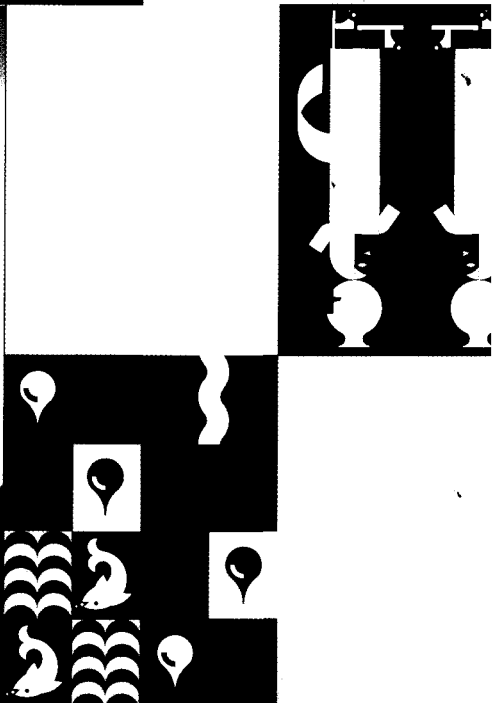
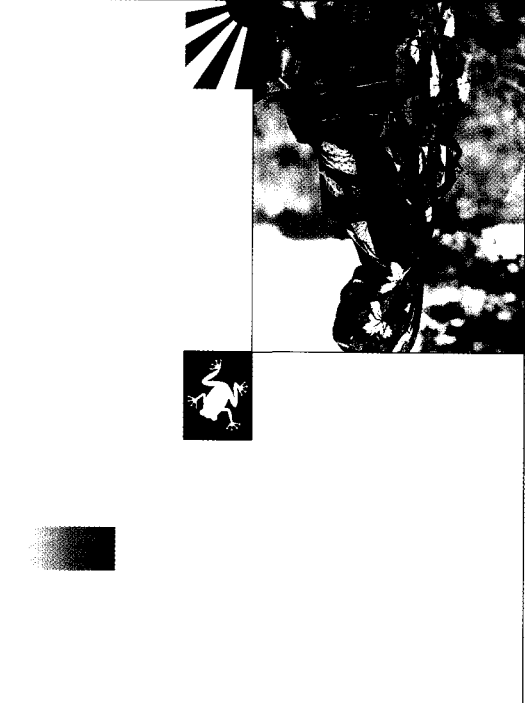
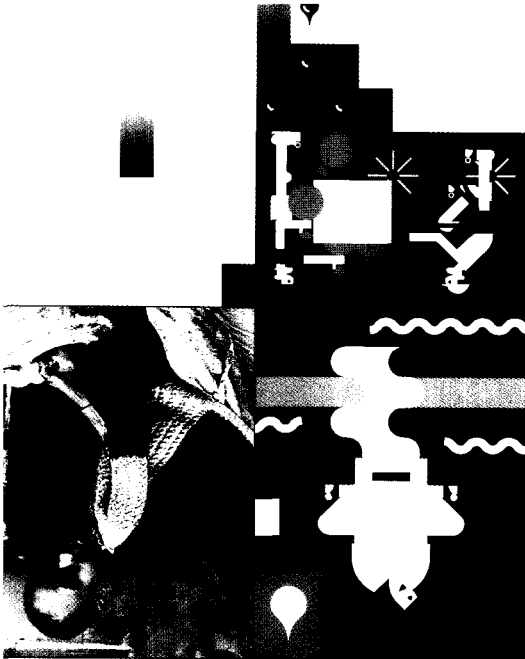


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Report

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UNDP-
World Bank
Water and
Sanitation
Program





UNDP - World Bank
**Water and Sanitation
Program**

Report

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Introduction

This report reviews the activities of the UNDP-World Bank Water and Sanitation Program during 1995 and 1996 (July 1995 through December 1996). The last eighteen months have been a challenging and exciting time for the Program.

Like many development organizations, the Program faced financial uncertainties during this period and temporary cutbacks were required. A comprehensive evaluation of the Program made numerous recommendations for strengthening the Program and endorsed its continuation and expansion. During 1996, the Program secured funding for the next three years (1997-1999).

The purpose of this report is to share with our partners and colleagues some of the outcomes of the change process we have undertaken and to describe some of the initiatives carried out by the Program during this period. The Program is changing its reporting year to the calendar year and after this report will resume publishing an annual report.

The first chapter summarizes where we have been and where we plan to go in the future. Chapter 2 provides an overview of how we carry out our work, including a description of the Program's principles and strategic objectives. The third chapter includes information on specific country, regional, and global activities. The final chapter presents an overview of the Program's financing. The report

concludes with a listing of Program staff, Advisory Committee participants, and some of our collaborating partners.

The Program continues to learn from more than fifteen years of experience in the water and sanitation sector and to build on this knowledge to help poor people gain sustained access to improved water and sanitation services. The enormous challenges facing the Program and the sector demand even greater efficiency in allocating resources linked with a development strategy that is tailored to community needs. In partnership with governments, international organizations and development banks, multilateral and bilateral donors, the private sector, nongovernmental organizations, and communities, the Program will continue to effectively direct resources into helping poor communities worldwide.



Brian Grover
Program Manager



Chapter 1

Renewing the Program

Eighteen Months in Perspective

For nearly twenty years, the UNDP-World Bank Water and Sanitation Program has grown and evolved in response to field-based experiences and to changes in the water and sanitation sector. Between July 1995 and December 1996, the Program underwent a period of dynamic renewal, sharpening its focus and strengthening mechanisms for donor financing and support. This growth, change, and innovation are part of the Program's evolution as a learning-based organization.

A Forward-Looking Program Evaluation

The Program has been strongly influenced by a rigorous evaluation published in February 1996. Between July 1995 and January 1996, the evaluation team reviewed project documents - including reports prepared by each regional office outlining specific outputs and activities - to determine if objectives were being achieved in each country where the Program is active. The evaluation team held a series of meetings with Program managers and staff (at the headquarters and regional offices, and nine of the Program's focus countries), the United Nations Development Programme (UNDP), and the World Bank as well as with project beneficiaries and representatives of other donor and government agencies and departments.

As stated in the evaluation report: *The Program has been transforming itself while helping to transform the sector. . . . It should continue to evolve in response to changes in the environment, thus setting an example in the sector of continuous improvement. Nevertheless, this evaluation provides an opportunity for stock-taking and significant course correction. Throughout this report, a number of recommendations are made for improving the Program and its approach to the sector.*

The evaluation report made more than fifty recommendations for strengthening the Program. Managers developed a plan to systematically address the issues raised in the evaluation. During 1996, a series of actions were taken, and in many cases completed, on nearly all the recommendations. These included strengthening capacity-building efforts at the country level, developing a learning strategy for the Program, improving participatory work planning processes, designing a management information system, and increasing the Program's role in sector collaboration.

A Revised Mission Statement

One of the evaluation team's recommendations was that the Program, working with its partners, review its mission statement. As a result, a new mission statement was adopted in May 1996: *The Program helps poor people gain sustained*

access to improved water and sanitation services.

This statement reflects the Program's goals and objectives as it looks to the future. In the past, the Program focused on helping countries expand and extend water and sanitation services to the poor in collaboration with external support agencies. In recent years, however, the Program's emphasis has been on helping countries find better ways to provide services to the poor and on building countries' capacities to do so in a sustainable way. Users must play a central role in this new context, and the government's role often needs to be transformed into being a facilitator of services. The Program has established a solid foundation for a portfolio of activities that reflects and carries out this strategic vision. Specific Program activities are outlined and discussed by region in Chapter 3. The evaluation also recommended that the Program refine its strategic objectives; these are discussed in Chapter 2.

A Reinigorated Program Advisory Committee

The Program Advisory Committee includes representatives from all of the Program's donors, the United Nations Children's Fund (UNICEF), the World Health Organization, and other partners including WaterAid and the Water Supply and Sanitation Collaborative Council. It was expanded in 1996 to include representatives from developing countries. At a meeting with Program managers in November 1996, the committee provided input to the planning and implementation of activities for 1997.

An Expanded Role for Consultations

Regional meetings and consultations with the Program's partners, including key sector actors such as external support agencies and nongovernmental organizations, were an important part of the evaluation team's efforts.



The evaluation report recommended that these partnerships be strengthened, leading to a change in the way the Program's annual work plans are developed. The Regional Water and Sanitation Groups have continued these regional and country consultations. This participatory process helps ensure that Program activities reflect the needs and demands of country partners. Such consultations will continue to contribute to future work plans. In the coming years, the Program will expand the number of formal consultations held in each country and region and increase the ongoing dialogue in all focus countries.

New Financing Mechanisms

The evaluation took place at a time when the Program's resources had declined. In effect, the Program was trying to achieve its objectives with fewer resources than were available. Like many other development organizations, the Program faced financial uncertainties during this period. During 1995-96, the Program's financial supporters engaged in intensive and constructive dialogue with Program managers, culminating in a meeting of friends of the Program in Geneva in June 1996. At that meeting, donors endorsed continuing and strengthening the Program and agreed in principle to provide the necessary funding for the next three years (1997-99).

Chapter 2

Program Overview

Meeting Global Challenges



Unsafe drinking water and inadequate sanitation are among the most serious problems facing poor people in developing countries. More than one billion people living in peri-urban slums and rural areas lack adequate supplies of water, and nearly two billion do not have basic sanitation services. The health, environmental, and social costs of these shortcomings, especially to women and children, are enormous.

Each year millions of people, mostly children, die from water- and sanitation-related diseases. Many of the world's poor suffer from ill health, lost wages, undue time spent collecting and hauling water, and high prices for inferior services. Helping the poor obtain safe water and adequate sanitation is fundamental to achieving sustainable human development. Improved water and sanitation can help alleviate poverty, stop the spread of disease, and preserve the earth's fragile ecosystem.

The Program's Principles

The Program's approach to sustainable sector development is based on principles that emerged at the end of the International Water and Sanitation Decade (1980-90); these principles were clarified and adopted at the 1992 International Conference on Water and the Environment in Dublin and endorsed at the 1992 United Nations Conference on Environment and Development in Rio de Janeiro.

Four principles guide the Program:

1. Water is an economic and social good. When water is managed from this perspective, it leads to greater efficiency and appropriate pricing and frees up resources to extend services to the poor.
2. Water and sanitation should be managed at the lowest appropriate level. Users, especially women, must be involved in the planning and implementation of projects. Decisions about service levels, facility locations, and cost-sharing arrangements should be made locally.
3. Projects should respond to demand and provide users with the services that they want and are willing to pay for including choices about technologies and service levels.
4. Governments should facilitate the provision of services. Government agencies should establish processes and regulations that encourage local decisionmaking.

Evolution of the Demand-Based Approach

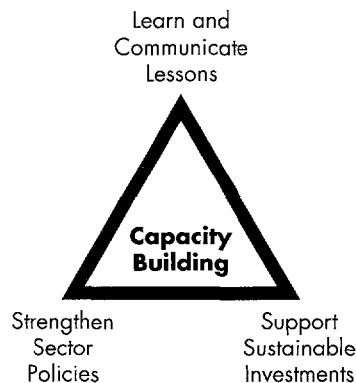
The Program's approach has evolved over two decades. In the early years, the focus was on developing low-cost, sustainable technologies with an emphasis on handpumps and latrines. Later, the Program addressed the role of beneficiaries and promoted participatory methods including specific tools to incorporate Women in Development (WID) issues. These early efforts attempted to increase user

responsiveness and responsibility for services that were basically supply driven, an approach that was consistent with the general practices at that time.

The current approach emphasizes demand responsiveness. Experience has shown the importance of striking a balance between the economic value of water to users, the cost of providing services to users, and the prices charged for these services. Demands for community water supply and sanitation are localized demands. Management decisions about service levels, facility locations, and cost sharing should generally be made locally. Decisions should be made with full public consultation and user involvement in the planning and implementation of water and sanitation projects.

Program Objectives

Capacity building is central to all Program activities. Working with its country and external support agency partners, the Program involves sector actors and stakeholders in sector development so that each activity not only promotes sector reform but also offers an opportunity to develop skills to support future reforms. Three strategic objectives provide the framework for all Program work:



Strengthening Sector Policies

The Program is placing renewed emphasis on policy reform. The Program helps countries create an

enabling environment for large investments in peri-urban and rural areas by helping governments and national agencies design appropriate and sustainable policies, sector strategies, and programs.

The Program also helps national organizations identify and implement the internal reforms that are needed to support these policies, strategies, and programs.

For example, the role of government often needs to be transformed from providing to facilitating the provision of services. One of the main tasks of government and national agencies should be to establish institutional rules, regulations, and processes that encourage local decisionmaking. The Program helps ensure that these elements are embedded in national policies and strategies and are reflected in the structure and operations of national sector agencies.

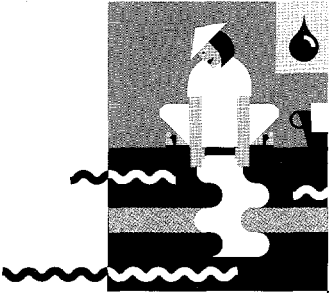
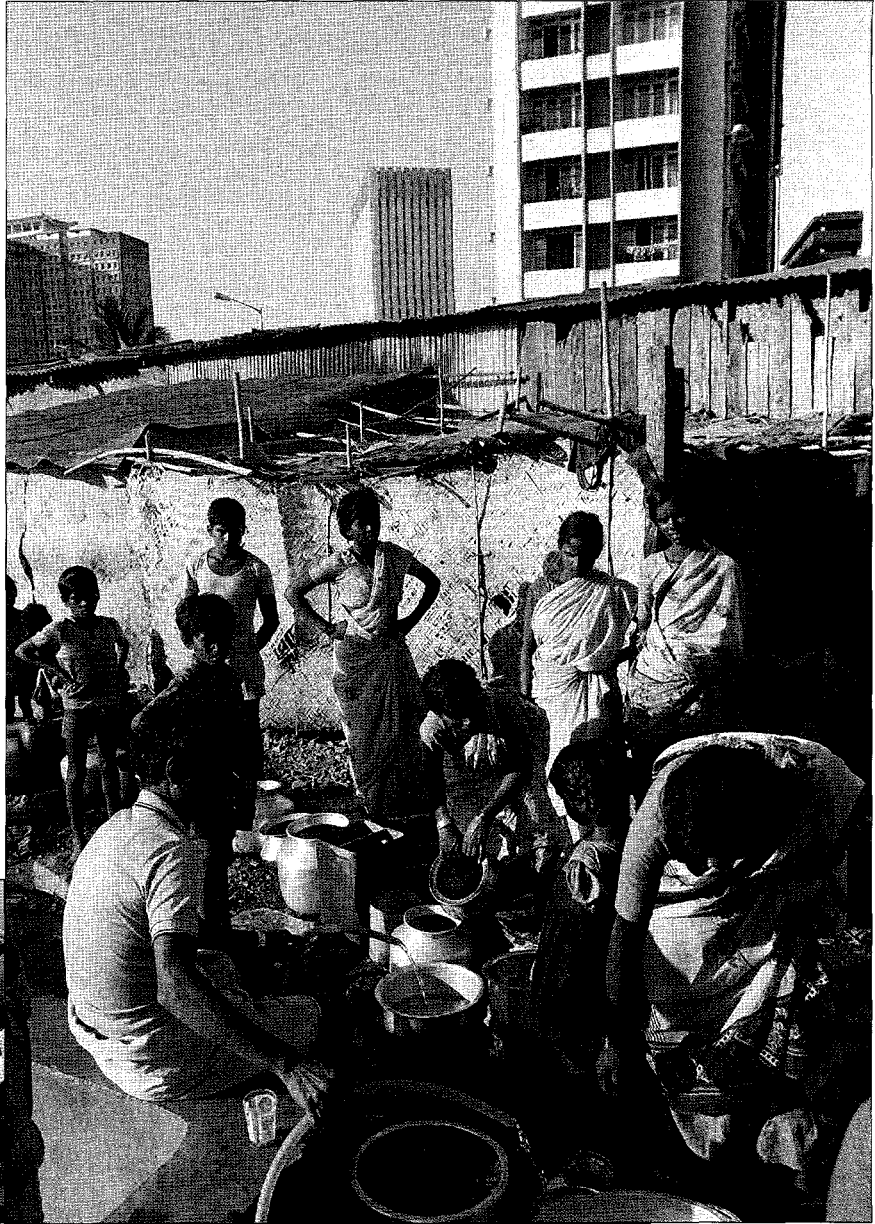
Through its support for investment projects, the Program works with community organizations, nongovernmental organizations, the private sector, local governments, and local offices of federal agencies. It encourages the participation of these groups and seeks to develop human capacity to promote wiser decisionmaking about project activities. By working at several levels, the Program catalyzes change and stimulates progress in the sector.

