

	<p>and time and UNICEF will make the necessary arrangements and will be present during the briefing.</p> <ul style="list-style-type: none"> <li>- <b>Private toilets project:</b> ACTED to share status updates (a complete database) on the progress of the project in their target districts</li> </ul>
<b>Oxfam</b>	<p><b>Please refer to the updates attached</b></p> <ul style="list-style-type: none"> <li>- <b>Observed that the water fillers are damaging the sealed water tanks lids during filling.</b> Both ACTED and OXFAM needs to visit the site, understand why they have been damaged and that the sector will advise whether or not to proceed with the lid modification.</li> <li>- <b>Private toilets project:</b> ACTED to share status updates (a complete database) on the progress of the project in their target districts</li> </ul>
<b>UNHCR</b>	<ul style="list-style-type: none"> <li>- Please see above</li> </ul>
<b>REACH</b>	<ul style="list-style-type: none"> <li>- Briefly presented a collection of databases and maps related to WASH services in the camp, prepared over time.</li> <li>- Please refer to the attached (link) for all the data.</li> <li>- All partners can directly contact REACH if the need guidance on the use of the tools/data and maps or if they notice errors and anomalies.</li> </ul>
<b>UNOPS WASH Monitors</b>	<ul style="list-style-type: none"> <li>- On average 2,000m3 of wastewater is collected and managed on a daily basis</li> <li>- Average number of complaints/request for wastewater services is 51 per day</li> </ul>
<b>FAO</b>	<ul style="list-style-type: none"> <li>- Not present.</li> </ul>
<b>IMDAD/</b>	<ul style="list-style-type: none"> <li>- Not present.</li> </ul>
<b>Site Group</b>	<ul style="list-style-type: none"> <li>- Not present</li> </ul>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• <b>Next meeting</b></li> <li>- Will be on <b>5th March</b> 2017 11:00 -13:00 @ UNICEF Meeting Room 4, Zaatari Base Camp.</li> </ul>

#### WASH Hotline Numbers:

##### 1. Desludging monitoring hotline number: 079-755-5979

**2. Electricity Hotline Number: 0798821871: IDECO team in Za'atari camp**

**3. Franciscus Louwers (ACTED Zaatari Water Supply PM) 079-613-3080 (Only for agencies)**  
**ACTED Zaatari Waste Water Network: 079-666-5207**

**4. ACTED WASH services numbers (for refugees and agencies):**

<b>ACTED</b>	07 96 90 28 76	8am - 4.30pm Sun to Thurs	D 1,2,6,11
	07 96 90 29 31	8am - 4.30pm Sun to Thurs	D 3,4,9,10
	07 96 90 34 81	8am - 4.30pm Sun to Thurs	D 5,7,8,12 plus camp wide female to female hotline
	07 98 02 09 58	8am - 4.30pm Sun to Thurs	All districts - other non-service or non-operational complaints
	07 96 90 28 76 07 90 17 40 04.	8am - 4.30pm Weekends 8am - 4.30pm Sun to Thurs	All districts Waste water Network complaints

**5. Solid Waste number 079-802-1510 Abdel Hameed Al Noeimi (ACTED)**

**6. JEN Complaints: 079-569-4125**

**7. OXFAM: 079-810-1985 (For refugees and agencies)**

**8. Zaatari camp management:**

Hashim M.E.M. Sharief [SHARIEF@unhcr.org](mailto:SHARIEF@unhcr.org) (+962) 79 - 993 52 60