

**WATER SUPPLY AND SANITATION COLLABORATIVE COUNCIL
 CO-ORDINATORS/RAP MEETING
 20-22 October 1994, WHO, Geneva**

REPORT

A meeting for the Co-ordinators of the Working Groups and Mandated Activities and on the Rabat Action Programme (RAP) of the Water Supply and Sanitation Collaborative Council was held in Geneva from 20 to 22 October 1994, chaired by Mrs Margaret Catley-Carlson. The Agenda of the meeting is given in Annex 1. A list of participants is attached in Annex 2.

The purpose of the meeting was:

- to review Working Group and Task Force activities undertaken as a follow-up to the Oslo and Rabat meetings of the Council, and discuss the Council's response on the outcome of the Noordwijk meeting on Drinking Water and Environmental Sanitation;
- to consider country reports from the standpoint of applying outputs from Council activities and ensuring that they are of practical utility;
- to report progress on the work towards the proposed World Water Council and elicit views on a possible Council approach to the proposed World Water Council;
- to prepare for the next Council meeting (Barbados).

For the above purposes the participants had before them the following documentation: (i) Facts Sheets for Co-ordinators; (ii) Reporting Sheets for Oslo WG Co-ordinators; (iii) Briefing Note to Co-ordinators on Documentation; (iv) Reports on Meetings from WG/SAN, WG/IMO and MA/O&M; (v) RAP Activities and Implementing Mechanisms; (vi) Note on Sector Strategies and the National Report of Zimbabwe; and (vii) The TOR for the study and proposal for the World Water Council.

A. WORKING GROUPS

A list of the dates of forthcoming meetings of the Working Groups is attached as Annex 3.

(i) Promotion of Sanitation (WG/SAN)

The Group met twice near Thun in Switzerland during March and October 1994. It has attempted to identify the problem of sanitation and the areas needing priority attention. The focus, as a priority, will be on on-site sanitation for the poor, especially in high risk areas. Sewage and solid waste will not be addressed. There was general recognition that sanitation required special consideration to overcome negative connotations, unlike water which was viewed positively. The scope was broader than simple advocacy, because of the lack of total appreciation of the issues generally amongst those responsible and the need to address complex behaviour changes. The Working Group will address the following issues:

- lack of interest at community level;
- unlike larger-scale projects that attract funds, on-site sanitation is seen as an individual responsibility and does not attract attention or funding;

- institutional barriers in government agencies, external support agencies, banks, donors, United Nations agencies;
- tendency for sanitation to be overshadowed by other sectors, such as health, or water within institutional priorities;
- weak "analytical" basis, hence there is a need to employ qualified consultants to study the social and cultural factors.

A workplan for the period October 1994 to March 1995 has been drawn up to address 17 identified issues, with volunteer members of the Group or consultants preparing the papers before the next meeting, scheduled for 13-16 March 1995 in Geneva.

Dr Mayling Simpson-Hebert of WHO is Co-ordinator of the Group. Funding has been received from SDC and SIDA.

(ii) Institutional and Management Options (WG/IMO)

The aim of the Group was to look at different models of delegated management and present "best practices" as models for replication.

A meeting from 31 May to 2 June 1994 at Louveciennes, France, had been concerned largely with privatization, particularly the French and United Kingdom experiences, and a meeting in early 1995 would focus on public sector models both for the urban and rural sectors and community and NGO arrangements. A collection of 20 model case studies had been compiled, including brief standard-format case study reports to facilitate comparison. The Working Group will consider ways of disseminating the work and obtaining feedback. One approach will be to publish the case studies through the Council for application, in the field programmes of such organizations as the WHO, UNICEF and the Development Banks. The Group will also explore ways of establishing and strengthening professional associations in countries. In the future, the intention is to extend the scope to include coverage of water demand management and conservation.

Mr Frank Hartvelt of UNDP is the Co-ordinator. The work was being supported by the French water agencies, the World Bank and UNDP.

(iii) Water Pollution Control (MA/WPC)

The Group met on 13 and 14 October 1994 at WHO Headquarters. The Working Group will produce models of regulatory frameworks, institutional arrangements and policy structures. It will also produce guidelines. Ten case studies will provide the basis for the work and will be presented as models. These will be compiled in a book as a tool to provide developing and rapidly industrializing countries with practical approaches to water pollution control. The first part of the book will address the policy making process, water quality requirements, legal and regulatory instruments, institutional requirements, economic instruments, technology choices for pollution control, wastewater use, and information needs. The second part of the book will include case studies from India (Ganga Action Plan), China (regional management), Philippines (Pasig Basin), Nigeria, South Africa, Mexico (wastewater use), Brazil (Upper Tiete Basin - São Paulo), European Union (synoptic), Danube Basin (synoptic), and Jordan (groundwater and wastewater use). The Working Group will:

- involve developing country participants in its work to ensure and improve acceptability of suggested controls;
- include gender roles;

- complete the book in draft form by March 1995;
- finalize the manuscript by the end of August 1995;
- provide an Executive Summary by 31 July 1995 to meet needs of the next Council Meeting; and
- draw up a dissemination strategy.

The Group is co-ordinated by Dr Richard Helmer and financial support has been received so far from UNEP.

(iv) **Operation and Maintenance (MA/O&M)**

The Group met from 1-3 June 1994. The Group will meet again from 30 May to 1 June 1995 and a Core Group will meet on 29 May and 2 June 1995.

The Working Group will:

- look at a set of tools which will be comprehensive and complementary to achieve sustainability of water supply and sanitation services;
- promote the use/testing of tools already produced through programmes and projects;
- complete the various guidelines and training packages in the process of development;
- try to obtain feedback.

Chile indicated that EMOS, the Santiago Water and Sanitation Company owes much to the "tools" available for better O&M published by ESAs, including WHO, and hopes to improve even more its achievement of a high level of efficiency with the tools that the O&M Group is producing.

