



# **Knowledge Management: Worth the effort?!**

## **Workshop Report**

**20 September, 2004**



**Half a day Workshop Organized by  
NEWAH and IRC, International Water and Sanitation  
Centre, the Netherlands**

**at  
Hotel Blue Star, Thapathali  
Kathmandu, Nepal**

**(15 September, 2004)**

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# Knowledge Management: Worth the effort?!

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# Report of the Workshop

## Knowledge Management: Worth the effort?!

15 September, 2004  
Kathmandu, Nepal

### 1. Introduction

This report is an output of the workshop “Knowledge Management: worth the effort?!” organized by NEWAH and IRC as a joint effort in Kathmandu, Nepal, on 15 September 2004. The objective of the workshop was to:

- Give an introduction to effective KM in the water and sanitation sector
- Discuss constraints, benefits, successes and scaling –up of KM
- Verify whether the KM models are applicable to the Nepalese situation and;
- Contribute the IRC e-conference Knowledge Management: Worth the effort?!

The report contains summary information of working group discussions on following four topics followed by summary of plenary discussion and wrap-up.

1. Constraints in knowledge management.
2. Benefits of knowledge management.
3. KM success stories
4. Scaling – up knowledge management at organization, network and sector level.



Consolidated statements are prepared on the basis of summary working group discussions. Self-evaluation and lessons learned on organization of workshop are prepared referring self-evaluation done by 19 participants of 13 organizations and as per our observation during the workshop period.

## 2. Summary working group (WG) 1 discussion on constraints

The working group -1 has come up with such constraints at three (personal, community and organizational) levels.

Organization design variables	Constraints at		
	Personal level	Community level	Organizational level
<b>Organizational strategies</b>	Governance	Governance	Governance
<b>Culture</b>	Ignorance	Traditional practices (unwilling to change)	<ul style="list-style-type: none"> <li>• Un healthy competition</li> <li>• Lack of innovation</li> </ul>
<b>Management style</b>	Lack of standard system, knowledge and skill		We intend to work after any new things without understanding its relevance and better understanding
<b>Personnel</b>	Lack of Skilled manpower	Lack of training support	Lack of training support
<b>Structure</b>	Unclear/unbalance job responsibility	Time tested experiences	Unclear/unbalance job responsibility
<b>Systems</b>	Lack of basic facilities (e.g. electricity)	Rural areas do not have basic facilities including knowledge and skill to use ICT tools	<ul style="list-style-type: none"> <li>• In appropriate distribution of ICT resources within organization.</li> <li>• Proper utilization of available resources or facilities is lacking</li> </ul>

## 3. Summary working group (WG) 2 discussion on benefits

The working group -2 has taken the culture “Knowledge is power. Do you want to loose it?” as a key factor which prevails in our organizations and affects the benefits aspect as well. This exists more at personal level, thus has implications at management level also. This culture can or may be removed by adopting a strategy to remove at the organizational level and can be done by the use of ICT (e-governance).

If KM strategy, KVC model and ICT tools, are used properly then **benefit** would be as such:

At personal level	<ul style="list-style-type: none"> <li>• Possibility to change “from unhealthy to healthy competition”</li> <li>• Will give rise to a new culture in which: (a) aspects such as ‘Innovation and creativity’ counts and; (b) there is “value for people” that is important of “inter-personal relation.”</li> </ul>
Organizational level	<ul style="list-style-type: none"> <li>• Increase in efficiency and effectiveness (due to so many factors including transparency)</li> </ul>
Networking level	<ul style="list-style-type: none"> <li>• Brings in integration. Helps to think towards “Value for other organizations”</li> </ul>

Working group -2, members:

1. Mr. Nabin Pradhan from Plan - Nepal
2. Ms. Nitu Sainju – FSC, Nepal
3. Mr. Harischandra Neupane- RWSSFDB
4. Mr. Laxman Kharal - DWSS

#### **4. Summary working group (WG) 3 discussion on success stories**

The participants have not fully applied such an integrated KM program within their organization however they have been using and working on such activities.

