



The 12th General Assembly Of Cambodian Water Supply Association



February 23rd, 2024



សហគមន៍អ្នកផ្គត់ផ្គង់ទឹកស្អាតកម្ពុជា (ស.ទ.ក)
Cambodian Water Supply Association (C.W.A)

Minutes of 12th Annual General Assembly 2023
of
Cambodian Water Supply Association

1. Introduction

On February 23, 2024, at 8.00 am, the Cambodian Water Supply Association (CWA) organized its Annual General Assembly to assess its work in 2023 and set forth new directions for 2024 at the Tonle Bassac II restaurant in Phnom Penh. The event was presided over by **His Excellency Hem Vandy**, Minister of Industry, Science, Technology, & Innovation (MISTI), and **Mr. Leng Kheav**, President of CWA. The event garnered the participation of leaders from MISTI, representatives from the Ministry of Rural Development (MRD), the Australian Embassy in Cambodia, the United Kingdom Embassy in Cambodia, Water.org, CAPRED, development partners, local and international non-governmental organizations, the board of directors (BoD) of CWA, the management team of CWA, financial institutions including banks and microfinance institutions, companies providing products and services, and private water operators, totaling 415 attendees (including 115 female participants). Additionally, an exhibition was held concurrently to showcase products and services within the water sector.

2. Objectives

The 12th Annual General Assembly was convened with the following objectives:

- ❖ Acknowledge the accomplishments of BoD during first term of legal entity association (the 3rd term) 2020-2023.
- ❖ Elect a new board of directors for the upcoming second term of legal entity association (4th term) 2024-2027.
- ❖ Celebrate the achievements of CWA in 2023 and outline plans for 2024.
- ❖ Enhance communication among members and facilitate the sharing of new knowledge and technologies.

3. Agenda

The detailed program of the 12th Annual General Assembly is attached in Appendix 1.

4. Results of the Annual General Assembly

4.1. Welcome and Open Remarks

A. Welcome Remarks

Mr. Leng Kheav, President of CWA, delivered a welcome speech expressing

gratitude to **His Excellency Hem Vanndy**, Minister of MISTI, ambassadors, and all participants for dedicating their valuable time to attend the 12th Annual General Assembly of CWA on February 23, 2024. Mr. Leng Kheav emphasized the significant contributions of both CWA and private water operators in providing clean water with quality, safety, sustainability, and affordable price to people. Notably, private water operators have facilitated clean water supply services for approximately 53.57%, underscoring a robust partnership between private entities and the government. On this occasion, he made a formal request to MISTI for ongoing support of CWA and to seek financial assistance for private water operators to accelerate and ensure the efficacy of clean water improvement initiatives in Cambodia.

B. Remarks by Water.org

Ms. **Gay Santos**, Regional Director for Water.org, Southeast Asia, delivered remarks during the Annual General Assembly, congratulating CWA on its achievements in 2023, which reflect the organization's efforts to improve the clean water sector in Cambodia. Water.org has been operational in Cambodia since 2015, collaborating with CWA, microfinance institutions, and private water operators to increase access to water and sanitation for the population. Consequently, over 2 million people have gained access to safe water and safely managed sanitation through the WaterCredit solution. Since 2015, Water.org, in partnership with microfinance institutions, has disbursed a total of 463,000 loans amounting to US\$ 298 million. Ms. Santos emphasized that Water.org's role aligns with the Royal Government of Cambodia's (RGC) vision and overall development strategy for the country, as outlined in its five-year Pentagonal Strategy Phase I (2023-2028), aimed at laying the foundation for achieving the Cambodia Vision 2050. The water sector is recognized as a priority area for enhancing economic competitiveness and fostering resilient and sustainable urban development. A holistic systems approach is essential, addressing foundational issues to scale up financing for the water sector, including governance, institutional frameworks, policies, tariffs, and regulatory arrangements to ensure transparency, consistency, and sustainability. Additionally, attention must be given to the technical and financial efficiency of service providers to maintain creditworthiness, as well as issues related to the supply of investment and financing.