Supporting Sustainable Investments

Sustainable services are the goal of all sector development. It has become increasingly evident that water and sanitation projects that respond to community demand are more likely to be used and sustained by their intended beneficiaries. Projects are more likely to be sustainable when communities make decisions about the services that they want, are willing to pay for, and are able to maintain locally with minimal external support.

The Program contributes to sustainable investments by building national capacity, treating water as





both an economic and social good, using approaches that respond to demand, and involving stakeholders in the selection, operation, and maintenance of water and sanitation programs. The Program helps test, monitor, and adapt various institutional, technological, and service delivery options to promote the sustainability of large-scale programs. These efforts include pilot projects, implementation assistance, strategic supervision, willingness-to-pay studies, guidance and technical support in project design, and monitoring and feedback mechanisms that generate the data needed to make changes in project rules as implementation progresses.

Learning and Communicating Lessons

The Program identifies and analyzes key sector problems, identifies solutions, documents and shares lessons from the field, and disseminates information at the national, regional, and global levels. Learning across projects is possible when it is built into each project and lessons from earlier stages are fed back so that projects can be adapted and improved. In addition, appropriate staff incentives, procedures, and budgetary allocations must encourage learning to take place.

Much of the Program's learning has focused on rural water supply and sanitation services. Comparable learning must now be introduced into the Program's work in urban environmental sanitation. Through its involvement in pilot, demonstration, and large investment projects, the Program helps increase sector expertise, synthesizing lessons from its own experiences as well as those of other agencies. Communicating this knowledge to partners, decision-makers, and practitioners will ensure that the sector benefits from these efforts. The Program is implementing a communications strategy to convey appropriate information to target audiences. This information will be shared through a variety of media.

Key Program Themes

All the Program's activities fall under at least one of three themes: rural water supply and sanitation, urban environmental sanitation, and participation and gender.

Rural water supply and sanitation

Despite increasing urbanization, much of the developing world is still primarily rural. Rural communities tend to suffer disproportionately from poverty and constraints to development as a result of poor infrastructure, limited income-generating opportunities, and lack of political voice. Rural populations tend to be dispersed, which can make service provision expensive and complicated. Rural challenges differ from urban ones, and often require building capacity to enable rural communities to assume greater responsibility for the provision and management of basic services such as water and sanitation.

Much has been learned about what works and does not work in rural water supply projects. Experiences worldwide have been analyzed and general rules have been distilled regarding responsiveness in project design and implementation. A case study of rural water supply and sanitation in Bolivia was published in 1996 (see box in RWWSG-Andean section, Chapter 3), and case studies on community water supply systems in rural Kenya and Sri Lanka are being prepared. During 1996 a Global Rural Water Supply Study was undertaken in Benin, Bolivia, Honduras, Indonesia, Pakistan, and Uganda in coordination with each of the Program's regional offices. The study will analyze how specific project rules contribute to the sustainability of rural water supply projects.

Urban environmental sanitation

Increasingly, the Program is focusing its efforts on the growing crisis in urban environmental sanitation. Many of the lessons learned about providing water supply and sanitation in rural areas also apply to urban areas. Yet there are significant differences between

rural and urban areas that call for either adaptation of the approaches used in rural areas or for the use of different approaches.

Population densities are significantly higher in urban areas, and the distance to an appropriate location to safely dispose of waste is often greater. These and other characteristics mean that a wider range of technology options are needed in peri-urban neighborhoods relative to rural communities. An important aspect of the strategic sanitation approach developed and promoted by the Program is ensuring that users understand the range of available options and the costs of each option.

Support from several donors is enabling the Program to expand its activities in peri-urban areas and to strengthen its capacity in this important subsector. In January 1996, the Program convened a workshop on urban sanitation. Participants included staff from the Program, the Overseas Development Administration, training institutions, and nongovernmental organizations. The Program's strategic sanitation approach was presented and discussed at the workshop.

The Program employs urban environmental sanitation specialists in field-based pilot projects and other activities in several of the regional offices. In September 1996, an urban specialist joined the headquarters team to lead the Program's efforts in analyzing past and ongoing experiences and distilling principles from them. The focus will be on such issues as intermediate technologies, willingness-to-pay in urban environments, and institutional options for service delivery.

Participation and gender

Stakeholder participation in designing, implementing, and managing water and sanitation projects is key to sustaining coverage to poor communities in both urban and rural areas. The Program has been active in promoting the participation of women and men in sector development

activities at the policy, organizational, and project levels.

However, despite ongoing efforts to include all stakeholders, women are still not fully participating in policymaking, economic and sector analysis, and project design and management. Women are often impeded by cultural and legal constraints and by their relative lack of time and mobility due to their workloads and multiple roles. A recent World Bank evaluation of 121 rural water supply projects found that women benefited from just seventeen percent of the projects that had been specifically designed to involve them.¹

Unless specific steps are taken to ensure the full participation of women, they are often excluded from development activities. Since women usually manage household services, they need to be involved in decisionmaking about these services. The Program also focuses on gender issues within the broader context of encouraging the full participation of major stakeholders in sector development. These efforts include publications and support for initiatives that integrate gender issues with project design, sector operational activities, and investments.

Program Organization

Program staff are working in twenty-nine countries. Staff in the regional offices and focus-country offices are supported by a small team of technical and administrative staff located in Washington, DC at the World Bank. (A complete staff list is provided at the end of this report.) Most Program staff are based in the five Regional Water and Sanitation Groups (RWSGs):

- East Asia and the Pacific:
Jakarta, Indonesia
- South Asia:
New Delhi, India
- East and Southern Africa:
Nairobi, Kenya
- West and Central Africa:
Abidjan, Côte d'Ivoire
- Andean Region:
La Paz, Bolivia

Each regional team is made up of staff with diverse skills including expertise in rural water supply and sanitation, urban environmental sanitation, gender and participation, community development, hygiene education, and communications.

While the regional staff are able to build strong relationships with developing country partners and work closely with regional and country-level projects, the headquarters team helps provide a global perspective, culling lessons from the Program's experiences in all regions. Ongoing inter-regional communication provides opportunities for staff at each office to learn from one another's experiences. This learning is facilitated by electronic communications and information sharing and by internal communications such as the Program's bimonthly electronic newsletter. There are many other opportunities to learn and adapt lessons through workshops, conferences, study tours and publications.

Funding and Impact

Currently, the Program is funded by the United Nations Development Programme, fifteen bilateral donor agencies, the World Bank, and the countries where the Program is active. Each donor supports different initiatives at the national, regional, and global levels (see Chapter 4).

Since 1992, the Program has influenced the design and performance of projects worth an estimated US\$2.5 billion and reaching more than 55 million people. People and institutions have been strengthened through a host of programs organized by the Regional Water and Sanitation Groups and the International Training Network established by the Program.

Collaboration and Partnerships

The Program builds and maintains strategic partnerships at the national, regional, and global levels. These links help develop consensus on sector development and foster more coordinated water and sanitation

efforts. The Program is grounded in ongoing country and regional level experiences, an approach that builds Program credibility at the global level, which enhances credibility at the country and regional levels.

The Program actively participates in the Global Water Partnership and the Water Supply and Sanitation Collaborative Council. The Program maintains working relationships with many international organizations and United Nations agencies including the United Nations Children's Fund and the World Health Organization. The Program Advisory Committee guides policies and work. A partial list of the Program's collaborating partners and Program Advisory Committee members are included at the end of this report.



Footnote

¹ Deepa Narayan, *The Contribution of People's Participation: Evidence from 121 Rural Water Supply Projects* (Washington, DC: The World Bank, 1995).



Regional Reports

South Asia
East Asia and the Pacific
West and Central Africa
East and Southern Africa
Andean Region



Chapter 3

Regional and Global Activities

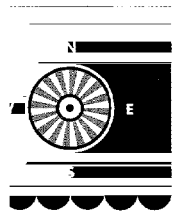
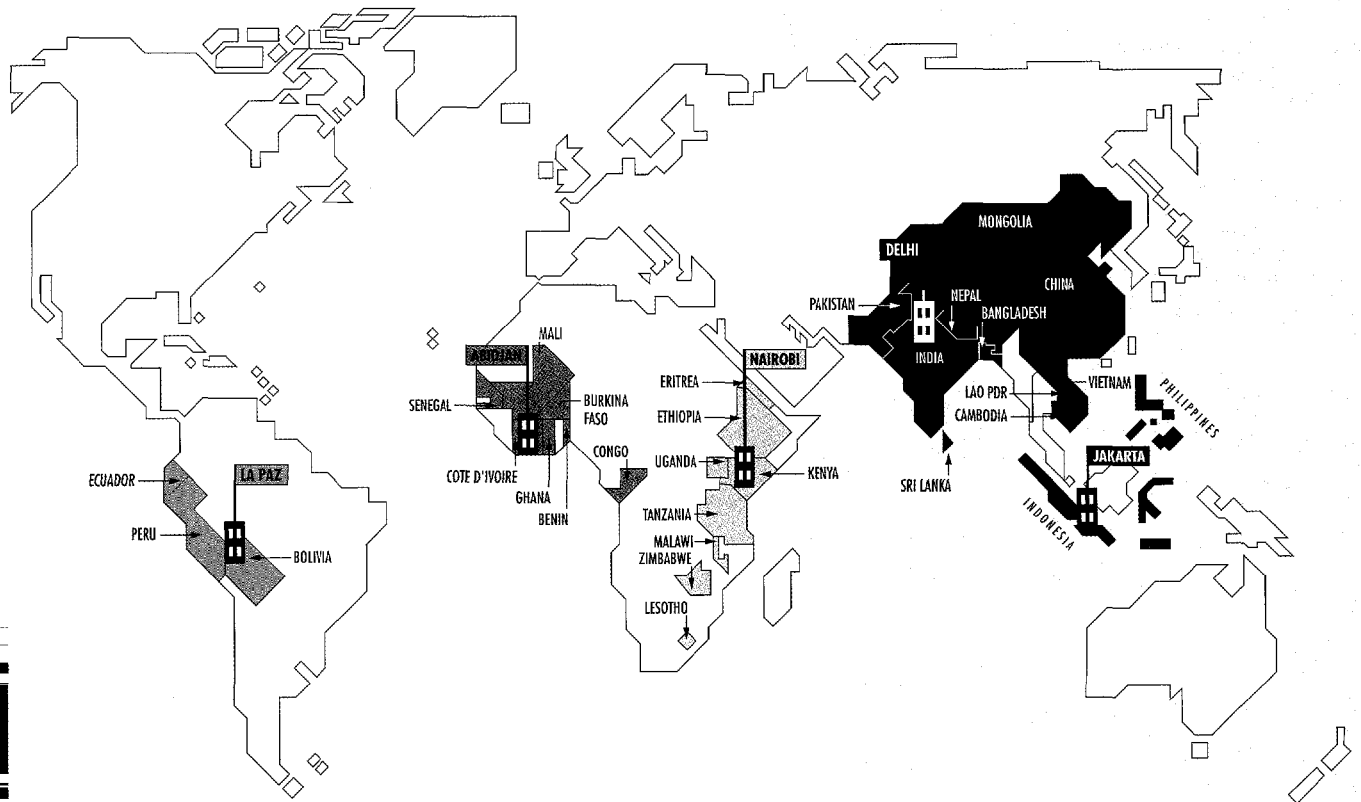
The Program has nearly 100 staff working in twenty-nine countries. The organizational structure of the Program encourages flexibility and responsiveness to the needs of its clients as well as to emerging issues in the water and sanitation sector. Decisionmaking and the allocation of financial and human resources are handled by experienced personnel at the appropriate level: national, regional, or global.

The Program's structure and multidisciplinary staff allow it to function in a number of ways. The decentralized structure encourages unique and independent activities at all levels. The global focus helps foster strong thematic and inter-regional links that allow for information exchange and create opportunities to learn and adapt lessons among countries, within regions, and around the world.


The Program participates at the global level through strategic

partnerships such as the Global Water Partnership and the Water Supply and Sanitation Collaborative Council. Program staff, especially those based at headquarters, provide a global perspective, compiling and analyzing lessons from the Program's experiences worldwide as well as from the experiences of others in the water and sanitation sector. In this way the Program is able to take advantage of its close association with field-based projects as well as benefit from experiences all over the world.

The Program's field presence enables staff to build strong relationships with developing country partners and to work closely with them. Field staff share knowledge of problems common to other countries in a region and are able to apply lessons that they have learned in one area to help find solutions in others. Field-based staff also contribute to Program learning at the global level.



- South Asia
- East Asia and the Pacific
- West and Central Africa
- East and Southern Africa
- Andean Region

 Regional office



REGIONAL OFFICE:

NEW DELHI, INDIA

FOCUS COUNTRIES:

BANGLADESH*

INDIA*

NEPAL

PAKISTAN*

SRI LANKA

**In-country Program field office*

South Asia

Overview

The Regional Water and Sanitation Group for South Asia (RWSG-SA) is active in five countries that have a combined population of 1.1 billion people (representing one of every five of the world's population and about half of the world's poor) and a World Bank water and sanitation portfolio of more than US\$2.8 billion.

The RWSG-SA is facing the challenges presented by rapid population growth, deteriorating public services, and inadequate public investments to meet the growing demand for and increasing expense of water and sanitation services throughout the region. It is crucial that new partnerships be forged to address the gaps. Trends toward decentralization, political participation by previously excluded groups, and phenomenal growth in private direct investment are resulting in less central government control over the sector.

Water is still widely treated as a social and political good leading

to serious inefficiencies in allocation and unsustainable use. National policies in areas such as subsidized power and water rights provide incentives for users to exploit and misuse water rather than protect and conserve it.

These formidable challenges must be addressed through policy reforms and through pilot projects that demonstrate how the sustainable provision of water and sanitation services in both rural and urban areas can be planned and managed. The RWSG-SA is demonstrating new approaches in the cities of Ahmedabad (India), Dhaka (Bangladesh), and Colombo (Sri Lanka), in smaller urban areas in Nepal, and in rural areas of Bangladesh, India, Nepal, Pakistan, and Sri Lanka.

Urban Environmental Sanitation

The Program has been active in the development of a number of urban investment projects in the region. In Bangladesh, the Program supported the preparations for the Fourth Dhaka Water and Sewerage Authority Project and the efforts of the Urban Management Program which seeks to build Bangladesh's capacity to plan for solid waste management at the national and city levels. Both efforts are financed by the World Bank.