- Use of Internet and telephone facilities
- Library
- Publications on research studies
- Help desk especially for providing information about own organization
- Orientation/training/workshop
- Meeting for increasing effectiveness
- Using Website for information dissemination (few organizations)

**Other ideas:**

- Networking at national and international level could support to create and share success stories
- Discussion forums

**Constraints/ limitation:**

Organizations have library but in many cases it is not systematically managed and accessible for every one. Some organizations have not yet developed their Websites, which is an effective tool for information dissemination.

**Further action would be:**

- Replication of success stories
- Promotion of new ICT technologies
- Strengthen the existing information sharing process
- Promote face to face communication meetings – CoPs

DWSS added as a success story. “The RCD process initiated by RCN Nepal has resulted to receive government’s willingness to take role as a focal organization to lead the process and share resources for establishing a national Resource Center in the water and sanitation in Nepal. In connection with this the government has allocated NRs. 1,500,000.00 to Department of Water Supply and Sewerage (DWSS)”.

Working group -3, members:

1. Mr. Narayan Prasad Khanal - DWSS
2. Ms. Palpasa Tuladhar – ENPHO
3. Mr. Kanchan Dixit - NWCF
4. Mr. Ishor Ghimire – NRCS
5. Mr. Dipendra Shahi- NEWAH

## 5. Summary working group (WG) 4 discussion on scaling –up KM

Referring to Culture, Management style and personnel, the working group - 4 has identified and recommended the following options to scale –up Knowledge Management.

Organizational level	Network level	Sector level	Is it realistic in Nepalese context?
<ul style="list-style-type: none"> <li>• Develop strategic planning</li> <li>• Weekly sharing</li> <li>• Access to information, ICT and its use</li> <li>• Sharing –internal and external</li> <li>• Opportunities for capacity building through participation on meeting, training, workshop, seminar and conference</li> <li>• Field visit (community level)</li> <li>• Exposure visit (national and international level)</li> <li>• Resource center establishment.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement/coordination among like minded organizations for a common understanding</li> <li>• Access to ICT and use</li> <li>• Regularization of sharing</li> <li>• Define Knowledge and KM considering Nepali context.</li> </ul>	Consensus building, pro-active and grabbing opportunities for sharing, advocacy for KM with Government organization’s active participation	It is realistic in Nepalese context, however there are gaps on <u>digital</u> as well as <u>language</u>

Working group - 4, members:

1. Ms. Anita Pradhan – Water Aid Nepal
2. Mr. Suman Kumar Shakya – ENPHO
3. Mr. Hari Prasad Upadhaya – NEWAH, CRO
4. Mr. Shashank Pandey – Kathmandu University

## 6. Summary plenary discussion and wrap-up

The workshop has been quite relevant. It has been a great part of the learning process. By attending this workshop participants have had an opportunity to get more information about new thing (information, Knowledge, Knowledge Management and forth coming e-conference KM: worth the effort?!). The discussion helped to answer a question of linking this workshop with objectives of the forthcoming e-conference.

As summary of discussion, it was realized that ICT tools are more powerful for knowledge management. However, these tools and facilities are being miss-used or not properly used in organization. Cultural aspect (openness, willingness to share and management style) is crucial and strategy needs to be clearly defined.

ICT facilities are very limited even in urban centres and are not fully used. In addition, language is a major barrier in Nepal’s case.



It was emphasized to explore the worth sharing success stories if some organizations have experience in their working areas (particularly at community level). One success story shared with participants is “The RCD process initiated by RCN Nepal has resulted to receive government’s willingness to take role as a focal organization to lead the RCD process and share resources for establishing a national Resource Center in the water and sanitation in Nepal. In connection with this the government has allocated NRs. 1,500,000.00 to Department of Water Supply and Sewerage (DWSS)”.