C. Remarks of Australia Embassy in Cambodia

His Excellency **Justin Whyatt**, Australian Ambassador to Cambodia, expressed his delight at participating in the 12th Annual General Assembly hosted by CWA. He emphasized the crucial role of clean water for individuals and communities, promoting both health and economic prosperity. Ambassador Whyatt acknowledged and commended the efforts of MISTI in the clean water sector, highlighting the importance of collaboration between the private and public sectors to enhance the water sector and achieve universal access to clean water by 2030. Recognizing this target as both significant and ambitious, he stressed the need for swift action and overcoming various challenges:

- Approximately 50% of the population still lacks access to piped clean water.
- Fragmentation within the sector hampers efficiency and limits quality investment.
- A substantial financing gap exists within the sector that must be addressed.
- Improved regulation, coordination, private sector involvement, and operator performance are necessary.
- Climate change poses a threat to water security and may compromise the reliability and sustainability of clean water supply systems.

He further mentioned that Australia is collaborating with Cambodia to address these challenges and reach the government's 2030 objectives. The embassy has maintained a longstanding partnership with MISTI and CWA through the Investing in Infrastructure Program (3i) and remains committed to supporting the water sector through its flagship economic development initiative, the Cambodia-Australia Partnership for Resilient Economic Development (CAPRED).

D. Opening Remarks by His Excellency Hem Vandy

On behalf of the leaders of MISTI, **His Excellency Minister** highly appreciates the efforts of the BoD, management team, and staff of CWA, as well as the members actively involved in the development of the clean water sector in Cambodia. The achievements of CWA have significantly contributed to the implementation of the Royal Government of Cambodia in socioeconomic development and meeting the needs of the population for access to clean water for daily consumption and improving livelihoods and health outcomes. **His Excellency Minister** expressed his satisfaction at witnessing the active collaboration between the private and public sectors in implementing the government's Pentagonal Strategy Phase I, which prioritizes **people, roads, water, electricity, and technology**, with the **water** sector being the third priority.

His Excellency Minister emphasized the collaboration between MISTI and development partners, private sectors, and relevant stakeholders, highlighting MISTI's efforts in fostering the development of regulatory frameworks and strengthening public water supply utilities. This involves transforming these utilities into public enterprises, enhancing human resources in the water sector, and establishing the Water Sector Development Foundation. Additionally, MISTI endeavors to foster the capacity of private water operators in aspects of business management, leadership skills, ownership, and a heightened sense of responsibility in extending and enhancing the provision of clean water within licensed areas. This ambition is underpinned by four primary objectives: the quality, safety, sustainability, and affordability of clean water for all citizens. Furthermore, **His Excellency** expressed gratitude towards development partners and pertinent stakeholders for their support and encouragement towards the attainment of universal access to clean water supply in Cambodia by 2030. Moreover, he underscored MISTI's initiatives and reforms aimed at fortifying the clean water supply service, delineated as

follows:

- Development and amendment of the regulatory framework, with particular emphasis on components falling within the purview of the Clean Water Management Law. Specifically, revisions and finalizations pertaining to sub-decrees, conditions, and procedures for the issuance of clean water supply licenses are finished and will be submitted to the Council of Ministers for endorsement and approval.
- The committee responsible for evaluating applications for the issuance of clean water supply business licenses will undergo revision. Applications will be rigorously assessed on a case-by-case basis, prioritizing actual needs to ensure quality over quantity.
- Emphasis will be placed on prioritizing work effectiveness over numerical expansion. Accordingly, MISTI will slow down the issuance of new licenses that do not contribute to strategic solutions and may lead to long-term issues. MISTI will monitor and assess the actual business status of operators across the country.
- MISTI acknowledges private operators as strategic partners, focusing on sustainability and water quality by encouraging bulk purchasing between public water supply utilities with remaining capacity and private operators, or among private entities. As a result, two memorandums of understanding (MoU) were signed on February 20, 2024.
- A MoU signed between the former Ministry of Industry, Mines, and Energy and the Ministry of Rural Development in 2005 will undergo review and revision.
- Access to water sources presents a significant challenge for private water operators. MISTI will collaborate with relevant stakeholders, particularly the Ministry of Water Resources and Meteorology, to establish a coordination mechanism aimed at providing and preserving raw water sources to ensure the sustainability of clean water supply.
- MISTI has dispatched six letters to relevant stakeholders regarding the impacts of physical infrastructure rehabilitation and construction. MISTI is currently working with line ministries to mitigate these impacts and proactively prevent them in the future.