Arrangements are in process for the promotion and use of tools in the following countries:

West Africa: testing of the tool on Assessment of Operation and Maintenance Status of Urban and Rural Water Supply.

African Lusophone Countries (emphasis on Mozambique): sub-regional workshop with the following objectives: promotion of the O&M tools; preparation of action plans on O&M training and information exchange, in Portuguese.

African Francophone Countries (emphasis on Burkina Faso): sub-regional workshop with the following objectives: promotion of the O&M tools; preparation of action plans for improved O&M.

Burkina Faso: training of trainers on the use of the Training Course Package on Management of Operation and Maintenance of Rural Water Supply and Sanitation.

Vietnam: workshop for training of trainers using the following tools: Management of Operation and Maintenance of Urban Water Supply and Sanitation Systems; and Training Package of Leakage Control.

Philippines: use of the O&M tools for the implementation of a process of operationalization of community management for improved operation and maintenance.

Central America: Management of Operation and Maintenance of Urban Water Supply and Sanitation Systems (workshops); and Training Package on Leakage Control (courses for trainers).

The Group is co-ordinated by Mr José Hueb of WHO. Funding for the Group's activities was earlier from Germany, and presently from Italy and WHO.

(v) Services for the Urban Poor (MA/SUP)

The previous Working Group on Urbanization has become a network which is very active and fast expanding. Both the network's membership and its Information Bank database are now available to be shared with other institutions. The Network on Services for the Urban Poor, through CERFE and other participating research and academic institutions, will:

- disseminate the findings of the Working Group on Urbanization and regularly collect feedback from the field on their application;
- regularly update the information Bank with input sent by Network members and periodically issue research reports on the new developments and trends that emerge from the analysis of such input;
- assess the demand and required features for capacity-building projects in representative cities in Africa, Asia and Latin America: this will be completed by the next Council meeting, with a view to implementing projects in 1996.

The tools are already being used in informal settlement upgrading programmes in Salvador and Belo Horizonte (Brazil) and preliminary feasibility studies will be carried out by Habitat's Settlement Upgrading Programme in Amman, Ankara, Brazzaville, Caracas, Concepción (Chile), Ibadan and Nakudu (Kenya). The Government of Italy and UNCHS (Habitat) will support this work.

In discussion, it was mentioned that efforts should be made to obtain the support of urban authorities for specific project proposals and that emphasis should be on producing model projects that any city could take on, with some funding from the urban authorities.

Efforts to incorporate gender issues in activities will continue. Two regional workshops will be held, offering the opportunity for presentation of new case studies and further dissemination and discussion of findings. These are:

- Latin American Seminar on Informal Settlement Upgrading, Belo Horizonte, Brazil, September 1995;
- International Workshop on Informal Settlement Upgrading, Caracas, Venezuela, 6-10 November 1995.

The Group is coordinated by Mr Ivo Imparato (formerly of the Ministry of Foreign Affairs of Italy) now with UNCHS (Habitat), Nairobi. Funding for the activities is principally from Italy through UNCHS. In-kind contributions are being provided by the other two members of the Network's Core Group, the Environmental Health Project of USAID and the Water, Engineering and Development Centre of Loughborough University (UK).

(vi) Communication and Information (MA/C&I)

Under Communication the Working Group will use the experience of field work and national consultations held in Guinea-Bissau covering situation analysis, training and implementation of advocacy for the sector. A meeting to review progress was scheduled to take place in the Hague from 31 October to 1 November 1994. The Working Group will develop suitable communication techniques, including role playing, because of the emphasis on community level control or management of water supply and sanitation systems, and ensure that communication was a two-way process, both to transmit information and to obtain feedback. Other activities at the national level are tentatively planned to take place in association with UNICEF in Uganda, Burkina Faso, Peru, the Dominican Republic, and Indonesia.

The Working Group considered that advocacy related to the Council implied keeping in touch with everyone (members of the Council, external support agencies, governments, communities and so on) to ensure that communication permeated all areas of interest of the Council. The member from Chile illustrated how important it became to have management meetings of EMOS with the media and journalists to ensure the right information was communicated to the public.

Under Information Management the Group will:

- promote models for enhancing information systems in developing countries, an example being the training course implemented in Sri Lanka in June 1994;
- foster national workshops to build up a critical mass of interest in the Council's information materials;
- consider different categories of information (for example, sectoral information for planning purposes, project information to be used for monitoring, management information, and public information for advocacy);

The Working Group had updated the international water thesaurus to facilitate exchange of information between countries.

A core-group meeting on Information Management is scheduled for May 1995.

The Co-ordinator of the Group is Mr Hans van Damme of IRC, assisted on the information management side by Mr Han Heijnen also of IRC. Financing support is from the Netherlands.

(vii) Gender Issues (MA/GEN)

The Working Group will:

- continue work on a second sourcebook for gender issues concerning the policy level which was expected to be ready by May 1995;
- issue a press kit for the Conference on Women to be held in Beijing;
- continue to increase membership of the Group as needed;
- distribute the first sourcebook in the near future as it is currently at the printers (financed by the World Bank/UNDP Programme).

The Working Group confirmed that arrangements were in place to ensure that gender issues were considered by other Groups in all aspects of the Council's work.

In discussing gender issues during the meeting, the following comments were made:

- that there should be efforts to increase the number of female applicants for professional training;
- that, in project activities, there should be a balance between gender-specific and mainstreaming approaches.

A Core meeting of the Group was scheduled for 27 and 28 October 1994 in New York. A full Group meeting was not scheduled.

The Co-ordinator for the Group is Ms Wendy Wakeman of the UNDP/World Bank Joint Programme and financial support for the Group's activities is also from that programme.

(viii) Global Applied Research Network (GARNET) (MA/RES)

The Council's "activity" under the Applied Research Working Group was completed at Rabat and its Global Applied Research Network in Water Supply and Sanitation (GARNET) will continue networking on applied research information activities.