Face to face (CoP) approach has been realized as useful tool in sharing of experiences and learning. It was also realized that many events are Kathmandu focused and do not include rural areas.

The recommendation from the plenary discussion is that we should have to define “Knowledge and Knowledge Management” considering Nepali context,

## 7. Consolidated statement on constraints

The points made as constraints during the discussion have been summarized below: These are looked at three (personal, community and organizational) levels.

An **organizational strategy** governs the overall activities of the KM. Therefore, unless the organizational strategy spells out the room for KM none of its components will be functional at personal, community and organizational level.

The corporate **culture** or the individual attitude also plays a vital role in promoting the KM. This has high influence in KM through ICT. Primarily the ignorance at the personal level, the conventional practices of the communities unwillingness to change and the

lack of innovative approaches at the organizational level along with their unhealthy competition for the survival are the key constraints.

**Management style** varies at the different level of practices. The scientific way of KM has been newly introduced in our context (the developing nations). Therefore, inadequate knowledge, skill and lack of standard systems constrain the KM that has greater influence over the community resulting in the organizations to run after every new ICT tools to be tested out without understanding its relevance and better understanding.

Lack of ICT skilled **personnel** in this sector hinders the modern methods of KM that further has not got enough attention through training support at community and organizational level.

Ever changing **structure** never contributes in the KM. Unstructured and bias job responsibilities of an individual staff lacks the time tested experience at the community level delivering a poor growth of organization.

The **system** is the backbone of the ICT KM comprising of computers and other electronic/electrical equipments. Nepal lacks the basic facility such as electricity to adapt ICT tools at personal and community level. The lack of ICT facilities at an organization or inappropriate distribution, improper use and misuse of these facilities contributes to the unsuccessful KM at large. And on top of this inability to read the local language by these machines is the greatest barrier in communicating.

## 8. Consolidated statement on benefits

The culture “Knowledge is power. Do you want to loose it?” is a key factor, which prevails in our organizations and affects the benefits aspect as well. This exists more at personal level, thus has implications at management level also. This culture can or may be removed by adopting a strategy to remove at the organizational level and can be done by the use of ICT (e-governance).

If Knowledge Management strategy, Knowledge Value Chain model and ICT tools, are used properly then **benefit** would be as such:

At **personal level**: Possibility to change “from unhealthy to healthy competition”. This will give rise to a new culture in which: (a) aspects such ‘innovation and creativity’ counts and; (b) there is ‘value for people’ that is importance of “inter-personal relation.”

At **organizational level**, it can increase an efficiency and effectiveness (due to so many factors including transparency).

At **networking level**, it brings in integration, which helps to think towards “value for other organizations.”

## 9. Consolidated statement on Successes

The participants have not fully applied such an integrated Knowledge Management approach within their organization however they have been using and working on such activities.

- Use of Internet and telephone facilities
- Library
- Publications on research studies
- Help desk especially for providing information about own organization
- Orientation/training/workshop
- Meeting for increasing effectiveness
- Using Website for information dissemination (few organizations)

However, those organizations who have libraries, in many cases it is not systematically managed and accessible for everyone. Some organizations have not developed their Websites yet, which is an effective tool for information dissemination.

Other ideas such as discussion forums and networking at national and international level could support to create and share success stories. Other means such as local FM radio stations, wall newspapers have played an effective role in KM at local level.

The realization of importance of KM by the sector and specially the government rather than only physical (project construction activity) support is a success story to be shared “The RCD process initiated by RCN Nepal has resulted to receive government’s willingness to take role as a focal organization to lead the RCD process and share resources for establishing a national Resource Center in the water and sanitation in Nepal. In connection with this the government has allocated NRs. 1,500,000.00 to Department of Water Supply and Sewerage (DWSS)”.

**Further action would be:**

- Replication of success stories
- Promotion of new ICT technologies
- Strengthen the existing information sharing process
- Promote face to face communication meetings – CoPs



## 10. Consolidated statement on scaling-up KM

Referring to Culture, Management style and personnel, the following activities have been identified and recommended to scale-up the knowledge management at these three levels.