His Excellency Minister expressed his desire for the Annual General Assembly to proceed smoothly and yield the anticipated results. He urged the newly elected boards of directors for second term of legal entity association (the 4th term) to achieve significant milestones and to encourage private water operators to join as members of the CWA. MISTI will continue to support and promote strong collaboration between the CWA and the General Department of Potable Water of MISTI.

E. Souvenir Delivery and Group Photo

Following the opening speech, Mr. Leng Kheav, President of CWA, presented souvenirs to the leaders of MISTI and MRD. All participants were then invited to take a group photo. Subsequently, His Excellency the Minister, accompanied by distinguished guests, ambassadors, BoD, and development partners, visited the exhibition booths showcasing the products and services of 19 companies.

4.2. Achievements of the Board of Directors in the 3rd term and as the 1st term for the legal entity association (2020-2023)

Mr. Leng Kheav, President of CWA, highlighted the achievements of CWA during the 3rd term, focusing on the following key areas:

- Development of internal policies to ensure sustainability of work and alignment with the needs of development partners. Additionally, amendments were made to the by-laws for the re-registration of CWA as a legal entity with the Ministry of Interior on November 08, 2021.
- Strengthening collaboration with governmental agencies, local and international partners, and active participation in workshops, forums, and study visits both domestically and internationally.
- Representation of members through the organization of annual general assemblies, water conference and exhibition, training workshops, regional meetings with members, and facilitation of issues and complaints resolution of members.
- Participation in social affairs, including fundraising from members to support government initiatives in Covid-19 prevention, flood response, contributions to the Kunthabopha foundation, and support for military efforts to safeguard Cambodia's territory.

He also emphasized that all decisions made by the BoD regarding the specific tasks of CWA are reached through consultation with Board members, guided by CWA's principles and interests.

4.3. BoD Election Process for the 4th term and as the 2nd term for the Legal Entity Association (2024-2027)

Mr. Lim Minh, Executive Director of CWA presented the procedure and conditions in BoD election for the 4th term and as the 2nd term for the legal entity as follows:

- Each Professional Member is entitled to a single vote, as specified in Article 9 on Membership of the by-law.
- Each Professional Member may select up to 9 individuals by marking their choices. While it is acceptable to choose fewer than 9 selections, marking more than 9 will invalidate the vote.

- Voters may use different marks (such as □, x, or o) in the selection box of each candidate.
- All decisions made in the Annual General Assembly require the approval of 50% + 1 of all Professional Members.
- A quorum of the Annual General Assembly necessitates the presence of more than 2/3 of Professional Members.
- Voters may request to change their voting paper only once.
- Each voting paper must bear CWA's stamp.
- Only valid votes will be counted.
- Elected candidates will be ranked based on the number of votes received, from highest to lowest.
- Elected candidates must garner at least 50% + 1 of members who are legal entities.
- The candidate with the highest number of votes will assume the position of president, while the second-highest will become the vice-president.
- The treasurer will be appointed during the first meeting of the newly elected board members.

The election committee was composed of 5 members selected from CWA's members and staff, including:

- Mr. Phun Sokun, member
- Mr. Khinh Taiveng, member
- Mr. Long Phearum, member
- Mr. Hong Kimly, Relationship Manager of CWA
- Mr. Chrin Phat, Senior Water Engineer of CWA.

Prior to the election, all 13 candidates were invited to present their biographies and express their willingness to become Board members:

1. Mr. Chea Sambo, General Manager of Ang Tasom Water Supply in Takeo province, expresses his commitment to assisting members in growing their businesses and enhancing their capacity, fostering reliance among members.
2. Mr. Chan Thany, owner of Borhuy Water Supply in Pailin province, aspires to see CWA expand and strengthen.
3. Mr. Muong Daravy, owner of Korkrous Water Supply in Kampong Speu province, is willing to promote the clean water sector in Cambodia.
4. Ms. Hak Sengtha, owner of Kampong Kong Water Supply in Kandal province, wants to promote female water operators and ensure access to clean water for the Cambodian people, emphasizing quality, safety, and sustainability.
5. Mr. Ham Ngoun, owner of Kampong Chamlong Water Supply in Kandal province, is committed to supporting members in growing their businesses to the best of his ability.
6. Ms. Yan Thida, owner of Sothnikum Water Supply in Siem Reap province, intends

to contribute to CWA's growth and share best practices to enhance the clean water sector in Cambodia.