An Advisory Committee meeting was held on 4-5 May 1994 in Loughborough. A new Framework of activities for GARNET was drawn up and the scope of the networking was agreed.

A series of working papers and fact sheets have been publicised in the latest GARNET newsletter, available on request.

The next meeting of the Advisory Committee is planned in early 1995 in Cairo to coincide with a workshop designed for field researchers, funders and policy makers with an interest in applied research within the Egyptian WSS sector.

A discussion on the usefulness of applied research to developing countries led to a proposal that the Council should investigate arrangements for providing information on the quality and effectiveness of various pieces of equipment that manufacturers were trying to sell in developing countries. The meeting's members considered that this task was outside the scope of GARNET. It was also pointed out that non-profit organizations already existed to do the testing and evaluation required for a fee. The Canadian Standards Organization was quoted as an example.

The Co-ordinator is Mr Andrew Cotton of the Water, Engineering and Development Centre (WEDC), Loughborough University of Technology, UK. The UK ODA financially supports the activities of GARNET at the Global Coordinating Centre at WEDC and SDC, Switzerland has funded participants from developing countries to its Advisory Committee Meeting.

B. COUNTRY REPORTS (in alphabetical order)

Some six country reports on the status of the WSS sector were presented. There was reference particularly to the O&M guidelines and to the country-level collaboration mechanisms. (Output of WG/CLC)

CHILE

A report on the success and profitability of EMOS (Empresa Metropolitana de Obras Sanitarias SA, Santiago, Chile) in providing water supply and sanitation in Chile was given by Ms Raquel Alfaro, General Manager, EMOS.

Coverage urban areas - water supply, over 90%
 - sewerage, over 80%; treatment of sewage, under 10%
 rural areas - water supply, over 70%

Water supply and sanitation are seen as both social and economic goods. In the urban sector, tariffs allow efficient enterprises to cover all capital and current costs. The Government subsidizes low income families directly and not through cross-subsidies. The sector is a monopoly; Government grants concessions, controls quality and sets tariffs. Both public and private enterprises work like private ones. All enterprises with over 500 connections have to be listed on the stock exchange. Most of the companies are public, i.e. the Government owns the shares.

Technology development is a priority. There is a solid professional association (AIDIS-Chile), and universities are involved in the company activities. Private sector participation could introduce technical advances and money to the public companies. Full or partial privatization is being studied for those public companies with a low level of efficiency and which need a large input of funds.

EMOS S.A. is the major public company of the country. It provides 100% water and 97% sewerage coverage to a population of over 4.5 million. A programme is underway to increase sewage treatment to 100% before 2009. The strengths of EMOS are integrated management, experienced and qualified staff; consumer-oriented enterprise; high level of technological development; high level of labour productivity; water conservation applied in all stages of the production and distribution processes; and private sector participation (service contracts). EMOS' weaknesses are: low experience in sewage treatment; large amount of money required for sewage water treatment; fast growth of the city.

Although EMOS has not used any of the tools produced by the Council so far, EMOS management techniques are based on the concepts embraced by MA/O&M, as promoted before the inception of the Group by the Group's current co-ordinator, Mr J.A. Hueb. EMOS is looking forward to receiving the collection of guidelines, manuals and other tools produced through the Council's working groups. Furthermore, EMOS works with women, especially with a view to educating the family on the use of WSS facilities.

MOROCCO

Mr Filali Baba, Director of ONEP (Office National de l'Eau Potable) described that the crises of the 1960s and 1980s helped very much towards the development of the sector. In the mid-1960s, there were huge floods in the south of Morocco, which swept away many villages. At the same time, a shortage of water supply threatened the capital, Rabat. An ambitious project was decided upon by the highest authority in Morocco to build new dams in order to meet self-sufficiency in food and security in agriculture, to protect lands from flooding and to provide the whole population with a sufficient water supply. The involvement of the Government greatly helped the development of water supply in urban areas. A national strategy was defined, leading to the creation of a national agency for potable water (ONEP) in 1972. In the following 20 years, national water supply production increased tenfold, and the household connection rate progressed from 44% to 80%.

Two further crises occurred in the early 1980s: one was a severe drought which lasted for five years; the other was a financial crisis resulting from the deep indebtedness of the country. Again these crises helped sector development. State commitment took the form of the creation of the Higher Water Council under the direct authority of the King. This Council is a keystone in the water sector structure. It has given priority first to the domestic water supply subsector and then to agriculture as regards water allocation. An annual meeting discusses issues such as water conservation and protection, watershed master plans, and sanitation. In 1994, the issue discussed was wastewater reuse and the rural water supply master plan. These discussions have clearly indicated to the Government the need to allocate financial resources to the sector to build new infrastructure. The debt crisis led to a decrease in government subsidies to the urban water supply subsector. To face this situation and to lessen government control of ONEP, a management contract was negotiated and signed in 1987 between the agency and the Government, leading to a progressive financial disengagement of the Government in the water supply subsector. This approach has been positive and has enabled progress to be made in sanitation and rural water supply, two subsectors which were lagging behind and for which master plans are now ready.

The most important issues which helped water supply sector development are:

- strong government commitment;
- the creation of the Higher Water Council;
- dynamic planning and progressive management autonomy for ONEP.

PHILIPPINES

The Philippine water supply and sanitation master plan was presented in detail by Mr Orville Roque, National Project Director, Institution Building for Community-Managed WSS Projects, Department of the Interior and Local Government, Manila.