**Organizational level:** Define strategies for knowledge management and resource center establishment. Establish a culture of sharing meetings (openness) at internal and external purposes. Access to information, ICT tools and its use are crucial for personnel to improve their job performance.

Opportunities for capacity building through participation on meeting, training, workshop, seminar and conference are instrumental. Field visits at community level and exposure visits at national and international level also create possibility to scale-up the KM.

**Network level:** Mutual agreement and coordination among like -minded organizations for a common understanding. Increase access to ICT and use. Establish and practice regular system of sharing meeting or culture to smoothen the synergy.

**Sector level:** Consensus building, pro-active and grabbing opportunities for sharing and advocacy for knowledge management with Government organization’s active participation is essential.

The concept and model for knowledge management is realistic in Nepalese context, however there are gaps on digital as well as language. Thus it is necessary to “define knowledge and knowledge management considering Nepali context.”

## 11. Self- evaluation, lessons learned on organization of workshop

**Self-evaluation:** The workshop has been successful to create the base and interest towards the concept of information and knowledge management. “The workshop organized was a great part of the learning process by attending this type of workshop helps us to get more information about new thing. This workshop was an excellent”- Quoted by one participant in self –evaluation.

At the end of workshop the participants had a clear idea of what KM is. They realized that it is more than just IT. The Knowledge Value Chain model is found applicable to the Nepalese situation as well. Since 37% participants rated the workshop as very useful and 63% have rated it as useful against the fourth question of the self - evaluation form, we believe we have been able to create awareness about KM and setting the link with forthcoming e-conference KM: worth the effort?!.

**Lessons learned:** The design of workshop was quite realistic including venue setting, time management and workshop facilitation process as well. It has been a great idea to organize the workshop separately than SEEP water’s international conference. If we had organized this workshop with SEEP, perhaps our agenda we would have been lost with other agendas. Furthermore, the SEEP water conference has not been possible to organize that conference on schedule due to continuous curfew in Kathmandu and it has been postponed until next arrangement.

It would have increased the satisfaction of participants if we could have been presented and discussed few practical examples taking specific issue of watsan sector.

Annex-1: Workshop program schedule

Annex-2: Self – evaluation done by participants

Annex-3: Address list of all participants

**KM: Worth the effort?!**

September 15, 2004

**Workshop Program Schedule**

<b>Time</b>	<b>Activities</b>	<b>Facilitator</b>
9:00 -9:15	Registration + Tea	Bharat Adhikari
9:15- 9:25	Introduction; Welcome speech	Bharat Adhikari Umesh Pandey
9:25-9:55	Introduction of effective KM in watsan - presentation and questions for clarification	Ratan
9:55- 10:00	Split participants into four working groups	Ratan
10:00- 11:00	Working group discussion	Umesh + Ratan
11:00-11:15	Tea break	
11:15- 11:55	Working group Presentations	Ratan
11:55- 12:35	Plenary discussion and wrap-up	Umesh Pandey
12:35- 12:50	Evaluation	Ratan
12:50- 13:00	Vote for thanks, Closing and Lunch	Umesh Pandey

\*based on E-conference background paper

<p><b>NEWAH/IRC</b></p> <p><b>KM: Worth the effort?!, 15 September 2004</b></p> <p><b>EVALUATION FORM</b></p>
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Annex: 2

**Remarks: Total 19 participants from 13 organizations have *self - evaluated* the workshop. The rating given by participants is noted within bracket of each option. Their comments are written sequentially.**

Please fill in this brief evaluation form. The results will be included the Workshop Report. Your answers will not only help us to improve future s, but also our services to you in future.