7. Dr. Ry Khemrith, Business Development Director of Khmer Water Supply Holding Co., Ltd., aims to enhance CWA's work, attract international investors, and advocate with relevant stakeholders to promote the clean water sector.
8. Ms. Sim Siemny, owner of Chamkar Leu Water Supply in Kampong Cham province, is willing to assist CWA in resolving members' issues and promoting the clean water sector in Cambodia.
9. Mr. Heak Englay, owner of Kamchay Mear Water Supply in Prey Veng province, seeks to strengthen the water supply business sustainably, support CWA's growth, and promote the clean water sector through the acquisition of new knowledge and technologies.
10. Mr. Siev Hout, General Manager of Svay Romeat Water Supply, intends to support CWA in growing bigger and stronger to assist members and ensure people access water with good quality and safety.
11. Mr. Leng Kheav, owner of Leng Kheav Prek Ambil Water Supply in Kandal province, is willing to support members in growing their businesses to the best of his ability.
12. Mr. Leang Panha, General Manager of Preaek Tamak Water Supply in Kandal province, intends to share his technical knowledge and new innovations with members to solve their issues.
13. Mr. Sea Sengheap, owner of Bek Chan Water Supply in Kandal province, expresses his willingness to support CWA in growing stronger through partnerships with development partners and other entities providing development and long-term loans, to strengthen CWA's advocacy and solidarity among members in the clean water sector.

In the election process, the election committee announced the names of members eligible to vote and placed the voting papers in the voting box. To ensure transparency, the election committee also displayed the empty voting box to the participants.

Result of the election

Out of 415 participants, 190 were among the 281 water operators who are Professional Members of CWA, accounting for 68% of Professional Members with voting eligibility. Therefore, based on this figure, the election of the BoD for the 4th term and as the 2nd term for the legal entity for 2024-2027 can proceed in accordance with the by-law since the number of participating Professional Members exceeds 2/3.

The result of the election are as follows:

- Mr. Leng Kheav secured the 1st rank with the highest number of votes, receiving 143 votes;
- Ms. Sim Siemny attained the 2nd rank with 119 votes;

Therefore, Mr. Leng Kheav assumed the role of President, and Ms. Sim Siemny became the Vice-President for the 4th term and as the 2nd term for the legal entity for 2024-2027.

The details of the votes are provided in Table 1 below:

Table 1: Results of voting count

No.	Candidates	Number of votes	Rank
1	Mr. Chea Sambo	95	8
2	Mr. Chan Thany	95	8
3	Mr. Moung Daravy	72	11
4	Ms. Hak Sengtha	56	13
5	Mr. Ham Ngoun	108	4
6	Ms. Yan Thida	103	5
7	Mr. Ry Khemrith	68	12
8	Ms. Sim Siemny	119	2
9	Mr. Heak Englay	80	10
10	Mr. Siev Hout	100	6
11	Mr. Leng Kheav	143	1
12	Mr. Leang Panha	98	7
13	Mr. Sea Sengheap	110	3

After completing the election, the election committee double-checked the votes and packed all voting papers in the voting box. The box was then sealed with the signature of the responsible person and will be kept for future verification if needed.

4.4. Presentations of Relevant Partners

A. Presentation of Water.org

Mr. Pieter Tobing, Director of Infrastructure Advisory Services at Water.org, presented information about the projects of Water.org and Water Equity. Both organizations engage in paired financing/investments along with advisory services to support infrastructure project development and enhance investment impact and resilience to climate risks. Water.org focuses on supporting public policies and regulations, investment consultations in water and sanitation, infrastructure studies, and joint ventures. On the other hand, Water Equity provides technical assistance to prepare projects and strengthen existing companies. This organization also invests across the water value chain, from bulk water to distribution, and wastewater treatment and reuse, through private-sector participation schemes. However, it does not operate businesses itself but collaborates with partners and offers technical assistance to partner companies. The joint investment scheme targets small to mid-market projects with a total value of up to US\$ 200 million, structured as public-private partnerships or investment platforms. Each investment package is valued up to US\$ 20 million, with an investment period ranging from 5 to 7 years. This joint investment scheme only entails a significant minority ownership, rather than full ownership of the investment project. The priority markets for these initiatives are low-income

countries such as Mexico, Peru, Nigeria, Brazil, Bangladesh, India, Kenya, and South Africa. In the Southeast Asian region, priority markets include Cambodia, the Philippines, and Indonesia.