Coverage Water supply: 68% in 1993;
(projected) 90% by 2000

The formulation and coverage of water sector projects adhere to the recently approved national master plan. The Government committed itself to support the International Drinking Water Supply and Sanitation Decade and thus reformulated the national master plan and exerted efforts to obtain international commitment to meet the targets set in the plan. Delays in implementation were caused by Government transition and development in the mid-1980s, so a fast track approach was adopted to keep pace with targets. This is exemplified in the major programmes: the Angat Water Supply Optimization Programme, covering Metro Manila and its suburbs; and the Accelerated Water Supply Programme, which aims to provide basic needs water supply to all rural areas of the country and to form the Barangay Water Works and Sanitation Association in each community where a handpump will be constructed. For the purposes of coordination and resource allocation, geographical regions of the Country were allocated to the major donors to help with efforts to distribute 100 000 target facilities to the different regions.

The sector objectives are to provide reliable and safe water supply that is easily accessible in a cost-effective manner. The general objective of the water supply and sanitation sector is to assist the Government in meeting the basic needs of the rural population through the provision of safe, adequate and easily accessible water supplies as well as proper sanitation. The guiding principles emphasize self-reliance, uniform distribution and delivery of services and cost sharing.

Experience shows that the selection of projects must be based on: need and expression of demand; involvement and participation of communities at all stages; agencies involved must carry out their responsibilities in a coordinated and responsive manner; technologies must be suited to local needs, conditions and resources, and options must be offered.

Major constraints affecting the sector are lack of inadequate resources, inequitable distribution, and lack of sustainability. A UNDP project has just started on efforts to improve the access of poor communities to basic services.

SOUTH AFRICA

Mr P. Odendaal outlined the water supply and sanitation system in South Africa, and the work of the Standing Committee on Water Supply and Sanitation (SCOWSAS).

Coverage Out of a total population of 44 million, about 12 million people did not have adequate water supply;
About 18 million people did not have acceptable sanitation.

Faced with a situation where water supply and sanitation are not driven by clear central policies, where Government, provincial and local authorities, NGOs and private concerns are all doing their best, but efforts are uncoordinated and fragmented, a group of concerned professionals came together in 1991 to discuss the situation and to look for strategies for improvement. This led at the beginning of 1992, to the establishment of a Standing Committee on Water Supply and Sanitation (SCOWSAS). It has no formal mandate. It draws members from all quarters of the society: central, regional and local government, democratic movements, organized labour, water supply agencies, NGOs and the research community. Its mission is to act as a broadly based forum to develop policy options and to promote appropriate strategies to improve water supply and sanitation on an integrated, affordable, acceptable and sustainable basis for all communities in a situation of increasing needs and limited resources. On a national scale there is a remarkable similarity between SCOWSAS and the Collaborative Council. SCOWSAS has working groups, called sub-committees, some working on issues very similar to those of the Council: data coverage and levels of service; institutional arrangements; research needs and priorities; education, training and affirmative action; tariffs and technology choice; sanitation; communication.

Soon after the new Government came into power in April 1994, it announced a far ranging and imaginative Reconstruction and Development Programme (RDP), which, *inter alia* includes water supply and sanitation, as well as the environment. The RDP is a broad statement of intent and overriding policy. As such, detailed policy and strategy are in the process of being developed.

The work done by SCOWSAS over the last 2½ years is, therefore, most opportune and can now make significant inputs in policies for implementing the RDP. Both the Chairman and Vice-Chairman of SCOWSAS are now closely positioned to the Minister of Water Affairs and Forestry. Some of the sub-committees have made good progress in developing their reports, and we are now in the process of testing concepts and proposed strategies with key stakeholders. In September 1993 a national workshop was held for this purpose. It was attended by 120 delegates from all corners of the country and diverse backgrounds. Feedback was incorporated in the further deliberations of the sub-committees.

SCOWSAS has now also embarked on a series of about 10 workshops to test concepts on a regional scale. The first was held at the end of September 1994, and the last is scheduled for February 1995. In this way, feedback is solicited at community level for incorporation in final reports.

Interesting aspects of the South African experience are harmonization of services, based on catchment area rather than political boundaries, and choice of technology.

The work of SCOWSAS and the Government are likely to be of much interest and value to the Council and close communication was considered to be useful.

UGANDA

Mr Patrick Kahangire, Director of Water Development described the institutional arrangements for water supply and sanitation in Uganda.

<u>Coverage</u>	Rural areas	- water supply 30%
		- sanitation 35%
	Urban areas	- water supply 50%
		- sanitation 55%

The institutional arrangements for the water supply and sanitation sector are quite complex. Various Ministries have responsibility for the sector, including the Ministry of Natural Resources, the Ministry of Health and the Ministry of National Planning.

The Water and Sewerage Corporation runs services in the nine largest towns in the country. In the other towns and rural areas, services are provided by the district authorities. External support has been received and particularly from DANIDA, SIDA and UNICEF.

Because of a shortage of financial resources at the central level, there is decentralization to district level. This implies the need to staff some 40 district offices, and there is therefore a problem of staffing at the district level, hence the need for capacity building. There is also a need to implement the mainstreaming of women, to streamline coordination between the various bureaucracies involved and to ensure that a comprehensive regulatory framework is in place, especially in the light of the Government's enthusiasm for privatization. National plans are being drawn up with input from the district level, and efforts are being made to standardize equipment and establish local production of equipment.

Problems include: inadequate coverage, in particular the need to improve rural services. There is a need to review the link between water supply and sanitation. A person who has to go 5 km to fetch water is unlikely to use it to wash their hands. The decentralization policy has raised the issue of the ownership of facilities and land ownership, including access to pumps, as water for agriculture is often seen as having a priority over water for people.

ZIMBABWE

Mr A. Mpamhanga from the Ministry of Local Government gave a detailed presentation of the development of the WSS sector's policy and the role of country level collaboration.

The International Water Supply and Sanitation Decade provided a good framework for developing a national sector strategy for rural water supply and sanitation in Zimbabwe within which specific programmes and projects could be developed.