Please tick where applicable

**1. How did you get to know about the Workshop?**

- Through an invitation letter** (15 participants = 79%)
- Through colleagues** (4 participants =21%)
- Other, please specify** (2 participants also mentioned e-mail as well)

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**2. What do you think of the length of the Workshop?**

- Too long
- Just right (13 participants =68.5%)
- Too short (4 participants =21%)
- Far too short (2 participants = 10.5%)

**3. Please try to remember what you expected of this Workshop. How were your expectations met?**

- Completely (2 participants =10.5%)
- Largely (7 participants =37%)
- Partly (9 participants =47.5%)
- To some degree (1 participant =5%)
- Not at all

**4. Consider the specific requirements of your own job. How useful do you think the Workshop has been?:**

- Very useful (7 participants =37%)
- Useful (12 participants =63%)
- Of some use
- Of limited use
- Not useful

**Please explain your answer:**

- The workshop helped to understand the concept on KM clear, helpful for personal development and developing and buying knowledge.
- The workshop has been useful in terms of upgrading the resource centre activities and learning new ideas from other organizations.
- From this workshop I came to know about knowledge management in wider scale and learn many things which will be used in my organization. This workshop is useful for me.
- The workshop helped to learn what is going on and some sharing of process of KM and dissemination at all levels.
- Knowledge is a power of every person. So this workshop is fruitful, we understand the importance of knowledge management and information.
- This workshop gave an exposure to know about references and a chance to brainstorm with stress.
- It gives the idea of sharing information.
- I am working in this sector.
- This will help me in taking information on participants how they are working.

**5 Mention one issue dealt with during the Workshop that is of particular importance for your work:**

- According to my work the issue of data, information is quite importance because without it I can not do anything so to do a specific work first, we need the data, related information about that.
- The importance of the knowledge management in the personal, organizational and sectoral level, Information and its application in the field by different organization is to be shared for effective management.
- The initiative itself is a good practice in KM. This workshop has been successful in disseminating the forthcoming e-conference and oriented the participants itself.
- The issue of knowledge management and in-depth analysis of KM and its preparation for the upcoming e-conference
- From this workshop the exact meaning of knowledge has been clarified
- Importance and benefits of KM/IM
- I felt (realized) that what is knowledge and its management.
- Helpful to design future policies
- Management style and knowledge sharing.

- I think all but question number three is more important
- Scaling up of KM- question number four
- Knowledge management issue of networking: international and regional cooperation
- Knowledge itself is not sufficient but the spread of knowledge is important and meaningful
- Data flow into organization and its importance
- Information flow model
- Barriers to reach knowledge to the grass root person and ways (8 Cs?) of overcoming them.
- Properly using resources for information dissemination
- The benefit from the knowledge management that general mass can receive if disseminated properly
- All the issues are important for me

**b. Mention one issue you do not consider important. Please explain:**

- in my opinion all issues are equal important
- all were important for an information sharing
- ICT is good but in a developing country it is not a major tool of KM
- The 8 Cs frame work is not so important for every sector.

**6. How relevant were the introductory presentations**

- Highly relevant (6 participants =32%)
- Quite relevant (12 participants =63%)
- Of some relevance (1 participant =5%)
- Of limited relevance
- Not relevant

**Comments:**

- By the introductory presentation, I came to know about KM and its component. By this I am quite clear about the KM, which I was not before participating this workshop.
- The nature of my job is to manage knowledge. I have got a lot of ideas and clues about KM. So it seems relevant for me.
- It gave ideas to discuss in key questions
- However, space for improvement on issues
- They were good to put light on what new is going outside in the information world.
- No comments. Need to think on powerful presentation skills
- It is interesting to know that the foreign scholars have penetrated such a KM issue that Nepalese society is carrying out in a regular fashion. But our's KM system is not professional and business like. But such a small and neglected part of an organizational Management has such a high priority being undertaken by the

INGOs. That's great!