B. Presentation of CAPRED

CAPRED is a development project that has obtained financial support from Australia, with a total funding of AU\$ 87 million for the period 2022-2027. The project targets the agriculture, agroindustry, business, industry, and infrastructure sectors, including clean water and clean energy. Its main strategies include increasing finance for the sector, strengthening the capacity of stakeholders, fostering investment, and initiating new investment models.

In the water sector, the project collaborates with MISTI on the following initiatives:

- Establishment of the clean water sector foundation
- Provision of technical and financial assistance to 18 private water operators to accelerate access to clean water in Kampong Thom, Kampong Chhnang, and Takeo provinces, building upon the 3i program
- Promotion of investment and new business models: conducting a study on bulk water models to ensure water source security, including climate change considerations. Additionally, a study on rural small-scale water supply is being conducted for bidding, by combining these small-scale water supplies in Oddar Meancy, Siem Reap, and Ratanakiri provinces. Furthermore, the project is assessing the feasibility of merging system for poorly performing water supply utilities
- Dissemination of the Law on Clean Water Management
- Capacity building of water supply authorities
- Updating of the strategic plan and action plan of CWA
- Develop the Provincial Investment Plan (PIP) in piped water supply.

His Excellency Um Sotha, Secretary of State of MISTI, commented on the PIP, suggesting that the project should conduct a detailed study of each individual village and use different colors on the map to denote potential and non-potential villages for piped water supply installation. This approach would assist in prioritizing which villages should be given first priority and which should be considered second priority, particularly in remote areas where laying pipes may pose challenges. His Excellency also emphasized the importance of bulk water initiatives, which both Water.org and CAPRED are working on, and highlighted that it is a top priority for MISTI. Therefore, CAPRED should consider integrating bulk water initiatives into the PIP map as well. For example, the project should assess whether locations have available water sources (such as rivers, streams, reservoirs, or other sources) to supply areas with limited water sources. Additionally, His Excellency mentioned that the Phnom Penh Water Supply Authority is expanding its supply capacity not only for Phnom Penh but also for nearby areas.

C. Presentation of LOLC Microfinance

Mr. Thong Rithy, Director of the Ipay and Digital Business Department, presented on the loan products and services offered by LOLC. LOLC offers four main loan packages:

- Loan for SMEs
- Loan for water and sanitation, with a maximum loan amount of US\$ 8,000
- Loan for a speed draft facility, with a maximum loan amount of US\$ 10,000, where borrowers can access loans via a Mobile App. Additionally, interest charges are applied only to the actual amount of loan withdrawal after approval of the loan package, and the interest rate can be negotiated based on the type of collateral
- Non-credit products.

Furthermore, LOLC also offers other services such as general loans, ATM services with 4000 stations, Ipay mobile banking, and money transfers via Fast, RFT, Bakong, and mobile phones.

D. Presentation of the Stone Family Foundation

Mr. Chhim Tithkreusna, Director of Market and Business Development at GRET, presented on the Cambodia Revenue Finance Facility for Private Water Operators project. Currently, the majority of private water operators face various challenges, including: licensed areas located in remote areas which requiring high investment costs but yielding low income, limited access to financial loans, mostly available from banks only, decrease in water consumption by consumers during the wet season, high connection fees for some households which may be unaffordable for poor households, and damage to pipes. Bank loans pose difficulties for private water operators due to short loan periods, the need for extensive collateral, fixed repayment amounts without consideration of profits, and high interest rates. Therefore, this project was initiated to address these challenges by providing long-term loans of up to 12 years with interest rates ranging from 7% to 9%. Collateral values equal 100% of the loan amount, and repayment is based on income proportions and flexibility between dry and wet seasons. The loan packages focus on investment loans, loan replacement, technical assistance, training and coaching, subsidies for poor households, and marketing. Between 2018 and 2023, the project disbursed a total of US\$ 10 million to 27 private water operators through 35 loans. Additionally, the project supports private water operators in marketing promotions to accelerate connections, increase awareness of clean water among people, change behaviors in water consumption, and ultimately increase water consumption to boost the income of private water operators.