In India, the Program helped the World Bank prepare the Second

Hyderabad Water Supply and Sanitation Project as well as investment projects in Bombay and supported a pilot solid waste management project in Panaji, Goa. At the request of the Municipal Corporation, the Program has also been working in Ahmedabad to support an initiative that aims to provide basic sanitation services for the city's slums. Under the initiative, the city covers one-third of investment costs; the rest is being provided through local financing and contributions from local industries. In Pakistan and Sri Lanka, the Program has supported several innovative urban investment projects, notably Sri Lanka's Clean Settlements Project and Pakistan's Community Infrastructure Project.

During the latter part of the reporting period, emphasis has been placed on building capacity at the municipal level to prepare strategic sanitation plans. The Program planned a regional capacity-building workshop in early 1997 and prepared five case studies, one from each of the focus countries in the region. These case studies examine experiences and achievements from the field and provide valuable lessons for the future. South Asia has extensive experience with community-based investment and management of water supply and urban sanitation. The case studies draw out lessons for scaling up these successes. In addition, the Program has started to build national capacity in the sector holding a national workshop on

sanitation for low-income urban communities in Pakistan in May 1996. Follow-up pilot projects are planned. Additional national and local workshops will be held in 1997 in the other focus countries in the region. In Nepal, the Program is preparing a pilot project to help two small municipalities prepare strategic sanitation plans for investments in urban environmental sanitation.

Rural Water Supply and Sanitation

The Program has continued to support reforms in rural water supply and sanitation in each of its focus countries. Efforts include facilitating dialogue between governments and encouraging the adoption of a demand-based approach in Bangladesh; restructuring large-scale investment projects that were designed in the early 1990s with little consideration for users' preferences and demands in Pakistan and India; and supervising, adapting, and refining demand-based projects in India, Pakistan, Nepal, and Sri Lanka.

The Program is involved with a number of rural water supply and sanitation projects funded by the Asian Development Bank, the World Bank, and bilateral donors in the region. Program staff have participated in supervision missions and midterm reviews, analyzed thematic issues to document best practices, and facilitated cross-project information exchanges for national project managers. The Program's efforts to encourage sustainable and demand-responsive projects have generated considerable enthusiasm among the region's sector partners as they devise new policy frameworks in Bangladesh, Pakistan, and Sri Lanka.

Participation and Gender

Through its Promotion of the Role of Women in Water and Environmental Sanitation Services Project (PROWESS) activities, the Program has played a leading role in developing tools, advancing the use of participatory approaches, and providing an analytical basis for

women's active involvement in water supply and sanitation. Having established a conceptual and methodological basis for participation and gender, the Program is concentrating on using it in the design and implementation of projects and related activities. In the past such approaches were used mainly in rural areas. Now there is an increasing focus on the use of participatory methods to involve users in the design, construction, and management of urban environmental sanitation services - for example, Pakistan's Community Infrastructure Project. Low levels of participation by women continue to be a challenge in the region. The Program plans to carry out rapid gender audits of selected rural water supply and sanitation projects in India and Nepal to more systematically address this issue in the context of specific projects.

Strengthening Sector Policies and Strategies

The RWSG-SA is supporting the governments of Bangladesh, India, Pakistan, and Sri Lanka through a policy dialogue involving a number of stakeholders that will lead to the development of better policies and strategies to meet new challenges. The RWSG-SA's involvement in the formulation and supervisory missions of the World Bank and other external support agencies in Bangladesh, India, Nepal, Pakistan, and Sri Lanka further contributes to implementing new policies and strategies in the sector.

Recognizing that even the best policies are of little use unless there is sufficient capacity to implement and monitor them, the RWSG-SA, with support from the Danish Agency for International Development, is helping to build capacity to implement the new agenda in Bangladesh through the recently launched International Training Network Center at the Bangladesh University of Engineering and Technology. In India, a study of the potential for strengthening the International Training Network was carried out in early 1996, and its

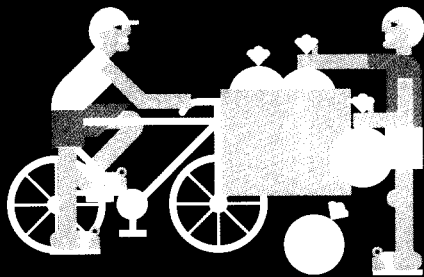
recommendations are being considered by the government.

Policy dialogue and increased collaboration are also being advanced through stakeholder workshops in such areas as strategic sanitation planning, country-level consultations, sector coordination groups and task forces, and United Nations interagency working groups.

Through active partnerships, the RWSG-SA is promoting additional investments from the World Bank, United Nations Development Programme, and Swiss Agency for Development and Cooperation in Bangladesh, India, Nepal, Sri Lanka, and Pakistan. One example is Nepal's JAKPAS (People's Water and Sanitation Program) pilot project, implemented with Japanese grant funding. This project tested institutional and financial arrangements and operational procedures, and the pilot led to a large-scale rural water supply and sanitation investment project, the National Rural Water Supply and Sanitation Fund Board, which became operational in June 1996.

Supporting Sustainable Investments

The RWSG-SA supports sustainable investments by helping its partners to incorporate capacity building and learning into their investment projects. The Program has been active in developing urban projects in the region. World Bank projects include India's Second Hyderabad and Bombay Water Supply and Sanitation Projects, Bangladesh's Urban Management Project and Fourth Dhaka Water and Sewerage Authority Project, Pakistan's Community Infrastructure Project, and Sri Lanka's Clean Settlements Project. Other projects being supported include the Ahmedabad Municipal Corporation's slum improvement works in India. The Program has also been helping various governments work through the strategy and planning stages for a series of strategic sanitation activities in medium-size towns throughout the region. In rural water and sanitation, the



Putting Structured Learning into Practice in Sri Lanka

The RWSG-SA is preparing a case study on putting structured learning into practice in Sri Lanka's Community Water Supply and Sanitation Project. The study examines how structured learning has helped achieve the objectives of this large-scale rural project in effective and productive ways. The project staff adopted a flexible approach making adjustments to project rules as lessons emerged. The study draws lessons from Sri Lanka's experience that should prove useful to other countries preparing and implementing demand-based development projects.

RWSG-SA has continued to provide strategic supervision and support to a number of World Bank-funded projects in India, Nepal, Pakistan, and Sri Lanka. In Bangladesh, the Program is managing the Handpump Training and Monitoring Project and helping the government prepare a rural water supply and sanitation project in low water table areas. Nepal's JAKPAS (People's Water and Sanitation Program) pilot project has been scaled up into the National Rural Water Supply and Sanitation Fund Board.

Learning and Communications

The RWSG-SA focuses on learning and communicating lessons. Learning activities in the region have focused primarily on strategic monitoring and evaluation of rural water and sanitation projects. As part of the regional workshop on sanitation in low-income urban communities, the Program commissioned five case studies that present regional experiences within the framework of new thinking about sanitation provision.

Articles on Nepal's JAKPAS (People's Water and Sanitation Program) pilot project, Sri Lanka's Community Water and Sanitation Project, and the pilot phase of India's Karnataka Integrated Rural Water Supply and Environmental Sanitation Project are being prepared. Working with the RWSG-East Asia and the Pacific, the RWSG-SA is preparing an interregional workshop on rural water supply and sanitation that will take place in 1997. This event will be a follow-up to a workshop held in Colombo in 1994 to share implementation experiences from large-scale rural water supply and sanitation investments.

The RWSG-SA has also started to document selected activities and issues from its work in peri-urban areas, particularly as they relate to environmental sanitation. A series of caselets have been prepared based on innovative experiences in India (see box).

The Challenges Ahead

National and local governments in South Asia are changing their policies and practices in response to two major challenges facing the sector: increasing coverage and ensuring the sustainability of water and sanitation investments. The region's population is growing quickly. Although the growth rate in urban areas is higher than in rural areas, the poor rural population remains large. To ensure sustainability, governments are devolving more responsibility to local institutions and providing more opportunities to involve the private sector, nongovernmental organizations, and community-based organizations.

The Program is supporting these efforts by focusing on demand-based projects that promote ownership and sustainability through cost sharing and local management. This approach makes the best use of the large investments in urban and rural water and sanitation being made by domestic and external sources, with the support of the World Bank and other multilateral and bilateral donors.

The RWSG-SA's urban environmental sanitation program will expand until there is a balance between rural water supply and urban sanitation activities. Private participation in the delivery of services will become more important in the coming years. In addition, the regional nature of the Program will be emphasized and efforts will be made to build and strengthen mechanisms and institutions for capacity building that have a regional impact.

Caselets on Peri-Urban Sanitation in India

The RWSG-SA is documenting selected environmental sanitation activities taking place in peri-urban areas of India. As part of its dissemination efforts, the RWSG-SA has prepared several caselets (four to five pages) on innovative experiences for use by water and sanitation project planners and other development specialists including:

- Caselet 1: People's Participation in Improving Sanitation: A Case of Kanpur Slums
 - Caselet 2: Integrated Sanitation Project in Midnapore
 - Caselet 3: Beyond the Handpump and Pit Latrines: The Case of a Slum in Baroda
 - Caselet 4: ODA Assisted Habitat Project in Indore
- To receive copies of the caselets or for more information, please contact the RWSG-SA.



Selected Activities of the Regional Water and Sanitation Group-South Asia

Regional

- Clean Asia Campaign: Community-Based Sanitation and Solid Waste Management
- Comparative Analysis of Three Large-Scale Urban Sanitation Initiatives
- Regional Consultation on Large-Scale Rural Water Supply and Sanitation Projects in Asia
- Regional Synthesis of Rural Water Supply and Sanitation Experiences: Case Studies
- Second Regional Workshop: Planning Large-Scale Rural Water Supply and Sanitation Projects
- Strategic Sanitation Approach: Case Studies, Database of Experiences, Regional Workshops, Technical Tools

Bangladesh

- Fourth Dhaka Water and Sewerage Authority Project: Project Preparation Support
- Handpump Training and Monitoring Program
- Improving Rural Water Supply and Sanitation: Comparative Study, Identifying Innovative Approaches, Workshop
- Promotion of Affordable Technologies: Research and Development
- Rural Water Supply and Sanitation Program for Low Water Table Areas
- Strategic Sanitation Approach: Case Studies, Manual, National Workshop
- Technical Support to International Training Network/Bangladesh University of Engineering and Technology

India

- Analysis of Participation Experience in Rural Water Supply and Sanitation Projects: Case Studies
- Bombay Peri-urban Sewage Disposal Project
- Development and Introduction of Strategic Monitoring System
- Development and Support of International Training Network
- Development of State-Level Action Plan
- Duckweed-Based Wastewater Treatment Project in Pondicherry
- Municipal Solid Waste Management Project in Panaji (Goa)
- National Conference on Rural Water Supply and Environmental Sanitation Policy
- Raghbir Nagar Peri-urban Sanitation Project
- Rural Water Supply Studies
- Sector Strategy Study for the Second Hyderabad Water Supply and

Sanitation Project

- Strategic Monitoring of Rural Water Supply and Sanitation Projects in Karnataka and Uttar Pradesh
- Strategic Sanitation Approach: Case Studies, Action Plans, Workshops
- Structured Learning in Karnataka: Case Studies
- Technical Support to Ahmedabad Municipal Corporation
- Think-Tank Forum
- West Bengal Rural Water Supply and Sanitation Demonstration Project

Nepal

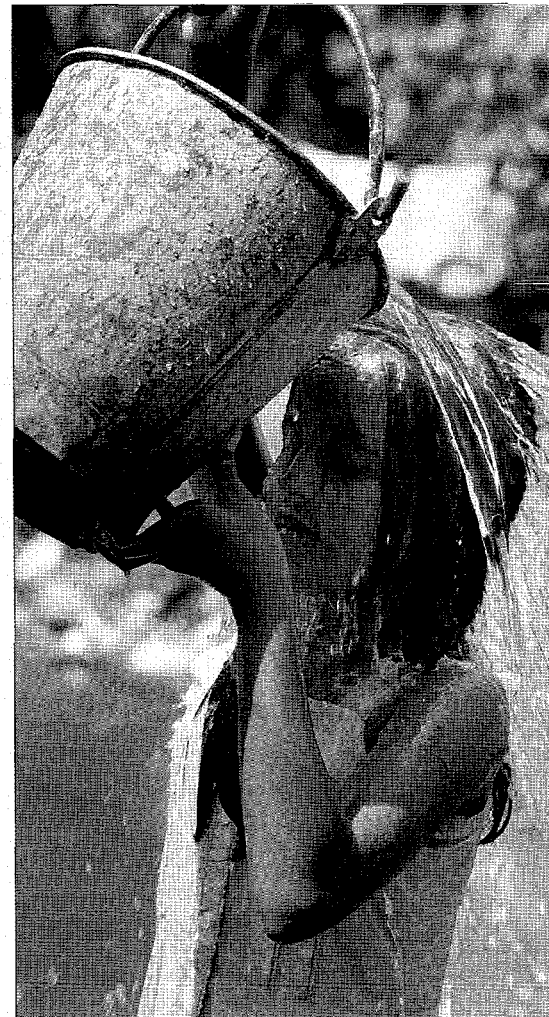
- Community-Based Rural Water Supply and Sanitation Project
- Handpump Study and Workshop
- JAKPAS (People's Water And Sanitation Program) Field-Testing Project
- National Urban Water Supply and Sanitation Project
- Strategic Sanitation Approach in a Small Town: Case Study and Workshop

Pakistan

- Community Infrastructure Project: Process Monitoring
- Development of Flexible Design Standards for Gravity-Based Water Systems
- New Community Participation Initiatives in Northwest Frontier Province
- Northern Areas Partnership
- Rural Water Supply and Sanitation Pilot Projects in Three Sindh Villages
- Sindh Public Health Education: Capacity Building
- Social Action Program Project Support
- Strategic Sanitation Approach: Capacity Building, Technical Assistance, Pilot Projects, National Workshop
- Structured Learning in Azad, Jammu, and Kashmir Provinces: Case Studies

Sri Lanka

- Clean Settlement Program: Process Monitoring
- Community Water Supply and Sanitation Project: Strategic Supervision, Workshops, Case Studies, Manuals
- National Sector Coordination Project
- Strategic Sanitation Approach: Policy Formation, Workshops, Action Plans



REGIONAL OFFICE:
 JAKARTA, INDONESIA
FOCUS COUNTRIES:
 CAMBODIA
 CHINA*
 INDONESIA*
 LAO PDR*
 MONGOLIA
 PHILIPPINES*
 VIETNAM*

**In-country Program field office*

East Asia and the Pacific

Overview

The Regional Water and Sanitation Group for East Asia and the Pacific (RWSG-EAP) is active in a diverse group of countries ranging from relatively small, agriculture-based economies (Cambodia, Lao PDR, and Mongolia) to large nations (China and Indonesia) that are rapidly transforming from rural, agricultural societies to urbanized, industry-based economies. Vietnam, with its rapidly evolving economy, presents new opportunities and challenges. Although the region is developing rapidly, it faces serious human and environmental problems related to inadequate water and sanitation services for the urban poor.

Millions of people in cities in China, Indonesia, the Philippines,

and Vietnam do not have access to adequate water and sanitation. As in other developing regions, the number of people living in urban areas is increasing much faster than efforts by governments, aid agencies, and the private sector to provide basic services. In 1960, just fifteen percent of East Asia's population was urban; by 2020 more than half the population is expected to live in cities.

Despite rapid urbanization, most people in the region currently live in rural communities. Rural water supply and sanitation will continue to be a major part of the Program's work in East Asia and the Pacific building on past experiences and lessons learned.