**7. How relevant were the discussions**

- Highly relevant (8 participants =44.5%)
- Quite relevant (10 participants = 55.5%)
- Of some relevance
- Of limited relevance
- Not relevant

**Comments:**

- If the workshop was bit longer, if the KM discussion was focussed in a particular issue, if we were taught the strategic ways to implement in our offices, it could have been very relevant. However, we understood that this is only a preparation for the participants for the upcoming e-conference.
- The discussion helped us to be clear about the issue what one has not understood. I think the discussions were great and should follow.
- The discussions are quite relevant but we need some more time to discuss about it.
- Key topics that are presented are most important and relevant issues in information/knowledge management in all sectors.
- KM is one of the new area and approach. From the discussion it became more clear to understand.
- However, need to ensure related personnel from the organization, is participating. Lack of knowledge of the participants could effect the discussion or less interesting.
- All the (most) issues came up which gave the clear picture of the lacking and areas of improvements
- It could have been more fruitful if the group was bigger and heterogeneous.

**8. How relevant were the hand-outs.**

- Highly relevant (8 participants =42%)
- Quite relevant (9 participants =47.5%)
- Of some relevance (2 participants =10.5%)
- Of limited relevance
- Not relevant

**Comments:**

- I think, with the given materials, we can adopt and devise a system of KM in our own office with the aid of these documents. We know, the cost and labour in the process of preparation of such a big hand out. Thank you very much!
- It gives a lot of ideas about knowledge and KM
- Very useful to know about the concept of workshop and also useful for personal understanding
- These are the resources, which we can use in any time when we need.
- Hands- out make easy to understand the issue to be discussed among participants.

**9. How do you rate the internal organisation and logistical support during the workshop?**

- Excellent (6 Participants =31.5%)
- Good (13 participants =68.5%)
- Reasonable
- Poor
- Not applicable

**Comments:**

- I think, we must not only rate and think for the facility and support, when we are in and during the process of learning. It's Excellent!
- All the organization and logistical support were very helpful to everyone.

**10. Were you satisfied with the workshop venue?**

- Very much (10 participants =53%)
- Much (7 participants =37%)
- Reasonable (1 participant =5%)
- Not much (1 participant =5%)
- Not at all

**Comments:**

- It is great. If this programme was organized in low cost hotel or hall, your organization could reduce the operating cost. Is this opinion worth?
- A well -known hotel of capital city with air-conditioned and nice tea and lunch was served.
- I am quite satisfied with the workshop venue.
- Proper direction should to be placed at the front desk/door
- Could be expensive?

**11 Which of the following statements is true for you**

- I knew little about KM before, but now I feel the concept is clear to me (10 participants =53%)
- I knew little about KM before, and I feel the concept is still NOT clear to me
- I knew something about KM before, but feel the concept is much clearer for me now (7 =37%)
- I thought I knew quite a lot about KM before, but this workshop has changed my perception of KM (1 = 5%)
- I knew quite a lot about KM before, and this workshop has not given me any new insights
- None of the above is true (please explain) (1 =5%)

**12. Do you have any suggestions for improving this workshop or the way it is organised or do you have general remarks which you have not made before?**

- Particularly, I am satisfied with what is done, happened, learned and taught! Thank you very much!
- The workshop organized was a great part of the learning process by attending this type of workshop helps us to get more information about new thing. This workshop was an excellent.
- I would rather emphasize on a constructive dialogue between the stakeholders we discussed for the better effectiveness of information sharing (not only in the sense of information disseminating but also taken and widely used).
- I think the given spiral bound report (reference document) could have been distributed well before the workshop so that the participants could have come better prepared to give their input to a highly packed half a day exercise.
- Please try to encourage organizations heads or the individuals who can influence their organization policy in selecting to KM, which would be beneficial while collecting policy level suggestions.
- Discussion session must be long
- The workshop was good but time period was short.
- The workshop is very short. For good result it full day is necessary.
- Distribution materials should be provided during invitation before.
- Very optimistic. We need to understand and incorporate rural based partners at large.