One of the first activities to be undertaken was the preparation of a master plan on rural water supply and sanitation which was completed in 1985. Country Level Collaboration (CLC) in the RWSS sector is a complex but necessary process of exchange and negotiation between key actors. The process is time consuming, often difficult to manage but has been fully accepted as vital to the development and long-term sustainability of the sector.

The National Water Master Plan's (NWMP) implementation revolved around the concept of an integrated approach in sector planning and implementation with community participation as a key strategy in implementation. Other issues to be addressed were those of sector coordination at national and sub-national levels, appropriate technology choice and the development of a sustainable operation and maintenance systems.

As a response to the International Drinking Water Supply and Sanitation Decade a skeletal National Action Committee (NAC) had been formed by 1982. When the NWMP was formally adopted in 1986/87 this weak NAC was strengthened to its present effective state. The new look NAC had its chairmanship changed to the Ministry of Local Government, Rural and Urban Development whose major role is that of sector coordination. A vital addition was the establishment of a full time secretariat, the National Coordination Unit (NCU), with minimum bureaucracy to carry out the day-to-day programme monitoring and management. It had resources support provided by NORAD.

The fundamental measure of success of CLC in Zimbabwe was the NAC and the presence of a dynamic and successful water and sanitation sector which operates with a high degree of support and liaison between agencies. In addition Zimbabwe has created an environment where:

- water and sanitation development is guided by national consensus;
- there is a clear set of policies and guidelines;
- the donor community supports the policy framework;
- there has been the development of a successful integrated approach;
- there is mobilisation of considerable donor support and financial resources;
- there is a recognition of shortcomings of the coordination system;
- the strength of NAC has been recognised at all levels; and
- the country is in control of the decisions it makes.

Problems to be resolved are:

- sector guidelines are often taken by implementers as rules and standards, i.e. prescriptive and rigid;
- the continued duplication, although now at a reduced scale as a result of CLC;
- the weak coordination of NGOs although concerted efforts are underway to improve on this issue;
- NAC's focus on Integrated Rural Water Supply and Sanitation projects which are considered in competition with other non-integrated WSS activities. The NAC has acknowledged this shortcoming and has lately started to report on all primary water supply and sanitation activities in all rural local authority areas;
- failure of the NAC to represent the whole sector, i.e. urban also.

Potential Benefits of Country Level Collaboration

Potential Benefits

Planning Related Benefits

Standardization of technology and approach;
 Project design and implementation/coordinated;
 Harmonization of policies.

Output Related Benefits

Enhanced sustainability (ownership);
 Enhanced sector image (speak with one voice);
 Information sharing;
 Enhanced accountability and transparency.

Process Related Benefits

Better identification of needs leading to better management;
 Increased resource mobilisation;
 Effective utilisation and more equitable distribution of resources and services;
 Resolution of conflicts;
 Consensus building;
 Helps include all stakeholders in the programme.

A regional workshop was arranged by the RWSG (East Africa) and hosted by Zimbabwe and was held in Mutare, 14-18 July 1994, to consider experiences with CLC. The above summarizes the views of the workshop on the potential benefits; disadvantages were marginal. A major output of the Workshop was that participating countries identified specific issues in their countries and action plans to deal with such issues through CLC, with a recommendation to meet again in about a year to review the results of such work.

C. RABAT ACTION PROGRAMME

The activities under the Rabat Action Programme (see Annex 1, page 3) were presented and discussed.

Documentation and Dissemination (A1, A2)

Mr Len Bays of IWSA on behalf of Mr Tony Milburn of IAWQ and Co-ordinator of the Task Group on Collaborative Council Publications, presented the Task Group's interim progress report on the situation. A report from the Co-ordinator was also circulated.

The latter report indicates the following conclusions:

- The Rabat reports have had limited circulation to date.
- The various documents produced in association with the Collaborative Council (10 reports and 15 guidelines/tools) have been well distributed, but usually in English. The main exceptions are the shorter productions of the IM and IEC WGs which have been translated into French, Spanish and Portuguese.
- In view of the different languages involved, it is considered important that Members of the Council or related organizations should be called upon to assist in having documents translated, (with the technical comprehension of the eventual recipients in mind), so as to reduce costs.
- On the evidence of topics, print runs and distribution so far, the potential for commercial publisher involvement seems small.
- It is best left to such well-resourced members as IRC and WHO to do the publishing.

- The WG Co-ordinators should produce and distribute their reports/outputs to the best of their ability/resources.
- All documents should convey a clear unequivocal message that they were produced under the aegis of the Council.
- The WG Co-ordinators need to decide on the appropriate length of their reports, bearing in mind the guidelines of the Secretariat.
- All messages in all documents should suit the targetted audience.
- Recognize that target audiences had to be well defined, and a suitable form of information, communication, advocacy or documentation chosen.
- Ensure that wording was clear, brief and free of jargon and acronyms.
- Restrict documents for policy-makers to an outline of the main issues (preferably in 2 or 3 pages), with reference to a contact point for fuller information.
- Ensure that technical manuals, which needed to be long enough to cover their subject adequately, were written with users in mind, in particular that they were translated to meet *user requirements* (Working Group Co-ordinators should seek partners through the Council network to assist with translation and thereby reduce costs); bearing in mind the importance of the technical as well as the linguistic skills required of translators.
- Ensure that case studies were fully documented in order to capture the richness of experience.
- Greater publicity is needed for existing reports and tools.
- A Council catalogue of its publications should be produced.

The WG coordinators or organization that produces the documents will:

- be responsible for the quality of documents;
- iron out questions of duplication or overlapping scope before work starts on preparing documents.

In light of the above the Secretariat will:

- draw up a complete list of Council-sponsored documents, each with a summary and an indication of where it can be obtained, along the lines of the list prepared by the International Association on Water Quality;
- ensure that the Council's logo appears on documents produced under its aegis;
- draw up a standard text for insertion in all publications, describing the composition and objectives of the Council (to be prepared by the "Gang of Three": Milburn, Hueb and Wirasinha).