Indonesia is one of the RWSG-EAP's longest-running country programs and is a good example of the shifting focus of the Program's work in response to changing client demands. During the 1980s, the Program executed a series of on-site sanitation demonstration projects that were linked to larger investments by the World Bank. These projects culminated in the Water Supply and Sanitation Project for Low-Income Communities, which covers some 2 million rural residents in six provinces. This project seeks to implement on a large scale the successful, demand-driven

approach used by a number of nongovernmental organizations and grant-financed projects.

In recent years, the Indonesian government and donor agencies have sought Program support for sector policy reform, particularly for urban environmental sanitation. The Program is working closely with the government and the Asian Development Bank to prepare an urban waste management strategy for the Seventh Five-Year Development Period. The Program is also carrying out a rural water supply study that will help guide rural sector policy reform.

The Lao PDR experience demonstrates the importance of a participatory approach to sector development. In line with current best practices, national ownership and management of sector policy re-formulation has evolved from the RWSG-EAP's efforts to strengthen institutions through capacity building at the local level. The Program is providing support in Lao PDR through the sector strategy and action plan formulation stages.

The Program is poised to begin several new initiatives in Cambodia in 1997. The government's First Socio-Economic Development Plan (1996-2000) places considerable emphasis on building capacity and strengthening the institutions responsible for water

supply and sanitation:

The level of achievement during the planning period will depend on the national capacities at all levels of government, the private sector, and communities. Until such capacities are strengthened, the high degree of reliance on international agencies and nongovernmental organizations will continue. The rapid expansion of the coverage and usage of facilities will require that a wider core of national capacities be developed.

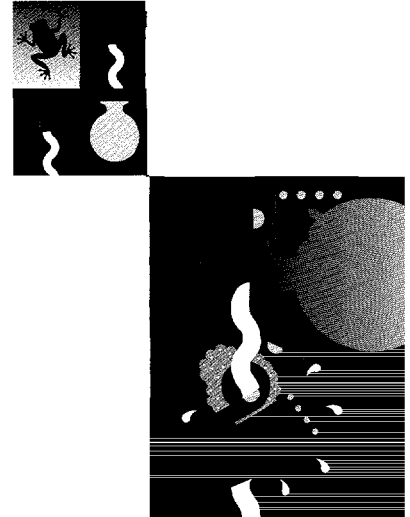
Mongolia is currently in the throes of major political, economic, and social upheaval. The rapid shift to a market economy has resulted in a drastic decline in rural infrastructure services. In the past, water and sanitation services were subsidized and provided in all urban areas and most rural centers with most water supplies provided through diesel-driven pumps. Now most of these services are in an advanced state of deterioration. In response, the Program—working with the Swedish International Development Cooperation Agency, the Australian Agency for International Development, and the United Nations Development Programme—supported a pilot project that introduced community handpumps and provided participatory training for health education and system operations and maintenance. The pilot was successful, and a larger demonstration project is underway simultaneously providing direct support for the new government's efforts to develop a sector policy framework and an implementation strategy for a national water program.

Urban Environmental Sanitation

Urban environmental sanitation will continue to be a focal point for the

Program. The Program has taken a number of steps toward developing regional and country strategies for managing excreta and solid wastes in urban areas. In China, for example, a study of nightsoil collection in Hubei province influenced a large World Bank-funded project. In Vietnam, a study to develop a national urban sanitation investment strategy has been completed and endorsed by the government. In addition, the Program is helping the World Bank formulate an urban sanitation project for the three cities of Danang, Haiphong, and Halong where strategic approaches to sanitation are being used.

In Indonesia community-based sanitation action planning models have been developed and are being used in urban development projects. In the Philippines, the Program provided support to the World Bank's large-scale Water Districts Development Project, from the initial preparation stage to final appraisal. The Program is also working with SANDEC (Water and

**Strengthening Hygiene Education**

In most projects, hygiene education has been an afterthought, usually tagged on at the end after the provision of services. Most hygiene education efforts attempt to encourage behavior that complies with notions about hygiene held by the service-providing agency. The RWSG-EAP took a different approach to the hygiene education component of Indonesia's Water Supply and Sanitation Project for Low Income Communities, placing it at the start of project design. The project aimed to initiate the planning process with community assessments of their hygiene-related behaviors and understanding of disease transmission routes.

These views, compiled by motivators who work with community groups, are then used to identify hygiene and sanitation actions that are required to block disease transmission within households and in the community. Ideally, this pre-construction phase of hygiene education culminates in a village action plan prepared by the community indicating needed services and behavioral changes. During construction the focus is on the importance of the hygienic usage of water and sanitation facilities. In the post-construction phase, the emphasis is on the personal hygiene practices that are needed to sustain the health impact of services. This phase strategically focuses on schoolchildren and, through them, their families. It coordinates with government programs for deworming, using tangible indicators of worm infestation and childhood diarrhea to enable families to monitor the impact of their hygiene behaviors.

Sanitation in Developing Countries), based in Switzerland, to carry out a number of studies in the region, including community-based solid waste management and septic-tank sludge disposal.

Based on feedback from the East Asia Regional Urban and Peri-Urban Strategic Sanitation Conference held in Jakarta in March 1996 (see box, page 25), the Program's emphasis is on helping central and local governments develop appropriate policies and sector strategies. This support will take the form of pilot and demonstration projects to test and introduce innovative approaches leading to the preparation of large and sustainable investments in the sector. A follow-up country-specific urban environmental sanitation conference was held in Vietnam in October 1996, and other conferences are being planned to sustain the momentum of the March 1996 conference. The next conference will be held in the Philippines in 1997.

Rural Water Supply and Sanitation

The RWSG-EAP collaborates with the RWSG-South Asia, other regional groups, and external support agencies and governments in the region to help develop sector strategies, improve the design and implementation of sustainable investment projects, and identify and disseminate best practices

in rural water supply and sanitation. The RWSG-EAP is supporting the implementation of large World Bank-funded rural water supply and sanitation projects in China, Indonesia, and the Philippines.

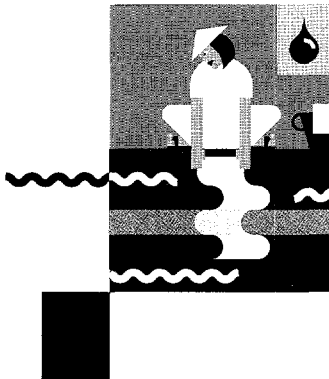
Two flagship Program activities in the region are models for support and advice to governments and external support agencies: the participatory, nationally led approach to sector policy reform in Lao PDR (financed by the Swedish International Development Cooperation Agency) and the demand-driven adaptive design of the Water Supply and Sanitation Project for Low-Income Communities in Indonesia (financed by the World Bank). Drawing on these models, the Program will help establish frameworks for national policies in both rural and urban areas. These efforts will be concentrated in countries whose economies and demographics are expected to remain primarily rural over the next thirty years: Cambodia, Lao PDR, Mongolia, and Vietnam. Large-scale investments will be implemented in these countries and continued in China, Indonesia, and the Philippines.

In Vietnam, the Program has initiated and designed a rural water supply and sanitation strategy study. In the Philippines, the Program is providing technical assistance to the

Department of the Interior and Local Government in the implementation of the Institution Building for Decentralized Implementation of Community-Managed Water Supply and Sanitation Project which will cover seven provinces. This assistance is scheduled for completion by June 1997. In Cambodia, the Program has initiated a dialogue with the government to support sector policy reform and demonstrate new approaches that will lead to large-scale investments. Mongolia is building on a successful small pilot project that the Program supported with a new water, sanitation, and health education demonstration project that is linked to sector policy development. In Indonesia, the Program continues to work closely with development banks to design and guide innovative new projects.

Participation and Gender

As in other developing regions, empowering communities to take greater responsibility for the provision and management of basic services is essential in both rural and peri-urban areas. Ensuring the participation of women in all aspects of the project cycle is necessary for success and sustainability. Human resource development, institutional strengthening, and the involvement of nongovernmental organizations are



important elements of the Program's efforts. The Program's human resource development strategy focuses on developing sustainable country and regional networks that focus on participatory and gender-sensitive approaches to development in the sector.

The Program is a leader in promoting participatory development and introducing tools and methods for implementing participatory approaches. Indonesia's Water Supply and Sanitation Project for Low-Income Communities includes efforts to reduce gender inequality in the planning, construction, and management of water and sanitation systems. In addition, Indonesia was one of the countries selected for the Program's global rural water supply study. The RWSG-EAP added a gender dimension to the study in Indonesia using participatory research methods. The results are now being analyzed and should provide valuable insights on how to translate gender sensitivity into concrete action within the project cycle.

Vietnam's Participatory Development Fund Project, being carried out by the Vietnam Women's Union, is a good example of the efficacy of the Program's gender toolkits which are widely used at the community level to increase awareness about the importance of safe water and hygienic

sanitation. Together with the United Nations Economic and Social Commission for Asia and the Pacific, the local water utilities authority, and the International Training Network, the RWSG-EAP supported a national workshop on women, water, and sanitation in the Philippines in October 1996.

Strengthening Sector Policies and Strategies

The Program continues to help the governments of Indonesia, Lao PDR, and Vietnam with policy analysis and reform initiatives, and discussions are underway with the governments of Cambodia and China for similar support. The Program will also continue to help institutions that are within the Association of Southeast Asian Nations establish systems and capacities for applied policy research, provision of technical advice, and financing assistance among member countries. In all these cases, a stepwise, client-led approach is being taken to ensure national ownership of the resulting reforms.

The Program's regional office conducts fact-finding missions, formulates strategies and technical assistance proposals, and supports the Water Supply and Sanitation Sector Support Program for the

Pacific Region. This support includes the preparation of needs assessments, position papers, and sector reviews.

Supporting Sustainable Investments

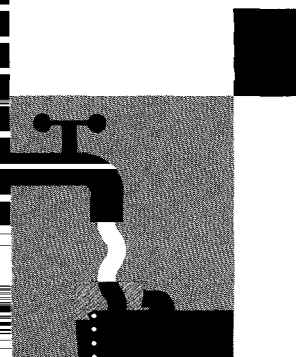
The Program has played a leading role in developing and demonstrating innovative technical and institutional models for rural water supply and sanitation that have had a major influence on the development of several large investments by the World Bank. In particular, the Program has played an important role in the design and implementation of large-scale rural water supply and sanitation investments in China, Indonesia, and the Philippines.

The Program is placing increasing emphasis on helping central and local governments to develop appropriate urban policies and sector strategies. As in the past, these efforts will continue to include pilot and demonstration projects that test and introduce innovative approaches, leading to the preparation of large and sustainable investments.

In partnership with the RWSG-South Asia, the regional office plans to hold a regional workshop on innovative, large-scale rural water supply and sanitation projects. In collaboration with the Asian Development Bank, the RWSG-EAP has conducted a regional

Gender in Community-Based Planning, Monitoring, and Evaluation

Gender analysis is being incorporated into the process of community-based planning, monitoring, and evaluation in Indonesia's Water Supply and Sanitation Project for Low-Income Communities. Using locally developed visual aids, village-level analysis helps identify gender role imbalances in decisionmaking about and control over resources. These efforts can then be used to raise questions and generate discussions in communities. Simple guidelines have been prepared for using community-level facilitators to encourage discussion on how to improve women's participation in community decisionmaking. The visuals and guidelines developed are included in the Ministry of Health's new Participatory Planning Guide being produced for rural water and sanitation projects. These materials are based on the SARAR (Self-Esteem, Associative Strength, Responsibility, Action-Planning, and Resourcefulness) methodology that the Water Supply and Sanitation Project for Low-Income Communities helped adapt for use in Indonesia.



workshop on strategic approaches to urban environmental sanitation, conducted other workshops, and consulted with training institutions. The RWSG-EAP prepared best-practice guidelines for planning and implementing rural water supply and sanitation projects and helped build consensus on strategies for promoting sanitation in the region.

Learning and Communications

The Program is using country and regional forums to foster networks of specialists and decisionmakers in each country and throughout the region. As an extension of this work, a new initiative being developed for 1997 is the formation of national and regional advisory groups which will greatly expand the scope and relevance of the learning and dissemination agenda.

The RWSG-EAP plays a supporting role in supervising, monitoring, and evaluating projects so that lessons can be fed back into redesigning, modifying, or restructuring these projects as they are being implemented. Such lessons are valuable because they are often relevant to other ongoing projects and future project design and are useful in developing guidelines for best practices.

Lao PDR is planning to commission several case studies detailing key learning experiences. These studies will be carried out by provincial staff, supported by selected resource people. Junior staff will be given the opportunity for exposure in the field, and thus will be trained in using analytical approaches.

In the Philippines, a process document specialist and an evaluation specialist were hired for the Institution Building for Decentralized Implementation of Community-Managed Water Supply Project. Their task has been to formulate a learning agenda for the project and to develop a process documentation system as a management tool to complement the project's participatory management, monitoring, and evaluation system at the municipal and provincial levels.

RWSG-supported research in the two water districts of southern Luzon and western Visayas yielded useful data on the mechanisms involved in delivering water supply services to the urban poor. The case studies also evaluated the support provided by the water districts and community participation in the management, control, and development of the local water supply system. Also, in the Philippines, the Central Visayas Water Supply and Sanitation Project funded by the Australian Agency for International Development, was identified as one of the projects that will be presented in an Asian Development Bank - RWSG-EAP review of technical assistance to large-scale rural water supply and sanitation projects. A case study of the project is currently being prepared by the RWSG-EAP.

The Challenges Ahead

The RWSG-EAP's future plans include expanding the urban portfolio while maintaining an extensive rural portfolio. In addition, the current emphasis on demand-based approaches requires that hygiene education become an intrinsic part of the participatory planning process in poor communities. Other areas of importance include sector policy reform (in collaboration with major partners) and capacity building to enhance the quality of services provided to stakeholders. The learning and communications agenda has brought the RWSG-EAP much closer to what its partners say they need - helping to ensure that the RWSG-EAP is not just another funding or advisory body that builds ad hoc projects, but a genuine partner that is concerned about promoting project sustainability and impact, and helping the poor gain access to better water and sanitation services.



Selected Activities of the Regional Water and Sanitation Group-East Asia and the Pacific

Regional

- Association of Southeast Asian Nations Regional Urban Water and Sanitation Pilot Programs
- Best-Practice Guidelines for Rural Water Supply and Sanitation Projects
- East Asia Regional Urban and Peri-urban Strategic Sanitation Conference
- Water Supply and Sanitation Sector Support Program for the Pacific Region

Cambodia

- Rural Water Supply and Sanitation Sector Strategy and Action Plan

China

- Guangxi Urban Environment Project
- Hubei Urban Environment Project
- Second Rural Water Supply and Sanitation Project: Midterm Review and Evaluation

Indonesia

- Community-Based Solid Waste Management: Best-Practice Guidelines
- Development of Structured Learning Case Studies
- National Workshop and Conference on Urban and Peri-urban Sanitation
- Water and Sanitation Sector Forum
- Water Supply and Sanitation Project for Low-Income Communities: Strategic Supervision
- Water Supply and Sanitation Strategy and Action Plan
- Urban Waste Management Strategy

Lao PDR

- Capacity Building for Sustainable Water Resources
- Community-Based Planning and Management Demonstration Projects
- National Sector Strategy and Action Plan
- Water Sector Agency Training
- Workshop on Appropriate Technology and Community Management

Mongolia

- Development of a National Water Supply and Sanitation Program for the Twenty-First Century
- Project for Poor Ger Settlements
- Water Supply and Sanitation Technical Assistance and Capacity Building Demonstration Project

The Philippines

- Development of Peri-urban Water Supply and Sanitation Case Studies
- Institution Building for Decentralized Implementation of Community-Managed Water Supply and Sanitation Project
- National Conference on Strategic Sanitation
- Strengthening the International Training Network/Philippines
- Water and District Development Project

Vietnam

- Environmental Protection for Halong Bay
- Haiphong Water Supply Company Project
- National Urban and Peri-urban Sanitation Conference
- Pilot Demonstration Project for Rural Water Supply and Sanitation
- Training Courses on Water Supply and Sanitation
- Urban Water Supply and Sanitation Projects
- Vietnam Women's Union for Participatory Training Project

Seeking Sanitation Solutions in East Asia

A dynamic combination of political commitment, strategic vision, and appropriate technology is needed to tackle the continuing sanitation crisis and its threats to human health. A set of common principles and practices – known as the strategic sanitation approach – learned from successful and sustainable urban sanitation programs can be especially useful to urban sanitation specialists in their search for solutions in urban and peri-urban communities.