**12. Do you have any suggestions for improving this workshop or the way it is organised or do you have general remarks which you have not made before?**

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- The workshop organized was a great part of the learning process by attending this type of workshop helps us to get more information about new thing. This workshop was an excellent.
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**Workshop: Knowledge Management: Worth the effort?!**  
**September 15, 2004 Kathmandu, Nepal**

Annex: 3

**Registration of Participants**

<b>S · N</b>	<b>Name of Participant</b>	<b>Name of Organization &amp; Postal address</b>	<b>Position</b>	<b>Telephone</b>
1.	Mr. Kanchan Dixit	Nepal Water Conservation Foundation, P.O. Box. No: 2221, Kathmandu, Nepal	Coordinator	5528111
2.	Mr. Ravi Thapa	Friends Service Council (FSC), Nepal P.O. Box. No: 12734, Kathmandu, Nepal	Treasurer	5580520
3.	Mr. Shashank Pandey	Kathmandu University P.O. Box. No: 6250, Dhulikhel, Nepal	Student	4496384
4.	Mr. Hari Prasad Upadhyay	NEWAH, CRO P.O. Box. No: 7722, Kathmandu, Nepal	Program Support Officer	4246474
5.	Ms. Nitu Sainju	FSC Nepal P.O. Box. No: 12734, Kathmandu, Nepal	Info. Com. officer	5536497
6.	Mr. Vidhan Ratna Yami	Ministry of Physical Planning and Works, Singhdarbar, Kathmandu, Nepal	Undersecretary (tech)	4226051
7.	Ms. Anit Pradhan	Water Aid Nepal P.O. Box. No: 20214, Kathmandu, Nepal	Documentation Manager	5552764
8.	Ms. Palpasa Tuladhar	ENPHO P.O. Box. No: 4102, Kathmandu, Nepal	Research officer	4493188
9.	Mr. Harishcandra Neupane	RWSSFDB P.O. Box. No: 12414, Kathmandu, Nepal	Portfolio Manager	4410761
10	Mr. Ishor Ghimire	Nepal Red Cross Society P.O. Box. No: 217, Kathmandu, Nepal	Senior program officer	4270650
11	Mr. Suman Kumar Shakya	ENPHO P.O. Box. No: 4102, Kathmandu, Nepal	Director	4493188
12	Mr. Shekhar Koirala	IDS- Nepal P.O. Box. No: 6413, Kathmandu, Nepal	Environmental officer	4445565
13	Mr. Laxman Kharal	Department of Water Supply and Sewerage (DWSS) Panipokhari, Kathmandu, Nepal	Senior Divisional Engineer	4413744

<b>S • N •</b>	<b>Name of Participant</b>	<b>Name of organization</b>	<b>Position</b>	<b>Telephone</b>
14	Mr. Narayan Pd. Khanal	DWSS Panipokhari, Kathmandu, Nepal	Engineer	4414539
15	Mr. Prakash Amatya	NGO Forum P.O. Box. No: 4102, Kathmandu, Nepal	Secretary General	4493188
16	Ms. Prabha Pokhrel	IDS- Nepal P.O. Box. No: 6413, Kathmandu, Nepal	Program Manager	4427329
17	Mr. Nabin Pradhan	Plan- Nepal P.O. Box. No: 9880, Kathmandu, Nepal	Watsan Coordinator	5535580
18	Mr. Dipendra Shahi	NEWAH, HQ P.O. Box. No: 4231, Kathmandu, Nepal	Technical officer	4377107
19	Mr. Bharat Adhikary	NEWAH, HQ P.O. Box. No: 4231, Kathmandu, Nepal	Communication officer	4377107
20	Mr. Umesh Pandey	NEWAH, HQ P.O. Box. No: 4231, Kathmandu, Nepal	Director	4377107
21	Mr. Ratan Budhathoki	NEWAH, HQ P.O. Box. No: 4231, Kathmandu, Nepal	Manager - RCD	4377107
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