IRC will continue to be the main channel of information from the Council. The availability of Council documents could also be publicized through the Newsletter of the Global Applied Research Network in Water Supply and Sanitation (GARNET), to applied researchers even though they may not all relate to research activities.

The Task Group should continue its activities to ensure appropriate standardized printing and effective distribution of the Council's documents.

Advocacy (A4.1, A4.2, A5.5, A5.6)

Advocacy is of primordial importance to the water supply and sanitation sector as a whole and information communicated needs to be accurate, clear and concise. Additional to work of the I&C/WG, communications through arrangements such as WHO's advocacy for immunization and for "baby-friendly" hospitals need to be attempted.

The Council's brochure could be a useful tool for advocacy and networking. It would be useful to include in the brochure more information on members (agencies) of the Collaborative Council.

National and Regional Professional Associations (A5.3)

In discussing the role of national and regional professional associations, the following suggestions were made:

- promote national and regional associations as part of capacity building;
- use professional associations, where they existed, as an infrastructure for information dissemination of the Council's own technical guidelines and manuals.

WHO/UNICEF Joint Monitoring Programme (A7)

Dr Greg Watters of WHO explained the need for, and benefits of, the WHO/UNICEF Joint Monitoring Programme (JMP) - country-level information for planning, management, evaluation and advocacy. In discussing the Joint Monitoring Programme, the following ideas were suggested:

- The Executive Secretary stressed that we cannot be in the situation that we found ourselves in at the end of the 80s (i.e. lack of reliable management information) and that we are nearly half way through the 90s and must have with us better management information asap but certainly by year 2000. He appealed to all members to take positive action on all their programmes to further the work on JMP. The JMP cannot achieve its task without such help;
- promote the inclusion of monitoring in country-level programmes;
- fill gaps in information by encouraging agencies to include in capacity-building missions the additional task of collecting information and feedback.

Non-governmental Organizations (A9)

In the absence of Mr Paul Peter, Co-ordinator for this Task Group, Mr Hubert Eisele of SDC, Switzerland made a short presentation on the situation.

In discussing how to involve non-governmental organizations in the work of the Council, and in its meetings, the following suggestions were made:

- work through international non-governmental organizations such as the network of the Montreal based International Secretariat for Water (ISW) to encourage local non-governmental organization involved in water supply and sanitation activities to support

community-level control/management, recognizing that international non-governmental organizations were in a better position than the Council to make contact with national non-governmental organizations;

- try to establish directories of non-governmental organizations at country level to promote collaboration and informal networking, recognizing that a global compendium of non-governmental organizations would be virtually impossible to compile, and would be out of date by the time it was issued;
- use informal NGO networks to disseminate information;
- bear in mind such local networks in considering institutional and management options.

A fax was received from Mr Paul Peter towards the end of the meeting. He indicated that he would convene a small group of around five persons to carry discussions further and report towards the end of the first quarter of 1995. The Secretariat is to advise him on possible participants of that small group.

Informal Sector (A10)

The WG/IMO group is now focussing attention on the informal sector, and would be grateful for assistance in the collection of case studies on informal sector activities in the water supply and sanitation sector. Special attention is being paid to water demand management and to the link between water supply, sanitation and water resources management. The next meeting of the Working Group is scheduled for March/April 1995.

Newly Independent States in eastern Europe and the Central Asian Republics (A13)

Austria, responding to a request from the Council, will hold a consultation in early May 1995 for newly independent States to establish the status quo of the WSS Sector in these countries and the main issues in order to help Austria and the Council find areas for intervention of assistance and participation. Other interested parties are welcome to participate and assist. The Council should use the consultation as an opportunity to:

- provide an introduction to management models other than centralized planning, drawing on the case studies collected by the Council;
- present guidelines and manuals sponsored by the Council.

Mr Helmut Weidel of TBW is coordinating the activity on behalf of Austria and was scheduling a programme planning meeting with the several Austrian agencies involved with participation of the Council Secretariat, on 5 December 1994.

Community Management (A14)

Mr Willem Ankersmit of DGIS, the Netherlands, reported on progress. The objectives of community management include poverty alleviation, provision of basic services, and ensuring sustainability. He mentioned that the role of the users was a new issue discussed at Rabat.

Under the auspices of DGIS, the Netherlands, through IRC and partner organizations, a project has recently started for a four-year period to improve the efficiency, sustainability and cost effectiveness of water supply management by rural communities in developing countries. The project is entitled: "The role of communities in the management of rural water supply systems in developing countries; participatory field research and the development of strategies, methods and tools". The partner organisations are: in Africa, the Pan African Institute for

Development (PAID) in Cameroon; the Network Centre for Water and Sanitation (NETWAS) in Kenya; in Latin America, CINARA in Colombia, and Agua de Pueblo in Guatemala; and finally in Asia, the Aga Khan Rural Support Programme in Pakistan; and Water for Health in Nepal.

The project consists of: a preparatory phase (1994); training and field preparation (1994, 1995); field investigations (1995), development and testing (1996, 1997); and evaluation and follow-up (1997). The results of the preparatory workshop (November 1994) could be reported to the next Council meeting. An international advisory team has been formed for the project.

In discussion, it was suggested that it would be useful for IRC to compile a collection of some of the many instances of collaboration between non-governmental organizations and communities for use, in particular, in the consideration by the members of the Working Group on institutional and management options.

Water Sector Strategies (A5.1)

Ms Wendy Wakeman introduced this item on behalf of the World Bank and then Mr Gourisankar Ghosh spoke on behalf of UNICEF. The area was seen as capacity building and promoting country planning with as much ownership of a given plan as possible.

Sector strategies were to be worked out by countries themselves in the light of overall national development plans, with international agencies providing support. External Support Agencies should set out their own policies clearly and succinctly (along the lines of the Swiss development policy guide) to assist in finding common ground and adopting a coherent joint platform.