The RWSG-EAP organized the East Asia Regional Urban and Peri-urban Strategic Sanitation Conference, held in Jakarta, Indonesia, on March 25-27, 1996. More than 120 senior country representatives and resource people from China, Indonesia, the Philippines, Thailand, and Vietnam participated in the conference. Attendees included external support agency specialists from the Asian Development Bank, Australian Agency for International Development, Danish Agency for International Development, Swedish International Development Cooperation Agency, Swiss Agency for Development and Cooperation, United Nations Development Programme, United Nations Children's Fund, UNDP – World Bank Water and Sanitation Program, Urban Management Program, and World Bank.

Country-focused group sessions were held on four of the main principles of the strategic sanitation approach: demand orientation, unbundling, institutional arrangements, and sustainability. At the end of each session, participants were able to visit other groups, hear about the results of the discussions, compare notes, and ask questions. Resource people were available to each country group to provide additional information and to answer questions.

Participants also developed country-specific action plans. These plans were presented by each group at the closing plenary session. Although the recommendations developed do not represent official commitments, they reflect consensus among senior urban water and sanitation specialists in each country. The RWSG-EAP is following up with country governments on the action plans developed during the conference and is helping to further strengthen regional networking and facilitation of partnerships.

REGIONAL OFFICE:
ABIDJAN, CÔTE D'IVOIRE

FOCUS COUNTRIES:

BENIN
BURKINA FASO*
CONGO
CÔTE D'IVOIRE*
GHANA
MALI
SENEGAL

*In-country Program field office

West and Central Africa

Overview

The West and Central Africa region includes a diverse group of twenty countries with a total population of about 225 million people. The annual average growth rate is about 2.7 percent. Populations range from countries with less than 5 million people (Central African Republic, Guinea-Bissau, Sierra Leone, Togo) to countries with 5–10 million people (Benin, Burkina Faso, Guinea, Mali, Niger, Senegal) to a few countries with more than 10 million inhabitants (Cameroon, Côte d'Ivoire, Ghana). Nigeria has a population of 110 million people.²

The Regional Water and Sanitation Group for West and Central Africa (RWSG-WCA) is active in seven of these countries with a total population of 67 million representing about forty-five percent of the region's population (excluding Nigeria). Between 1980 and 1994, the urban population in these countries increased from twenty-four percent to thirty percent. Many poor rural residents have migrated to marginalized urban areas where water supply and sanitation services are inadequate.

Urban Environmental Sanitation

In many cities in the region, only about twenty-five percent of the population has access to adequate sanitation facilities. Lack of adequate sanitation is one of the most serious public health problems in urban areas, and people are paying large amounts for unsafe services and to treat water-and sanitation-related diseases. Most of the region's government institutions and municipalities are poorly equipped to address this complex problem. The sanitation approaches used have proven costly, ineffective, and inappropriate for people living in peri-urban areas.

From an early stage, the RWSG-WCA has put urban environmental sanitation at the top of its agenda. The Program initiated the demand-driven strategic sanitation approach in Africa based on experiences in Kumasi, Ghana and in Ouagadougou, Burkina Faso. The Program has also addressed urban environmental sanitation issues by helping to formulate strategies and policies (in Benin and Senegal), implementing key elements of the strategy through pilot projects (in Burkina Faso and Guinea), and promoting learning and dissemination of innovative approaches and successful efforts through regional workshops and publications. In collaboration with various partners, including institutions and research centers, the Program published three reports (in French) on these topics.³

At the regional level, the Program and its partners are promoting the development of a strategic network that exchanges information on sanitation and other topics. The Program is coordinating its activities with Managing the Environment Locally in Sub-Saharan Africa (MELISSA), a new initiative for managing the environment locally in Sub-Saharan Africa financed by the World Bank and the European Union.

Burkina Faso's successful Community Management Demonstration Project in Ouagadougou has provided important lessons about financial participation from users. These lessons were incorporated into the design of the Urban Environment Project for Bobo-Dioulasso and Ouagadougou. In Côte d'Ivoire, the Program is supporting local initiatives in environmental sanitation, that has proved extremely challenging because neighborhoods are very heterogeneous and lack political support. In Guinea, the Program has taken a leading role in formulating an urban sanitation strategy and designing and supervising projects. In addition, the United Nations Children's Fund and the government have asked the Program to help formulate a national sanitation policy. In Benin, the Program has tried to broaden the involvement of partners in implementing the new national sanitation policy. In Senegal, the Program has helped prepare a national urban sanitation strategy.

Rural Water Supply and Sanitation

Increases in water supply and sanitation services have not kept pace with rural population growth. Although the situation is not as alarming as in urban areas, rural environmental issues continue to require much attention.

In Benin, the Program has helped the government formulate a national strategy for rural water supply and sanitation. The key elements of the strategy are community participation, increased involvement of the private sector and nongovernmental organizations, and decentralized management. Communities, with the help of national nongovernmental organizations, are guided through project preparation and implementation, and communities are responsible for managing the facilities. This strategy is being implemented as part of the Rural Water Supply and Sanitation Project which is cofinanced by the World Bank and the Danish Agency for International Development. The Program has also been supervising project implementation. In Ghana, the RWSG-WCA is supervising the IDA-financed Community Water Supply Project. The Program also helped prepare the school component and the workshop to launch the project.

Participation and Gender

To promote participatory development, the program supports collaboration with key partners and has organized seminars, workshops, and retreats focusing on strategic partnership among stakeholders. To exchange regional experiences, the Program participated in a seminar on gender and participatory approaches organized by the RWSG-ESA (East and Southern Africa) and made a presentation on Ghana's gender strategy in water and sanitation projects. The RWSG-WCA organized a training program on the community-based approach in Côte d'Ivoire to improve the intermediation capacities of local nongovernmental organizations and to strengthen communities' abilities to be actively involved in improving their living conditions.

In the Water Supply Project in the periphery of Bamako, Mali, the Program is testing the viability of a participatory model in which the national and local governments collaborate with the community through water users associations. In Benin, the Program is supporting the Water Supply and Sanitation Project by supervising seven nongovernmental organizations that assist communities in choosing service levels based on their willingness to pay for the construction of water points.

Strengthening Sector Policies and Strategies

A lack of clear and coherent national strategies for water supply and sanitation remains one of the main problems in the region. The Program has been very active in Benin, where it helped the government prepare its national strategy. Based on that experience, the Program is adopting a similar approach in Congo and Senegal.

Congo's government has asked the Program and the United Nations Development Programme to help formulate water and sanitation sector policy. A sector development brief, to be discussed during a national workshop and a donors meeting, is being prepared. In Senegal the Program has helped launch the preparation of the national urban sanitation strategy,

which emphasizes demand-driven and participatory approaches to the provision of services in marginal urban areas. The Program managed a willingness-to-pay study to assess potential users' responses to this new participatory approach.

Supporting Sustainable Investments

The Program has continued to support the preparation and implementation of investment projects funded by the World Bank and other donors in Benin, Burkina Faso, Côte d'Ivoire, Ghana, Guinea, Mali, Mauritania, and Senegal. To improve the poor's access to safe water and sanitation, the Program promotes innovative approaches to strategic sanitation planning, demand-based service



Regional Urban Solid Waste Management Workshop

Among the urban and peri-urban sanitation problems facing municipalities in major cities in West and Central Africa, solid waste management is often the highest immediate priority. At the request of national and municipal governments, the Program organized a regional seminar in February 1996 to agree on a conceptual framework to deal with solid waste management problems and to develop ways to strengthen partnerships and prioritize investment projects.

One of the main outcomes of this seminar was the development of a document of principles and actions commonly known as the "Abidjan Declaration" which was presented at the Habitat II conference in June 1996. This declaration emphasized the need to define the roles of different partners and to promote approaches that take into account users' demands, cost reduction measures, and environmental issues. A new African solid waste network has been established to follow-up on the Abidjan Declaration.

delivery, decentralized decisionmaking, and community participation.

Support for sustainable investments is often preceded by pilot projects and other sector work leading to the formulation of policies and strategies. In addition to its sector work, the RWSG-WCA plays an important role in fostering communication and coordination between countries and external support agencies.

The Program has provided significant operational support to donors, especially the French Development Agency (Cfd), the Danish Agency for International Development, and the World Bank. In Benin, for example, the Program has supervised the community and private sector participation component and the monitoring and evaluation systems for the Rural Water Supply and Sanitation Project. In Burkina Faso, the Program provided technical assistance in the preparation of the community participation component of the Urban Environment Project that includes capacity building to promote sustainable improvements in poor neighborhoods and mechanisms to reveal demand and share investment costs. In Mauritania and Senegal, the Program has supervised willingness-to-pay studies that are expected to provide useful information for the design of new tariff structures for new or ongoing investment projects.

In Côte d'Ivoire, the Program is supervising the community participation and nongovernmental organizations components of an IDA-supported Municipal Support Project. In Ghana, the RWSG-WCA has helped formulate and implement a strategy to develop the health and sanitation in the school component of the IDA-supported Community Water Supply Project. In Mali, the Program has helped prepare strategic sanitation planning in the Urban Development Project being cofinanced by IDA and has supervised the Cfd-supported Water Supply and Sanitation Project in the urban fringes of Bamako. In Guinea, the Program has helped the World Bank

prepare two projects based on recommendations from the Urban Environment Program prepared by the Program in 1993. The first project focuses on urban environmental issues and resource mobilization at the municipal level. The second is a water and sanitation project that will address urban wastewater disposal and treatment. Strategic supervision has also been provided to the Urban Environment Improvement Pilot Project of Bonfi-marché in Conakry.

Learning and Communications

Several demonstration and large-scale water and sanitation projects have been completed or are being implemented in rural and peri-urban areas. The RWSG-WCA is documenting and disseminating key lessons and approaches. The strategic sanitation experience in Kumasi has been documented in a videotape and a booklet. Another video demonstrates new methods of project planning based on regional cases. An information note and proceedings have been prepared that summarize the key discussions and strategic messages delivered during the regional waste management workshop held in February 1996 in Abidjan.

The challenges of measuring demand have been documented in French and English in the case study of the on-site sanitation project in Ouagadougou. Based on regional experiences, the RWSG-WCA has also prepared guidelines on solid waste management, industrial waste management, and storm water drainage that have been disseminated among national partners and training centers. The Program is carrying out a regional study on community-managed water supply systems in five countries and is drawing out lessons on the impact of management systems on sustainability and user satisfaction. The RWSG-WCA has also been engaged in the Program's global water study by assessing the impact of institutional rules on rural water supply sustainability in Benin.

The Program has shared information

on innovative approaches and successful experiences at collaborative meetings and regional gatherings such as Brazzaville Africa 2000 and regional United Nations Children's Fund/World Health Organization seminars on health and sanitation in Africa.

The Challenges Ahead

Given high population growth rates and the rapid depletion of natural resources, the region faces significant challenges in rural water supply and urban sanitation. Even if investments increase, the number of unserved people will rise unless practices and policies are changed. The Program will increasingly focus its efforts on scaling up successful demonstration projects, building capacity, and increasing stakeholder awareness through dialogue and information exchange. Based on the expressed demand of governments and other stakeholders, the Program will continue to:

- Formulate sector strategies and policies,
- Develop partnerships and institutional arrangements to test sector strategies through pilot projects,
- Disseminate lessons learned from innovative and successful approaches to strategy formulation and investment projects, and
- Design, prepare, and supervise projects that are most likely to increase knowledge and be replicated in other countries.

Footnotes

² The World Bank, *World Development Indicators 1997*, (Washington, DC: The World Bank, 1997).

³ (1) Anne Hébert, *Guide pratique de la gestion des déchets solides urbains en Afrique subsaharienne*, Institut Africain de Gestion Urbaine (IAGU), and RWSG-West and Central Africa, (Senegal: IAGU-GREA, 1996).

(2) Frank Haupt and Hans Ruedi Stoll (INFRACONSULT-Berne), and Jean-François Guillote and Jean-Pierre Guillote (ENERTAC-Abidjan), *Gestion des déchets industriels et dangereux dans les zones urbaines en Afrique de l'Ouest*, RWSG-West and Central Africa, (Abidjan, 1996).

(3) Alain Morel à l'Huissier, *l'Assainissement des eaux pluviales en milieu urbain tropical subsaharien*, RWSG-West and Central Africa, and CERGRENE, (Abidjan, 1996).



Selected Activities of the Regional Water and Sanitation Group-West and Central Africa

Regional

- Management of Water Supply Systems in Small Towns and Peri-urban Areas
- Regional Urban Solid Waste Management Workshops, Case Studies, Methodological Papers, and Videotapes
- Strategic Sanitation Approach: Technical Assistance, Strategic Monitoring of Projects, Case Studies
- Support to the International Training Network
- Water, Health, and Environment in Schools Project

Benin

- National Sanitation Policy and Action Plan
- Rural Water Supply and Sanitation Project

Burkina Faso

- Community Management Project
- Urban Environmental Sanitation Project

Congo

- Advisory Support for the National Water and Sanitation Sector Strategy

Côte d'Ivoire

- Demonstration Project on Water Supply, Health, and Sanitation in Peri-urban Areas
- Strengthening Regional Center for Water and Sanitation

Ghana

- Community Water Supply and Sanitation Project

Guinea

- Integrated Urban Environment Pilot Project in Conakry
- Third Water Project: Sanitation Component
- Urban Environment Project in Conakry
- Urban Sanitation Workshop

Mali

- Agricultural Sector Adjustment Project
- Peri-Urban Water Supply Project in Bamako
- Urban Development Project: Water and Sanitation Component

Mauritania

- Water Supply Project in Nouakchott

Senegal

- Urban Water Sector Project

Willingness to Pay for Better Water and Sanitation in Dakar

Senegal's Water Sector Project aims to strengthen the management of the water sector and to increase the urban poor's access to safe water and adequate sanitation. A willingness-to-pay study has been completed by the Senegal water utility (SONES) with the support of the University of North Carolina and the RWSG-WCA.

The following are among the study's main conclusions:

- Average consumption of connected households was less than 50 liters a person per day. Water consumption was cut by putting padlocks on taps, limiting the time periods in which water could be obtained, and lowering the amount of water distributed each day.

- About 22 percent of the population relies on water vendors for a complementary supply at prices four times higher than household connections, and twice the price of water from standpipes.

- Middle-income and high-income households said that they would reduce their consumption if prices were increased.

- Low-income households said that they would find it difficult to reduce their already low consumption levels.

The recommendations of this study will help set acceptable tariff levels and define priorities for installing additional low-income household connections and public standpipes.