4.5. Work achievements of CWA in 2023 and plan for 2024

Mr. Lim Minh, Executive of CWA presented about the work achievements of CWA for

2023 and plan for 2024 as follow:

- ❖ **Membership:** By the end of 2023, the number of CWA's members increased to 343 stations/companies, comprising 300 private water operators and 43 supplying companies.
- ❖ **Governance:** Organized annual general assemblies, quarterly BoD meetings (both regular and ad-hoc), and reflection meetings.
- ❖ **Working with members:** Organized regional meetings and supported and facilitated meetings to resolve members' conflicts, providing technical support as needed.
- ❖ **Capacity-building programs:** Collaborated with DISTI and Tax branches in Battambang and Kandal provinces to conduct training on the rights and obligations of taxpayers and tax payment procedures for private water operators.
- ❖ **Representation:** Strengthened cooperation with government agencies and international partners through participation in training courses, workshops, conferences, exhibitions, water forums, and study visits to Japan, Thailand, Vietnam, Indonesia, and Australia.
- ❖ **Partnership:** Signed MoUs with the Microfinance Association and the Institute of Technology of Cambodia.
- ❖ **Service provision:** Provided technical services to members on pipe network design and facilitated other water-related assignments with partner companies.

Besides, CWA collaborated with other NGOs and development partners to implement several projects, including those with WaterAid, Water.org, EMW, and University of Technology Sydney (UTS).

4.6. Presenting Acknowledgement Certificates to board members in the 3rd term

His Excellency Um Sotha, Secretary of State of the MISTI, graciously presented acknowledgement certificates to nine board members who completed their term. Meanwhile, Mr. Lim Minh, Executive Director of CWA, presented acknowledgment certificates to members who paid the membership contribution fee for three consecutive years as follows:

- Prek Tamak Water Supply
- Franasy Co., Ltd
- Areyksat Water Supply
- Sampov Loun Water Supply
- Prek Rieng Water Supply
- Khpob Commune Water Supply
- Fuji Electric Co., Ltd office in Cambodia

4.7. Recap of the General Assembly results

Mr. Hong Kimly, Relationship Manager of CWA, provided a summary of the outcomes

of the one-day General Assembly, which yielded fruitful results as expected. He highlighted key speeches delivered during the opening ceremony, the presentation by the President of CWA on the results of the Board of Directors election for the 4th term and as the 2nd term for the legal entity, presentations by relevant companies and NGOs, achievements of CWA in 2023, as well as handing acknowledgment certificates to board members who completed their term and to members who paid annual membership contribution fees for three consecutive years.

4.8. Handing over the position of CWA president

Mr. Lim Minh, Executive Director, expressed gratitude to MISTI, MRD, and development partners (Water.org and CAPRED) for their generous sponsorship, as well as to the other 19 companies that co-sponsored the organization of the annual general assembly, including: 1) TEM, 2) WaterMech, 3) Representative Office of Fuji Electric Co., Ltd. 4) E-Power, 5) X-Water, 6) TCU, 7) Phnom Penh Plastic, 8) Dhinimex 9) Water Partner (Cambodia) Co., Ltd., 10) Water Partners, 11) KCRI International Corporation Co., Ltd., 12) Lesso (Cambodia) Trading Co., Ltd., 13) Petram Design International, 14) Inthanou Cambodia Trading, 15) GEOCRADFT Co., Ltd., 16) Foreign Trade Bank of Cambodia, 17) SME Bank Cambodia, 18) Stone Family Foundation, and 19) LOLC Microfinance.

The handover of positions to the newly elected board members was overseen by His Excellency Um Sotha, Secretary of State of the MISTI. Since the President of the previous term has been re-elected for the upcoming term, CWA is honored to invite His Excellency to hand over the Hammer representing the term to Mr. Leng Kheav, who will continue to hold the position of President for the 4th term and as the 2nd term for the legal entity for 2024-2027.

4.9. Closing remarks of the 12th General Assembly

His Excellency Um Sotha, Secretary of State of the MISTI, delivered the closing remarks of the 12th General Assembly of CWA. Firstly, he congratulated CWA on its fruitful achievements and extended his best wishes to the newly elected Board of Directors, urging them to actively support members and continue partnering with MISTI to enhance the clean water sector in Cambodia. His Excellency also requested CWA to document the speech delivered by the Minister during the opening ceremony and share it with all CWA members via Telegram. Additionally, he conveyed the Minister's messages to the participants and provided further recommendations as follows:

- Newly elected Board of Directors for the 2nd term for the legal entity, as well as all members including private water operators, are urged to exert their utmost efforts to operate the water supply system in accordance with the conditions stipulated in the operating license. This entails that private water operators must fulfill the requirements outlined in their operating licenses and extend

the piped water supply network as much as possible within the licensed areas.