In assessing whether strategies should address water supply and sanitation or the whole water sector, the following points were made by the participants in the meeting:

- strategies could be over-integrated, to the extent of losing sight of the water supply and sanitation component;
- consideration of the broad area of water resources, or even environmental services, was unlikely to provide much practical impetus for the development of water supply and sanitation;
- the danger of integration was that the interests of the water supply and sanitation sector were hard to defend in the face of the economic arguments of the agricultural and industrial sectors;
- what was needed is a strategy for the water supply and environmental sanitation sector within the context of water resources management and environmental sustainability;
- the strategy of community managed water supply and sanitation implied a responsibility and hence institutional capability for financial management at community level, since a high percentage of the financing for such services would have to come from communities.

Strategies would differ from country to country and no single model strategy would suit all. Models of strategies would be helpful as tools and as a guide. The Secretariat would be pleased to have a set of models for countries in need to consider.

D. WORLD WATER COUNCIL

This item was introduced by the Chair, Mrs Margaret Catley-Carlson.

Proposals for a World Water Council had been around for some time but had never been widely supported. The Ministers at the Noordwijk meeting had encouraged the Collaborative Council to look into the possibilities for a world body. Reluctance on the part of the members of the Council to expend time and resources on this activity was balanced by a recognition of the need to be in a position to protect the interests of water supply and sanitation. While it would be a decision for the Council to make at its next Meeting, for the latter reason, the majority at the RAP meeting felt that the Collaborative Council itself should not be transformed into a world water body. In order to follow up the proposal for a World Water Council, the Secretariat will further assess the interest in the proposal by:

- participation at the forthcoming IWRA Cairo conference which will also discuss a proposal for a World Water Council;
- canvassing environment ministers as well as traditional supporters of the Council for further funds for a study (US\$ 10 000 has already been donated by Switzerland).

If funds are forthcoming, the Secretariat will undertake a study adopting a two step approach namely:

- First: establish the actual need, i.e. an informal forum or a more formal body and the form of the arrangement which it will submit to the Commission on Sustainable Development (CSD) for consideration;
- Second: further work towards the establishment of a WWC will be subject to CSD making such a request and providing the financial support needed.

The draft Terms of Reference (3rd draft, dated 18 October 1994), prepared for the proposed WWC would be modified to suit the two stage approach.

In the absence of financial support, the Council will:

- hand the matter over to the Commission on Sustainable Development (which endorsed the Noordwijk document), together with a brief report.

E. NEXT COUNCIL MEETING

The meeting suggested that the format of the next Council meeting should comprise:

- one keynote address plus a statement by the host;
- more time for the open forum than in the previous meeting;
- an agenda drawn up bearing in mind the following:
 - the need for the meeting particularly since held in the Caribbean to take account of the concerns of the small island nations;
 - the primordial importance of giving prominence to specific water supply and sanitation issues although set within the framework of the dramatic population growth and environment degradation, which have direct implication on the WSS sector;

- the wisdom of avoiding United Nations clichés such as "the poorest of the poor" and "Sub-Saharan Africa";
- that Working Groups (except possibly the Operation and Maintenance Working Group) were not intended to last for more than two intersessional periods;
- a message booklet or Handbook on the Council should be prepared for the Barbados meeting;
- that advocacy for the WSS sector should be a major consideration in all issues and undertakings;
- that the Council's existing work should be put to use before new activities were undertaken.

Once the next Global Forum was confirmed for Barbados (or elsewhere) the Secretariat would take up such matters in the next meeting's Steering Committee and consult members as appropriate.

F. COUNCIL ISSUES

Advocacy and Information

The Secretariat is to ensure that information is readily available on the various activities being sponsored by the Council. This is recognizing the fact that, thus far, the Council has been focussing, through voluntary efforts, on the development of new sector concepts, but that the dissemination and advocacy role of the Council, at its present level, is not sufficient for these new messages to take hold and make a difference.

Other comments stressed the need to:

- drop the acronym WASSANCO, and the Water Supply and Sanitation Collaborative Council be referred to as the Collaborative Council, or simply the Council;
- ensure that documents for Council meetings met the above requirements and those in Section C of this report; policy documents (Executive Summaries) should preferably be short (maximum 6 pages), while technical items (Full Reports) could be set out in more detail (maximum 20 pages) but should include a brief executive summary. The Co-ordinators would, however, be the judges of the appropriate length of documentation coming from their groups.

Secretariat - Financial Situation

Indicative figures were circulated of expected income and expenditure. The Secretariat will provide details on WHO's net annual transfer to the Council by quantifying facilities provided such as accommodation, and communication services, etc.

Failing the latter point, interested governments (notably Norway) should make an official request to WHO for the figures required.

The Secretariat will continue its efforts to raise funds for its operation.

WATER SUPPLY AND SANITATION COLLABORATIVE COUNCIL

CO-ORDINATORS (WGs) MEETING AND
RABAT ACTION PROGRAMME MEETING

20 to 22 October 1994 at W.H.O. Headquarters, Geneva

TENTATIVE AGENDA

DAY 1 - THURSDAY 20 OCTOBER

9.00 - 9.15 Opening Statement from Chairperson

9.15 - 9.30 Discuss Agenda

9.30 - 9.45 Briefing from the Executive Secretary

CO-ORDINATORS' MEETING

9.45 - 10.30 Reports from Working Groups Co-ordinators¹

10.30 - 11.00 Refreshments

11.00 - 12.30 Continue with Reporting by Co-ordinators¹

12.30 - 14.00 Lunch

14.00 - 15.00 Discussion of Co-ordinators' Reports and Issues

15.00 - 15.30 Discussion of areas for co-ordination and arrangements
for doing so

15.30 - 16.00 Refreshments

RABAT ACTION PROGRAMME (RAP) MEETING

16.00 - 17.30 Reporting on Country Activities (6 countries)*

* See attached sheet.