REGIONAL OFFICE:
 NAIROBI, KENYA
FOCUS COUNTRIES:
 ERITREA
 ETHIOPIA
 KENYA*
 LESOTHO+
 MALAWI
 TANZANIA
 UGANDA
 ZIMBABWE

*In-country Program field office
 +Activities phased out in 1995

East and Southern Africa

Overview

The Regional Water and Sanitation Group for East and Southern Africa (RWSG-ESA) has concentrated its efforts in six countries: Eritrea, Ethiopia, Kenya, Malawi, Tanzania, and Uganda. More than sixty percent of the region's population lives in these countries which suffer from widespread poverty and water scarcity. Rapid population growth continues in East Africa, especially in fast-expanding urban settlements.

The region's move toward market-oriented and pluralistic societies holds promise for increased attention to basic water and sanitation services. New opportunities have opened up for policy reform and institutional changes. In each of the focus countries where the Program works, a wide range of actors are now active in water and sanitation initiatives.

Although significant progress is being made, the efforts to date have not been sufficient to meet the needs of growing numbers of unserved people in the region. For

example, 40 million rural Ethiopians do not have an adequate water supply. Coverage rates for water range from eight percent in Eritrea to sixty percent in Malawi. Few people in the region have access to sanitation facilities.

The critical challenge is to step up the pace at which the poor can gain sustained access to better water and sanitation services. Meeting this challenge will require learning from past and present experiences, improving policy frameworks, and building stronger partnerships to support demand-based approaches. Creating new opportunities for community and private sector initiatives is an essential part of the Program's strategy in the region.

The need for policy reform is generally recognized, and sector institutions need to continue redefining their roles and adopting appropriate incentive structures. The RWSG-ESA has been instrumental in tailoring that process to the constraints and opportunities in each of the focus countries. For example, in Ethiopia the Program has been working on institutional development, funding and implementation arrangements, and local capacity building. In Uganda, the Program has focused on helping to mobilize latent capacity and to manage emerging issues.

Urban Environmental Sanitation

The RWSG-ESA has reviewed sanitation policies and supported the implementation of projects in Ethiopia, Kenya, Tanzania, and Uganda. It has helped identify and apply strategic, demand-based approaches to improving sanitation services in peri-urban areas that consider a range of technical options and service levels.

In Ethiopia, the RWSG-ESA supported an inventory and review of community-based environmental sanitation projects in Addis Ababa (see box). Lessons learned have already contributed to better strategies and stronger institutional frameworks. These lessons have also been used in the Second Urban Development Project and in the preparation of water supply and sanitation investments being considered by the World Bank and the European Commission.

As part of Kenya's IDA-funded Third Nairobi Water Supply Project, the RWSG-ESA helped the city council ensure community participation in the water distribution component in Kibera, a peri-urban area with about 500,000 residents. After the Katwe Urban Pilot Project in Uganda was completed, the RWSG-ESA helped develop and guide the extension of community capacity in water supply and environmental sanitation in the Katwe Urban Development Project. Under this project community groups, with the help of a nongovernmental organization, are marketing their small-

scale construction and management skills. At the regional level, initiatives in urban environmental sanitation have included planning for a regional workshop that will take place in May 1997. Teams of urban environmental sanitation specialists have been formed in Ethiopia, Kenya, Tanzania, and Uganda. These teams will develop and apply demand-based approaches to environmental sanitation and will initiate and coordinate activities such as pilot projects, workshops, intercountry exchanges, and documentation of best practices.

Rural Water Supply and Sanitation

In supporting the development of rural water supply and sanitation strategies, the RWSG-ESA has consistently promoted community-based approaches that mobilize water users and enable them to make informed choices about the services they want and for which they will assume responsibility.

In 1993, the RWSG-ESA initiated a study of community-based water supply schemes in Kenya to find out whether and how direct exchanges between community groups can help improve scheme management. Based on the findings, a follow-up study was commissioned and will be completed in 1997. This study is investigating the reasons some community groups

adopted and others postponed or rejected the management reforms that were suggested during the exchanges. The study findings are expected to help improve project implementation strategies.

In Malawi, the RWSG-ESA assisted the United Nations Children's Fund and the Swiss Centre for Development Cooperation in Technology and Management (SKAT) in developing and testing the MALDA handpump. It also supported the community-based management unit of the Water Department in institutionalizing arrangements between the community and the government for village-level operations and management of water supplies.

In October 1995, the second regional country-level collaboration workshop was held with participants from nine countries in the region. In addition to reviewing general progress, the workshop focused on rural water supply and how country-level collaboration can improve efficiency, advocacy, consensus building, and dissemination of information.

Plans are underway for the next regional country-level collaboration workshop to be hosted by Malawi in June 1997. This workshop will focus on demand-based approaches to rural water supply. Results from the Program's global water study, including analysis of the first phase of the East

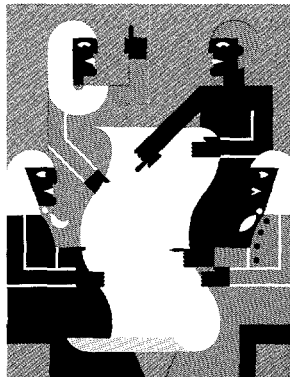
Uganda Rural Water and Sanitation Project, will be presented.

Participation and Gender

Participatory approaches are at the heart of Program support for improving sector strategies and preparing and implementing water and sanitation projects. Consultations with sector managers and World Bank team leaders reaffirmed the relevance of participatory approaches amid ongoing utility reform. The RWSG-ESA conducted a workshop on participatory methodologies and gender analysis for water supply and sanitation in May 1996 with the Women's Affairs Department in Ethiopia.

In addition, the RWSG-ESA has helped establish national networks of participatory development specialists, trainers, and artists such as the Participatory Learning Network (PALNET) in Kenya, the PROWWESS core team in Tanzania, and the Human Resource Development Club in Uganda.

Working with International Training Network centers in Kenya and Zimbabwe, the RWSG-ESA is documenting and disseminating lessons learned in the Participatory Hygiene and Sanitation Transformation (PHAST) initiative. These methods and materials have been used in demonstration projects in Botswana, Ethiopia, Kenya, Uganda, and Zimbabwe.



Project and Policy Support in Eritrea

The IDA-funded Eritrea Community Development Fund (ECDF) facilitates community-based development by providing matching grants for projects in health, education, water, microcredit, and natural resources management. Communities initiating these projects are assisted in planning, implementation, management, and funding. The RWSG-ESA participated in the appraisal of the ECDF and is now responsible for supporting its implementation and for supervising the US\$4 million component for water-related activities. As a result of the RWSG-ESA's involvement, lessons learned about the demand-based approach have been incorporated into the fund's approach.

The RWSG-ESA is also involved in the preparation of the Eritrea Rural Water and Environmental Sanitation Program. Through this program the principles being applied in the ECDF – such as treating water as an economic good, demand responsiveness, and management at the lowest appropriate level – are contributing to the development of the country's sector policy and the sustainability of rural water projects.



Strengthening Sector Policies and Strategies

The RWSG-ESA has continued to assist in the development of national sector policies and strategies for community-based water supply and sanitation within a framework of coherent donor support and broadened private participation. A meeting with the World Bank and the United Nations Children's Fund in November 1996 resulted in a "Note of Consensus" that is expected to lead to more systematic collaboration in Ethiopia, Malawi, Mozambique, and Uganda.

A January 1996 workshop in Machakos, Kenya, focused on the sustainability of rural water supplies and recommended that the government clarify its policy toward community-managed schemes. In response, the RWSG-ESA commissioned a study on options for community groups interested in becoming legal entities. Also in Kenya, the RWSG-ESA formed an urban environmental sanitation think-tank. The think-tank has produced an annotated bibliography of environmental sanitation studies that have been carried out in peri-urban areas and has identified best practices.

In Uganda, the RWSG-ESA has contributed to the country's rural water supply and sanitation strategy by bringing in lessons from projects such as the East Uganda Rural Water and Sanitation Project (RUWASA) and the Rural Towns Water and Sanitation Project. It also has provided technical assistance to the Department of Water Development in putting sanitation on the sector agenda and in defining associated policy and operational needs.

Supporting Sustainable Investments

As part of its efforts to encourage sustainable investments, the RWSG-ESA collaborates with the World Bank's Africa Region. For example, the RWSG-ESA helped design community-based components of water and sanitation investment projects and social development funds. It has been supervising these components and is

developing appropriate monitoring and evaluation systems.

As part of the US\$75 million rural water supply component of Ethiopia's IDA-funded Social Development and Rehabilitation Fund, the RWSG-ESA has helped establish project rules and selection criteria for projects that are initiated by communities and has been involved in project implementation support and strategic supervision. The RWSG-ESA also supports strategy development and capacity building as part of Ethiopia's US\$2.2 million Water Supply Development and Rehabilitation Project.

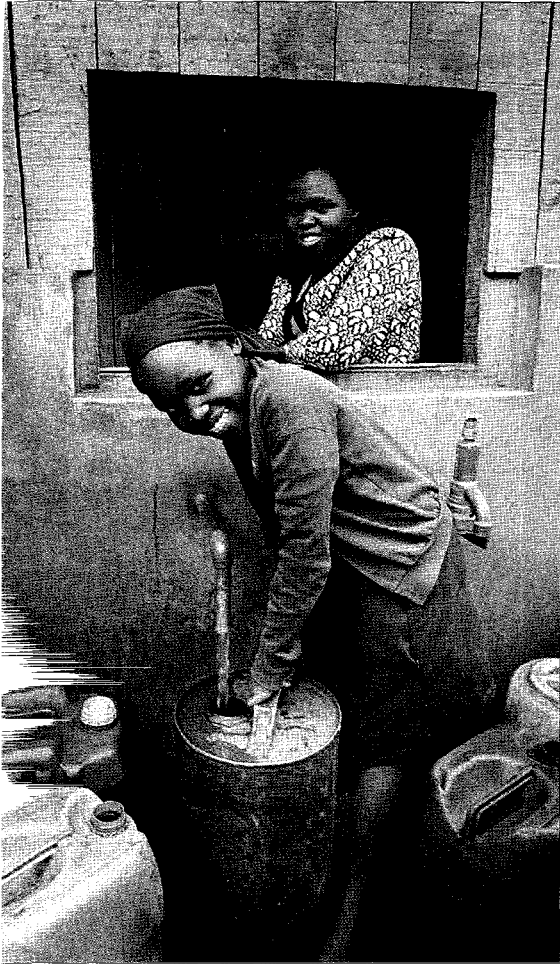
The World Bank-supported US\$48 million Small Towns Water and Sanitation Project in Uganda is part of the Rural Towns Water and Sanitation Project. The RWSG-ESA helped establish a framework for monitoring and evaluation and assisted in the development of operational guidelines for sanitation support.

Learning and Communications

The RWSG-ESA's approach to learning focuses on the design, implementation, and scaling up of rural water supply and sanitation and urban environmental sanitation programs based on the initiative and demand of communities. The objective is to scale up promising experiences and share best practices that can be adapted in designing projects and refining sector policies.

Capacity building for monitoring and evaluation complements the RWSG-ESA's learning agenda and is closely linked with the World Bank's efforts to develop performance indicators for projects and sectors. The RWSG-ESA has also been working with government and project agencies to prepare learning components that emphasize monitoring and evaluating the impact of projects.

In Kenya and Tanzania, the RWSG-ESA is concentrating on the policy and legal reforms needed to shift to community management and ownership of rural water supply facilities and on alternative funding



mechanisms. In Uganda, the RWSG-ESA initiated research on developing institutional arrangements for small-town water supply and sanitation and on broadening private participation in the management and financing of water and sanitation services.

Through its case study work on urban environmental sanitation in Addis Ababa and the Katwe project in Uganda, the RWSG-ESA has improved its own and other agencies' understanding about collaboration between formal sector institutions and community-based organizations. It also has learned more about the interface between trunk infrastructure and community-level initiatives and about alternative financing mechanisms for project implementation.

The Challenges Ahead

A number of challenges remain to improving and extending community-based water and sanitation services: building capacity in monitoring and evaluation, sharing useful information from project experiences, developing alternative financing strategies, and increasing opportunities for private participation. In urban environmental sanitation, challenges remain in developing innovative technical options and approaches to determining service levels and establishing better coordination among sector institutions.

Building on agreements between the World Bank and the United Nations Children's Fund, the RWSG-ESA will enhance its collaboration with external support agencies in order to further improve sector development programs. The RWSG-ESA will expand its own capabilities, especially in urban environmental sanitation and sector financing. It will continue to develop its communications strategy so that it is able to reach a broader audience and link up with the knowledge management initiatives of the World Bank Africa Region's Knowledge and Information Technology group and other professional networks.

Selected Activities of the Regional Water and Sanitation Group-East and Southern Africa

Regional

- Handpump Monitoring Project Analysis
- Participatory Hygiene and Sanitation Transformation (PHAST) Initiative: Case Studies and Resource Guides
- Participatory Methods for Community Empowerment: Case Studies
- Second Regional Country-Level Collaboration Workshop: Facilitation and Report Preparation

Eritrea

- Rural Water Supply and Sanitation Program

Ethiopia

- Rural Water Supply Pilot Project
- Urban Sanitation Study Project

Kenya

- Community Management of Rural Water Supply and Sanitation: Case Studies and Community Workshops
- Urban Environmental Sanitation Strategy and Project Preparation Support
- Support to Network for Water and Sanitation (NETWAS)

Lesotho

- Sector Advisory Support/Strengthening Sector Coordination

Malawi

- Handpump Monitoring Project Analysis
- Local Handpump Manufacturing and Development Field-Testing Project
- Second Regional Country-Level Collaboration Workshop: Advisory Support
- Strategy and Action Plan to Introduce Village-Level Operations and Management

Tanzania

- Institutional and Legislative Reform for Improved Urban Sanitation
- Policy, Human Resources Development, and Urban Water Supply and Sanitation: Institutional Strengthening
- Rural Water Trust Fund Pilot Activities
- Urban Infrastructure Rehabilitation Project
- Water Resources Sector Paper

Uganda

- Country-Level Collaboration Workshop
- Handpump Policy Formulation
- Katwe Urban Pilot Project
- Participatory Hygiene and Sanitation Transformation (PHAST) Approach: Documentation and Promotion
- Rural Water Supply and Sanitation Sector Strategy Support

Zimbabwe

- Human Resources Development
- Sector Advisory Support

Community-Based Environmental Sanitation in Addis Ababa

About 700,000 of Addis Ababa's 2,500,000 residents lack access to latrines or other sanitation facilities. Most also lack other environmental sanitation components such as adequate drainage, solid and liquid waste disposal, and sludge disposal. The CERF research institute was contracted by the RWSG-ESA to study community-based environmental sanitation interventions in the city. City authorities participated in the management of the study and in the actual survey work.

About 120 recently completed or ongoing projects (with an average duration of three years) were identified and catalogued – three times the authorities' original estimate. Two-thirds of these projects have been implemented by nongovernmental organizations. These interventions have a significant cumulative impact with more than 500,000 potential beneficiaries, of which 100,000 will acquire sanitary latrines.

The study concluded that the community-based approach to environmental sanitation is important and successful in many respects. However, some weaknesses were identified, including limited integration of sanitation components and inconsistent cost-sharing arrangements.

REGIONAL OFFICE:

LA PAZ, BOLIVIA

FOCUS COUNTRIES:

BOLIVIA*

ECUADOR

PERU

**In-country Program field office*

Andean Region

Overview

The Program has been implementing activities in Bolivia since 1989 through the Andean Regional Network. In 1995, the network gained increased momentum, and in 1996, it became the Regional Water and Sanitation Group–Andean Region (RWSG-AND). The main objectives of the RWSG-AND are to:

- Consolidate rural water and sanitation activities in Bolivia and Ecuador
- Develop new initiatives in urban and peri-urban sanitation at the country and regional levels
- Develop a new program of activities in Peru
- Develop regional mechanisms for learning, exchanging, and disseminating lessons and experiences among the three countries.