- In cases where private water operators are unable to meet the requirements, they should promptly report the issues to the General Department of Potable Water at MISTI. Meanwhile, MISTI is in the process of establishing a new clean water regulatory team to assess the operations of all private water operators and provide support to ensure successful clean water supply. Therefore, all operators are mandated to report any issues to the government through MISTI for necessary intervention.
- His Excellency referenced the slogan of **Samdech Decho, Former Prime Minister**, during the launching ceremony of the Bakheng Water Treatment Plant Phase I, held on February 01, 2021, which emphasized "Clean Water for All" implying sufficiency. In this context, clean water serves not only for drinking purposes but also for various other uses such as daily consumption, tourism, industrial projects, SMEs, handicrafts, agriculture, and more. Moreover, ensuring access to clean water is not solely the responsibility of MISTI; it requires the involvement of all stakeholders, including sub-national administrations, line ministries such as MRD, and development partners. Therefore, collective efforts are essential to achieve and align with the government's goal. Presently, private water operators contribute approximately 50% of the water supply in the country.
- MISTI will deploy evaluation teams to assess the piped water supply infrastructure nationwide from March to June and compile a report. Consequently, His Excellency requested CAPRED to collaborate with MISTI on this assignment to identify issues and key interventions. In this regard, MISTI intends to implement a win-win policy to assist private water operators.
- MISTI continues to support CWA in case there is a need to revise the existing MoU or sign a new MoU with MISTI.
- We hope that the new Board of Directors of CWA will strengthen its efforts based on the law and continue our cooperation. His Excellency takes this opportunity to emphasize that any issues that arise must be brought to the table for discussion through a forum, small group discussion, or immediate resolution without waiting for a large meeting or the General Assembly. Sometimes, issues can be resolved via online meetings. It is impossible to directly hear the voice of one operator, and it is impractical to expect MISTI to listen to the voices of 200 to 300 operators individually. Therefore, all issues should be brought to CWA through the Board of Directors since they are the representatives.
- His Excellency also informed the participants about the Science, Technology, and Innovation Day scheduled for March 24-26, 2024, at Diamond Island, which will be presided over by **Samdech Borvor Thipadei Prime Minister**. Therefore, all CWA members willing to display their products and services are kindly requested to contact the General Department of Potable Water.

- MISTI has learned that some private water operators are using the name "Water Supply Authority." MISTI has issued a guideline that prohibits private sectors from using the term "Water Supply Authority." Therefore, all private water operators should cease using "Water Supply Authority" to avoid confusion among the public. Private Water Operators can name their business by adding "(Private Water Operator)" in parentheses, similar to the practice of private microfinance institutions.
- All private water operators must adhere to the four main conditions outlined in the operating license: providing water with quality, safety, sustainability, and affordable price.
- The Anti-Drug Authority has requested all operators to include a slogan related to anti-drug awareness on the water bill. **His Excellency** suggested that while this can be done, it should be up to CWA to decide whether to implement it or not. Considering that some water operators have already printed water bills, it is impractical to discard them. To address this, **His Excellency** proposed the idea of using a square stamp with the slogan and affixing it to the printed water bills. This approach would help save on expenses printed bills. Additionally, **His Excellency** has already considered a suitable slogan: "Using drugs destroys yourself, your family, and society." CWA may provide its decision on this matter later.
- Last but not least, **His Excellency**, on behalf of MISTI and colleagues, congratulated all newly elected board members for the 4th term and as the 2nd term for the legal entity. He expressed hope that the BoD will be capable and have the capacity to effectively and efficiently implement CWA's initiatives. Furthermore, **His Excellency** expressed delight in seeing the addition of female members to the board for the new term. He also extended his wishes for all national and international guests, as well as members of CWA participating in this event, to receive the four Buddhist blessings: long life, health, security, and strength.

4.10. Solidarity dinner

After the closing remarks of the 12th annual general assembly, all participants were invited to dinner to enhance communication, camaraderie, and solidarity among each other.

The 12th Annual General Assembly of CWA concluded at 8:30 PM on the same date with fruitful achievements, happiness, and a strong sense of unity.

Phnom Penh, February 23, 2024

Minutes Taker



Lim Minh
Executive Director

**Seen and Approved
President**



LENG KHEAV
Board of Director