¹ 10 minutes presentation, 5 minutes for clarification

DAY 2 - FRIDAY 21 OCTOBER

9.00 - 10.00	Reports from RAP Task Managers
10.00 - 10.30	Discussion of Issues encountered by RAP Task Managers
10.30 - 11.00	Refreshments
11.00 - 11.30	Discussion on Country Activities ¹
11.30 - 12.45	Reports on other selected RAP Activities
12.45 - 14.00	Lunch
14.00 - 14.45	Discussion of Issues related to RAP Activities
14.45 - 15.30	RAP Activity 5.1 - Towards a model structure for integrated sector strategies. (possibly group work).
15.30 - 16.00	Refreshments
16.00 - 16.45	Presentation and discussion of a model structure for integrated sector strategies
16.45 - 17.30	Identify pilot projects/programs for testing/using Oslo WG Tools.

DAY 3 - SATURDAY 22 OCTOBER**NEXT COUNCIL MEETING**

9.00 - 10.30	Venue, Dates, Themes Form and Structure for next Council Meeting ¹
10.30 - 11.00	Refreshments
11.00 - 11.30	Discuss possible topics for keynote address and identify a presenter.

OTHER MATTERS

11.30 - 12.15	Reporting on Council's mandate for helping form a World Water Council ² , and progress made. Discussion of possible scenarios.
12.15 - 13.00	Any other matters
13.00	End of Meeting.

¹ 10 minutes presentation. 5 minutes for clarification

² Received at the Ministerial Conference on Drinking Water and Environmental Sanitation, the Netherlands (March 1994).

LIST OF ACTIVITIES IDENTIFIED FOR RAP

Activity	Description	Responsibility*
A1	Reproduction and distribution of Working Group Reports.	RAP
A2	Reproduction and distribution of WG Tools in several languages.	RAP
A3	Promotion of use/testing of WG Tools supported by reviews and case studies as needed.	RAP
A4	Advocacy	
A4.1	Advocacy for a Common Vision on principles/messages/directions for the Sector.	MA/C&I
A4.2	Advocacy for the Council through leaflets, flyers if needed.	MA/C&I
A5	Capacity Building:	
A5.1	Promote development and strengthening of national policies, sector strategies and institutional frameworks which establish the prime role of water supply and sanitation in the context of integrated water resource management.	RAP
A5.2	Promote O&M and standards and quality assurance.	MA/O&M
A5.3	Advocate value of and promote setting-up of national and regional professional associations.	WG/IMO
A5.4	Promote applied research and application of research results.	MA/AP
A5.5	Promote a communication culture, including the further development of IEC tools and their introduction at field level.	MA/C&I
A5.6	Promote national and international information exchange, support information management initiatives and the establishment of national information resource units, and seek to identify national focal points for Council initiatives.	MA/C&I
A6	Assist with resource mobilization for country WSS programmes which seek to take advantage of the new tools and guidelines.	RAP
A7	Promote Monitoring and Evaluation including advocacy for the WHO/UNICEF Joint Monitoring Programme.	RAP
A8	Assist in finding strategies to overcome financial constraints faced by WGs.	RAP
A9	Sound out NGOs on the best ways of fostering more effective partnerships and consider joint activities in the preparation of guidelines for enhancing NGO involvement in WSS programmes.	RAP
A10	Case studies on informal private sector activity in WSS and private sector participation in utility operations.	WG/IMO
A11	Continue with support for the Initiative for the African Lusophone Countries.	INIT/LI
A12	Sponsor assistance to the Small Island Nations to help them overcome their sectoral problems.	RAP
A13	Find ways to involve the Newly Independent States in Eastern Europe and the Central Asian Republics in the activities of the Council.	RAP
A14	Investigate the possibility of developing advocacy and guidelines on Community Management.	RAP
A15	Propose and initiate further activities from time to time, in response to emerging sector issues.	RAP

* The acronyms used relate to the Council-sponsored Working Groups (WG) and Mandated Activities (MA) agreed at the Rabat Meeting:

RAP	Rabat Action Programme	MA/O&M	Operation and Maintenance
WG/SAN	Promotion of Sanitation	MA/AP	Applied Research (now GARNET)
WG/IMO	Institutional and Management Options	MA/C&I	Communication and Information
MA/WPC	Water Pollution Control	MA/GEN	Gender Issues
MA/SUP	Services for the Urban Poor	INIT/LI	Lusophone Initiative

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20-22 OCTOBER 1994, WHO, GENEVA**

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WSS COLLABORATIVE COUNCIL - COORDINATOR'S MEETINGS (1994)

WORKING GROUP	MEETING DATES		REPORTING DATES EXECUTIVE SUMMARIES	FULL REPORT		REMARKS
	CORE GROUP	WORKING GROUP		1st Draft	2nd Draft	
WG/SAN	1-3 March 1994	3-5 Oct. 1994 13-16 March 1995	30 June 1995	30 June 1995	31 August 1995	
WG/IMO	1-2 June 1994	March/April 1995	30 June 1995	30 June 1995	31 August 1995	
MA/WPC	13-14 Oct. 1994 2-4 May 1995	7-9 June 1995	31 July 1995	31 July 1995	31 August 1995	
MA/SUP	24 Feb. 1994 + March 1995		30 June 1995	30 June 1995	31 August 1995	Full Network Mtg not envisaged
MA/O&M	29 May 1995 2 June 1995	30 May - 1 June 1995	30 June 1995	30 June 1995	31 August 1995	
MA/AP/GARNET	4-5 May 1994	20 March 1995	30 June 1995	30 June 1995	31 August 1995	
MA/C&I	29 April 1994		30 June 1995	30 June 1995	31 August 1995	
MA/GI	27-28 Oct. 1994		30 June 1995	30 June 1995	31 August 1995	Full Group Mtg not foreseen
INIT/LI						
INIT/NIS		May 1995				