Bolivia, Ecuador, and Peru are the three poorest countries in South America. Although considered lower–middle–income economies, the countries have very unequal income distribution. During 1980-90, for example, it is

estimated that eighty-six percent of Bolivia's rural population lived below the absolute poverty line, followed by Peru (seventy-five percent) and Ecuador (sixty-five percent).⁴

Although people living in the center of large towns usually have fairly good access to water supply and sanitation, this is not the case in rural and peri-urban areas. Only twenty-two percent of rural Bolivians, fifty-five percent of rural Ecuadorans, and twenty-four percent of rural Peruvians have access to safe water. The figures for access to sanitation are even lower: seventeen percent (Bolivia), thirty-four percent (Ecuador), and nine percent (Peru).⁵

To improve service levels in poor rural areas in Bolivia, the Program implemented a pilot project that led to a national rural water and sanitation project. In Ecuador, the Program is testing several low-cost water systems, and is having positive results in building the capacity of local and national governments and communities. In Peru, the Program is in the initial stages of designing a rural pilot project.

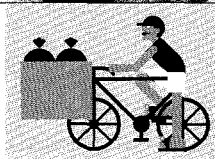
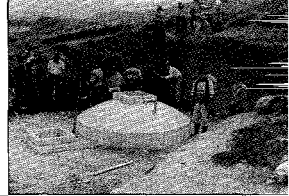
The governments of Bolivia, Ecuador, and Peru are making great strides in strengthening the sector's institutional management. All three countries are decentralizing responsibilities for

water and sanitation services and increasing private sector participation. Financial resources are being transferred to municipalities to manage a number of public services. Many municipalities, however, lack the organizational and technical capacity to manage this new role. The Program is providing technical assistance to governments to help formulate and implement policies and strategies for sustainable investments.

Urban Environmental Sanitation

In response to the increasing number of poor people living in peri-urban areas and the growing crisis in peri-urban water and sanitation services, the Program developed an initiative in July 1996 to improve basic conditions in peri-urban areas of the Andean region. The goal is to strengthen local and national capacity to increase sanitation coverage in peri-urban areas. The initiative has three stages: preparation and design of pilot projects, implementation and evaluation of pilot projects, and replicability in large-scale investments. Program goals include:

- Raising awareness among governments and nongovernmental organizations about the sanitation problems in peri-urban areas
- Identifying technical, social, institutional, and financial solutions
- Identifying the various partners in the field



From Pilot (Yacupaj) to National Program (PROSABAR) in Bolivia

A case study on the scaling up of the Yacupaj pilot project into the National Rural Water and Sanitation Project (PROSABAR) in Bolivia was prepared as a collaborative effort between the RWSG-AND and the Program's headquarters office. The study assesses the contribution of both Yacupaj and PROSABAR to reforming Bolivia's rural water and sanitation sector. The study also analyzes how the institutional arrangements established in the Yacupaj project created behavioral incentives that led to demand-driven investments and long-term sustainability. It describes the project's rules, processes, and implementation strategy and presents results on the impact of the project at the community and institutional levels. In addition, the study shows how working through nongovernmental organizations and other agencies led to the institutionalization of the project.

Source: Jennifer Sara, Alexandra Gross, and Caroline van den Berg, *Rural Water Supply and Sanitation in Bolivia: From Pilot Project to National Program* (English and Spanish), (Washington, DC: The World Bank, May 1996).

- Testing hypotheses and strategies that lead to sustainable and replicable services
- Identifying policies and strategies at the national and municipal levels to guide and facilitate investments
- Promoting coordinated actions with all sector actors and with communities

In Bolivia, evaluations are taking place in communities to determine, for example, demand for services, project rules, technical capabilities, who provides services, and available human resources. In Ecuador, the Program is collaborating with the World Bank and other institutions to develop a plan of action to benefit the poorest residents in peri-urban areas. Efforts are also being coordinated with the private water company in Guayaquil, Ecuador, to identify ways for it to provide water to unserved areas.

In Peru, the Program is analyzing problems affecting the sector and sharing lessons and experiences; evaluating the technical, social, institutional, and financial characteristics of peri-urban areas; trying to better understand the realities of people's access to water and sanitation services; and evaluating the sector's potential. At the regional level, the Program will facilitate the coordination and exchange of ideas and experiences among the main regional institutions such as associations of water companies and training institutions.

Rural Water Supply and Sanitation

The Yacupaj pilot project in Bolivia (1991-94) demonstrated the feasibility of sustainable investments in low-cost water system technology and was the model for the development of the National Rural Water and Sanitation Project (PROSABAR). PROSABAR is financed by the World Bank.

PROSABAR has two main components. The infrastructure component enables communities to implement low-cost water systems and sanitation services. The second component strengthens sector institutions from the central to the

community level by providing technical, managerial, financial, and educational assistance. The RWSG-AND is helping the Bolivian government with PROSABAR by implementing a monitoring and evaluation system that measures PROSABAR's impact.

In Ecuador, the RWSG-AND is implementing a rural water and sanitation component (partly funded by the United Nations Development Programme) as part of the Rural Integrated Health Project (FASBASE) funded primarily by the World Bank. The Program is testing different models of service delivery and sustainable investments in six provincial communities. The models consider issues such as decentralization, community participation, responding to community demands for services, evaluation and monitoring, and dissemination of lessons learned.

In Peru, the Program is designing a sustainable pilot project for rural areas that will be implemented in 1998-2000, based on its experiences in Bolivia and Ecuador.

Participation and Gender

PROSABAR has greatly benefited from the community-level implementation process developed by the Yacupaj pilot project. The Yacupaj project included strategies for addressing economic demand by negotiating levels of services and financial options with communities, and supporting sustainability through the application of training and hygiene education programs. One of the key lessons of the Yacupaj project was that government participation in rural water and sanitation service expansion in Bolivia requires a sector-specific approach in order to strengthen policies and build institutional linkages between communities local governments, sector agencies, and private and nongovernmental actors.

The Yacupaj project adopted the SARAR (Self-Esteem, Associative Strength, Responsibility, Action - Planning, and Resourcefulness) methodology for training at the

community level. This methodology develops the capacity to evaluate, select, plan, create, organize, and undertake initiatives by encouraging collective responsibility for decisions and by respecting the cultural, social, and economic environment of the community. SARAR pays special attention to the development and use of support materials (such as visual and audiovisual educational techniques, sociodramas, and comic books). These materials play an important role in the education process.

Strengthening Sector Policies and Strategies

Program activities focus on strengthening the sector's national and local capacity for investments and sustainable water and sanitation programs. Bolivia's PROSABAR is increasing sustainable water and sanitation coverage and strengthening sector institutions. In Ecuador, the Program's involvement in the Rural Integrated Health Project is testing approaches that will eventually influence national sector policies. In Peru, consultations with national, multilateral, and bilateral agencies have helped identify needs and ways to improve coordination among sector institutions. The Program and the Swiss Agency for Development and Cooperation organized a national workshop in Lima on the rural water sector and ways to strengthen it.

Supporting Sustainable Investments

PROSABAR in Bolivia and the water and sanitation component of the Rural Integrated Health Project in Ecuador are examples of scaling up pilot projects to larger investment projects. PROSABAR is a US\$48 million project that will benefit 800,000 people. The rural water and sanitation component of the Rural Integrated Health Project will benefit 170,000 people at a cost of US\$13 million. This component will help move Ecuador's water and sanitation sector toward a national investment program as well as

strengthen the country's capacity to develop policies for greater coverage.

The Program will continue to provide technical support to investment projects ranging from pilot projects to large-scale national programs. In addition, the Program will facilitate the exchange and dissemination of experiences and new approaches that have resulted in sustainable investments in rural and peri-urban areas. The Program will systematically document and disseminate learning about institutional, financial, and technical aspects of project implementation, and encourage the application of lessons learned to new sector initiatives.

Learning and Communications

The Program's activities provide an opportunity to learn and to share lessons within and among the countries in which it works as well as with other countries and regions. The Program does this through case studies, evaluation workshops, and seminars. Exchanging and disseminating lessons and experiences among the three countries helps improve national policies, strengthens the sector, and contributes to the implementation of more sustainable projects. For example, the monitoring and evaluation system being implemented in Bolivia will help the Program better understand how the rules and principles of PROSABAR can be improved and replicated in Bolivia's peri-urban or marginal urban areas. Ecuador and Peru will also have the opportunity to learn from the system and will be able to apply or adapt these lessons to their situations.

The regional office has produced a number of publications and videotapes to help share lessons learned. These include a case study of the Yacupaj pilot project, which was scaled up into the national PROSABAR program (see box, page 35). This case study was produced as a joint publication with the Program's headquarters office.

The Challenges Ahead

In the coming years, each of the Andean focus countries is expected to

make significant progress in the rural sector. Bolivia's institutions will be strengthened by PROSABAR, and these experiences will be used in developing pilot projects in peri-urban and marginal urban areas. The water and sanitation component of Ecuador's Rural Integrated Health Project will contribute to the design of larger-scale projects. Both Bolivia and Peru are making efforts to establish sector regulatory systems. Principles for strengthening municipalities will be developed and adopted in each country and at the regional level. Exchanges of experiences in peri-urban sanitation will also take place among the three Andean countries. The RWSG-AND may expand its activities to other countries in the region depending on demand for the Program.



Footnotes

4 World Resources Institute, The United Nations Environment Programme, The United Nations Development Programme, and The World Bank, *World Resources 1996-97*, (New York: Oxford University Press, 1996).

5 World Resources Institute, The United Nations Environment Programme, The United Nations Development Programme, and The World Bank, *World Resources 1996-97*, (New York: Oxford University Press, 1996).

Selected Activities of the Regional Water and Sanitation Group-Andean Region

Regional

- Rural Water Supply and Sanitation Sector Study
- Support for Consolidation of Activities in Bolivia and Ecuador
- Support for Expansion of Activities in Peru

Bolivia

- National Rural Water and Sanitation Project (PROSABAR): Sector Advisory Support
- Study of the Impact of the Popular Participation Law on Rural Water Supply and Sanitation Projects in Potosi
- Yacupaj Rural Water Supply and Sanitation Pilot Project: Documentation and Dissemination of Lessons Learned

Ecuador

- Rural Integrated Health Project (FASBASE): Technical Assistance and Support

Peru

- Expansion of Activities

Headquarters

Washington, DC

The headquarters for the global Program is located in Washington, DC at the World Bank. While the regional offices work primarily with country partners and regional and country-level projects, the headquarters team focuses on global sector and management issues affecting the entire Program. The lessons from the Program's experiences worldwide are synthesized, and this knowledge is shared globally. This team coordinates and carries out a number of leadership functions for the Program.

Strategic Planning and Work Plan Development

Building on the Program's mission and strategy in consultation with key partners and the regional teams, the headquarters team articulates the Program's short-and long-term vision for a global audience. The Washington office provides the regional offices with management support, guides the Program's substantive agenda, and provides the framework for the work plan. Reflecting the recommendations made in the 1996 evaluation report, regional Program staff held consultations with their partners and counterparts in each focus country to ensure that the 1997 work plan responded to local conditions and needs.

External Relations and Partnership Building

The headquarters office serves as the focal point for building and maintaining

the Program's strategic partnerships at the global level. The staff maintain strong working relationships with all the Program's donors, including the World Bank, and represent the Program in global forums such as the Water Supply and Sanitation Collaborative Council. Program staff spend significant time and effort in building and strengthening global partnerships and enhancing cooperation with donors.

Strategic Learning on a Global Scale

Headquarters is also the Program's global focal point for learning and draws on field-based experiences. Staff are able to analyze projects from around the world, drawing on best practices from wherever they occur and sharing the lessons globally. This work supports the regional staff in their work as they translate lessons into appropriate local programs and projects. The Program's learning efforts focus on four areas: rural water supply and sanitation, urban environmental sanitation, participation and gender, and the demand-based approach.

Rural Water Supply and Sanitation

Over the last fifteen years, much has been learned about rural water supply and sanitation projects. The Program is continuously increasing its knowledge of what works and does not work, and it reaches out to partners in the sector

in applying this knowledge. The Global Rural Water Supply Study is analyzing how specific project rules contribute to the sustainability of rural water supply projects.

Urban Environmental Sanitation

In response to needs identified by country partners, the Program is increasing its focus on urban environmental sanitation. Support from several donors is enabling the Program to strengthen its capacity and expand its activities in peri-urban areas. There are a number of lessons from rural water supply and sanitation programs that can be adapted in helping the peri-urban poor to gain sustained access to improved water and sanitation services. However, there are significant differences that may require different approaches. For example, greater variations in population density, environmental conditions, and willingness and ability to pay means that a wider range of technology options are needed than in rural areas.

Participation and Gender

The Program has continued to build on the achievements of the Promotion of the Role of Women in Water and Environmental Sanitation Services (PROWWESS) project. The gender and participation specialist in the Washington office played a leading role as the coordinator of the Working Group on Gender Issues for the Water Supply and Sanitation Collaborative Council. In addition, headquarters coordinates the Participatory Development Fund which supports innovative activities using demand-driven participatory approaches. During 1995-96, the Program produced a number of training materials and publications on topics related to gender analysis, participatory evaluation, and design and implementation of demand-driven, participatory projects. In collaboration with the regional offices and partners, the Program is reexamining its strategy to assure that gender and participation issues are incorporated

into ongoing operational work and to maintain the capacity to address emerging issues.

Demand-based Approach

The Program's approach increasingly emphasizes demand for water and sanitation as a central theme. Staff at headquarters provide guidance and technical support on the demand-based approach to the Regional offices, policymakers, and projects. The Global Rural Water Supply Study was undertaken to investigate the links between project rules and project sustainability.

Communications

Information is only useful if it reaches the target audiences in a form that they can use when they need it. The Program must meet the challenge of sharing its knowledge with partners, decisionmakers, and practitioners

throughout the sector. This effort is an extension of the Program's commitment to learning and ensures that the entire sector benefits from these efforts. These activities help increase the knowledge base, catalyze sector efforts, forge partnerships, and expand dialogue and communications with donors and decisionmakers.

The need for improved Program communications was one of the main recommendations from the February 1996 evaluation report. In the past year, the Washington office has engaged a communications specialist to develop and implement an information, publishing, and networking strategy. Staff will continue to refine and implement the strategy and will work with each RWSG to develop appropriate regional strategies.

Global Water Study Analyzes Demand and Sustainability

The Global Report on the Impact of Institutional Rules on the Sustainability of Rural Water Supply Systems is using an innovative, multilevel analysis to evaluate the effects that different project rules have on the sustainability of community-based rural water supply systems in Benin, Bolivia, Honduras, Indonesia, Pakistan, and Uganda. Work on the study began in July 1996 through a joint project between the Program's headquarters and the Regional Water and Sanitation Groups. The headquarters team developed the study framework and analysis tools, and provided in-country training for survey team members, and global coordination of the study. In the field, the Regional Water and Sanitation Groups hired and managed local teams to conduct the field studies. The global study will help identify the most important factors in ensuring the sustainability of rural water supply systems.

This global study contrasts the approaches used by multisectoral projects (which provide funding for a range of infrastructure services, from water and sanitation to roads and schools) and stand-alone projects (which provide only water and sanitation services). A series of indicators measure the demand responsiveness of projects from a community perspective as well as factors contributing to sustainability – including consumer satisfaction, willingness to sustain the water system, the physical condition of the system, and management procedures. These indicators are constructed using data collected in household surveys, in-depth interviews with water system operators, and technical water system evaluations. The survey includes information from 160 community-based water systems and interviews with 2,400 households. Results from the global study will be presented at an international workshop in the Fall of 1997.

The Global Water Partnership

In August 1996, a group of international agencies founded the Global Water Partnership (GWP) to coordinate water solutions on a global scale. Membership in the group now includes national governments, multilateral banks, United Nations' agencies, professional associations, research institutions, the private sector, and nongovernmental organizations. Still in its formative stages, the GWP is moving to establish a conceptual framework for considering the various water sub-sector's needs, to prioritize them, and suggest approaches for dealing with them.

The GWP has established a Steering Committee that acts on behalf of its full membership and has appointed a 12-member Technical Advisory Committee (TAC). The TAC has already begun a global overview of the major water sub-sectors like health, agriculture, environment, and industry. In each of these sub-sectors, the TAC is studying aid organizations' present efforts and is trying to identify ways that these programs can be extended to cover topics presently overlooked. All the GWP members constitute the group's Consultative Group (CG), the GWP's highest policymaking body that will meet periodically, most likely on an annual basis.

Source: Steven Landrigan, "Solving the Water Crisis Together: The Global Water Partnership," *Environment Matters* (Washington, DC: The World Bank, Environment Department), Winter/Spring 1997, 10-11.

Management and Administration

To ensure that the Program meets its objectives and to guarantee financial accountability, headquarters provides overall management and administration for the global Program. This enables the Program to achieve economies of scale in some areas. For example, fundraising and monitoring of work plans and budgets are more efficient at the central level freeing up regional managers for other substantive work.

Human Resources Development

The Washington office plays a key role in recruiting senior staff for the headquarters and regional offices. Its staff also helps prepare and implement individual professional development plans.

Support to the Regional Water and Sanitation Groups

In support of the regional offices, the Washington office offers overall guidance, provides technical assistance, and helps build field capacity and networks in rural water supply and sanitation and urban environmental sanitation as well as cross-cutting components such as gender, participation, and the demand-based approach. Program staff offer perspective and expertise that are grounded in global experiences. Such support includes but is not limited to consultations about substantive issues and projects, participation in workshops and regional and country consultations, and review of key documents (such as proposals, terms of reference, reports, and publications).

Support to World Bank Operations

Through its location in the World Bank, Program staff have direct access to the operations of the sector's largest external investor. Thus, Program staff are able to contribute their knowledge and experience to the design and supervision of water supply and sanitation projects financed by the Bank. At the design stage, the objective is to help shape projects to increase the likelihood of project sustainability. By participating in strategic supervision,

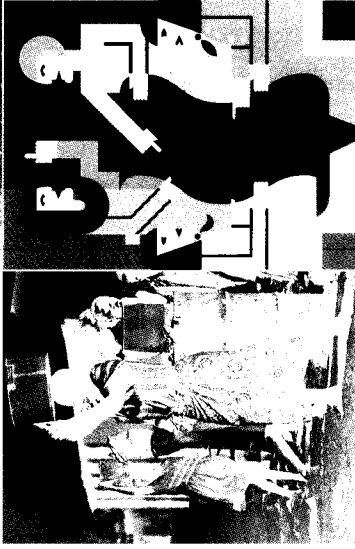
the Program can help national project staff analyze what is working and what is not, assist them in applying remedial actions where necessary, and distill lessons for wider dissemination.

Management Information System

During 1996, the Program began developing a reconfigured management information system that will improve tracking and management of Program resources and outputs, make financial management activities more transparent, and strengthen fiscal accountability to donors. The system is being field tested at headquarters and the South Asia regional office. During 1997, the system will begin to be used by all the regional offices and modifications will be made as necessary. In 1998, the system is expected to be fully operational.



**Program Financing
Staff and Partners**



Program Financing

The Program has a diversified base of financial support that is well-suited to its decentralized structure and its range of national, regional, and global activities. The United Nations Development Programme (UNDP) and the World Bank are the Program's two founding partners. In addition to their continued support, 15 bilateral donors have provided financial assistance to the Program during the past five years.

The period from July 1995 through December 1996 was critical in ensuring the survival of the Program. New and increased funding for 1997 through 1999 was secured during this time. In 1993, UNDP was forced to cut back its funding to the Program for 1992-1996. Since the Program had already entered into commitments following UNDP's approval of several five-year projects, these cutbacks created a potential shortfall in 1996. An appeal to the Program's bilateral supporters resulted in a package of reallocated and some new funds that guaranteed the Program's continuation through 1996. These funds were primarily from Norway, Sweden, and Switzerland.

During the Fall of 1995, with the external Program evaluation, a process began to determine the future direction and activities of the Program and to secure funding to carry out the Program's mission and workplans. This process included the following activities:

- A meeting was held with Program

partners in Stockholm in December 1995 to plan the Global Water Partnership (GWP). The partners agreed that the Program's refinancing should precede and be independent of decisions about the GWP.

- The Program evaluation was completed in early 1996 and included a series of recommendations about the future of the Program. The evaluation team recommended that the Program be continued.

- Program management met with current and potential Program funding partners in February and March 1996 to discuss the evaluation results and to assess the prospects for future financial support.

- A meeting convened in Bern in April 1996 for key Program donors sharpened the Program's objectives and produced an indicative list of Program activities and key outputs.

- Program management participated in a meeting of friends of the Global Water Partnership and the Program in Geneva in June 1996. At the meeting, the Program's major funding partners agreed in principle to a three-year financing plan.

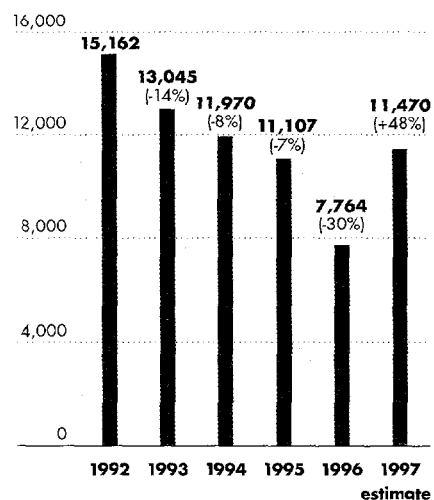
By the end of 1996, the Program was successful in raising the funds necessary for the continuation of the Program. Two unexpected consequences resulted from the UNDP cutbacks and the uncertainties associated with securing funds for the Program. First, during the past five years, funding has shifted from UNDP to the bilateral

agencies. The table on the right shows the increase in bilateral agency support. It is expected that this trend will become even more pronounced during the next three years.

As shown in the table below, disbursements in 1996 dropped to less than US\$8 million, nearly twenty percent less than budgeted. It reflects the reductions and cutbacks in programming caused by the uncertainty of funds. The new funding has made it possible to recruit new staff and to expand activities. As a result, disbursements in 1997 are expected to be closer to the previous levels for 1994 and 1995.

Total Program Expenditures: 1992 - 1997

US\$000 per calendar year
% annual change figure in parentheses



Program Disbursements by Source: 1992 - 1996

US\$000 per calendar year

	1992	1993	1994	1995	1996	5 year total	% of total
Bilateral Agencies							
Australia	11	2	30	11	0	54	.09
Canada	92	931	29	0	0	1,052	1.78
Denmark	326	686	393	399	373	2,177	3.69
Finland	0	111	134	0	0	245	.41
France	0	0	35	80	0	115	.19
Germany	66	0	0	44	0	110	.19
Ireland	0	0	87	26	0	113	.19
Italy	0	0	42	231	89	362	.61
Japan	0	343	1,111	1,402	132	2,988	5.06
Luxembourg	0	122	267	235	168	792	1.34
The Netherlands	2,062	1,519	653	302	500	5,036	8.53
Norway	1,348	1,474	972	1,554	1,441	6,789	11.50
Sweden	0	202	329	880	1,196	2,607	4.42
Switzerland	953	904	1,175	1,107	1,054	5,193	8.79
United Kingdom	193	180	0	151	60	584	.99
Subtotal, Bilateral	5,051	6,474	5,257	6,422	5,013	28,217	47.79
UNDP							
Interregional	4,670	1,298	1,058	1,279	1,206	9,511	16.11
Regional Africa	402	1,024	916	561	128	3,031	5.13
Regional Asia	328	641	1,319	723	180	3,190	5.40
Other Regional	445	150	79	52	0	726	1.23
Country Projects	3,205	2,033	1,985	1,123	389	8,735	14.79
Subtotal, UNDP	9,050	5,146	5,357	3,738	1,903	25,194	42.67
World Bank	1,061	1,425	1,356	947	848	5,637	9.55
GRAND TOTAL	15,162	13,045	11,970	11,107	7,764	59,048	100

Staff and Partners

Staff*

RWSG-South Asia

Boydell, Robert - *Regional Manager*
 Chitkara, Poonam - *Staff Assistant*
 Dasgupta, A. - *Consultant*
 Dayal, Rekha - *Program Adviser*
 Divyadass, John - *Driver*
 D'Souza, Anita - *Staff Assistant*
 Evans, Barbara E. - *Sanitation Adviser*
 Fernandes, Monica - *Staff Assistant*
 Minnatullah, K.M. - *Senior Program Officer*
 Paul, Harminder - *Staff Assistant*
 Pendley, Charles - *Sector Planner*
 Raman, S.V. - *Administrative Coordinator*
 Ravichandran, M. - *Administrative Assistant*
 Siddiqui, Saba - *Information Officer*
 Upadhyay, Rajesh K. - *Messenger*

Bangladesh

Kabir, Babar - *Country Team Leader*
 Areng, Enak - *Messenger*
 Chowdhury, Dilara - *Staff Assistant*
 Haider, Iftekher - *Project Officer*
 Kurup, Balachandra - *Program Officer*
 Rashid, Haroon Ur - *National Officer*
 Sengupta, A.K. - *Program Officer*
 Shahjahan, M. - *Driver*

Handpump Training and Monitoring Program

Motaleb, Abdul - *Project Coordinator*
 Faruque, A.A. Omar - *Training Assistant*
 Ferdousi, Shakil A. - *Training Assistant*
 Moniruzzaman, S.M. - *Training Assistant*

Pakistan

Arshad, Raja Rehan - *Team Leader*
 Ansar, Farrukh - *Administrative Assistant*
 Farman, Mohammed - *Driver*
 Hosain, Mehreen - *Consultant*
 Javaya, Allah - *Engineer*

Sri Lanka

Hewawasam, Thilak - *National Project Manager*

RWSG-East Asia and the Pacific

Silverman, Jerry - *Regional Manager*
 Ali, Muhammad - *Driver/Messenger*
 Josodipoero, Ratna - *Hygiene Educator*
 Lambertus, Alfred - *Rural Water Supply and Sanitation Specialist*
 Mamuaya, Jenny - *Administrative Assistant*
 Mukherjee, Nilanjana - *Hygiene Education Specialist*
 Pollard, Richard - *Country Program Manager/Indonesia and Mongolia; Environmental Sanitation Specialist*
 Priyono, Pengky - *Secretary*
 Santoso, Metty - *Office Manager*
 Suwanto - *Driver*
 Tavares, Luiz-Claudio - *Lead Regional Urban Environmental Sanitation Specialist*

China

Hu, Sharon - *Administrative Assistant Translator*

Lao PDR

Seager, Michael - *Country Program Manager/Lao PDR and Cambodia*
 Arvling, Johan - *Junior Professional Officer*
 Khamvilai, Phommahaxai - *Administrative Assistant*

Mongolia

Tsedendamba - *National Project Coordinator*

Philippines

Jacob, Karen J.H. - *Country Program Manager/Philippines; Regional Community Development Specialist*
 Bagadion, Maria I. - *Institutional Development Specialist*
 Salle-Sison, Thelma - *Administrative Assistant*

Vietnam

Thanh, Nguyen - *Country Program Manager/Vietnam; Urban Environmental Sanitation Specialist*
 Thao, Nguyen Thi P. - *Secretary*

RWSG-West and Central Africa

Woldu, Mathewos - *Regional Manager*
 Debomy, Sylvie - *Urban Environmental Planner*
 Degiacomi, Yves - *Community Water Supply Specialist*

Gambo, Abdoulaye - *Driver*
 Ligan, Evelyne - *Secretary*
 Manou Savina, Annie - *Community Development Specialist*

N'Cho, Helene Katele - *Secretary*
 N'Gatoueu, Etienne - *Messenger*
 Siby, Anne Marie - *Administrative Assistant*

RWSG-East and Southern Africa

Doyen, Jean - *Regional Manager*
 Gicheru, Njeri - *Secretary*
 Karlen, Lars - *Institutional Development Specialist*

Kiambi, Sarah - *Secretary*
 Kihara, Keziah - *Administrative Secretary*
 Kimiti, John - *Driver*
 Lium, Tore - *Water Sector Planner*
 Mulama, Rose (Lidonde) - *Assistant Program Officer*

Mwangi, Terry - *Clerk*
 Mwiraria, Mukami (Kariuki) - *Regional Specialist*

Wachuga, Jane - *Messenger*

RWSG-Andean Region

Mathys, Alain - *Regional Manager*
 Aristizabal, Gladys - *Community Development Specialist*
 Caceres, Humberto - *Consultant*
 Camacho, Alvaro - *Consultant*
 Maguina, Kenny - *Driver/Messenger*
 Paiva, Tatiana - *Administrative Assistant*
 Siles, Sandra - *Bilingual Executive Secretary*
 Vera, Rafael - *Consultant*

Ecuador

Encalada, Marcelo - *Sanitary Engineer*

Headquarters

Grover, Brian - *Program Manager*
 Gross, Bruce - *Deputy Manager*
 Baksh, Shaista - *Senior Staff Assistant*
 Bradford, Bonnie - *Consultant*
 Dhokai, Mari - *Senior Staff Assistant*
 Gibbons, Gayle - *Communications Specialist*
 Katz, Travis - *Consultant*
 Kim, Hywon Cha - *Communications Associate*
 Lee, Susan M. - *Operations - Program Support*
 Ngo, Rene - *Budget Assistant*
 Sara, Jennifer - *Water and Sanitation Engineer*
 Solo, Tova - *Urban Sanitation Specialist*
 Tran, Kim - *Budget Analyst*

* Program staff as of December 1996.

Participants at the November 1996 Program Advisory Committee**Financial Partners**

Ingvar Andersson, *Swedish International Development Cooperation Agency, Stockholm, Sweden*
 Willem Ankersmit, *Ministry of Foreign Affairs, The Hague, Netherlands*
 Jes C. Boye-Møller, *Ministry of Foreign Affairs, Copenhagen, Denmark*
 Stephen Browne, *United Nations Development Programme, New York, United States*
 Guy Carrier, *Canadian International Development Agency, Quebec, Canada*
 Gana Fofang, *United Nations Development Programme, New York, United States*
 Armon Hartmann, *Swiss Agency for Development and Cooperation, Bern, Switzerland*
 Frank Hartvelt, *United Nations Development Programme, New York, United States*
 Mona Gleditsch, *Norwegian Agency for International Development Cooperation, Oslo, Norway*
 Stan Myck, *Ministry of Foreign Affairs, Luxembourg*
 Rodolfo Zoppis, *Ministry of Foreign Affairs, Rome, Italy*
 Hannu Vikman, *Ministry of Foreign Affairs, Helsinki, Finland*
 Alistair Wray, *Overseas Development Administration, London, United Kingdom*

Partners from Developing Regions

Joyce Mwendu Malombe, *University of Nairobi, Nairobi, Kenya*
 Dinesh C. Pyakural, *Department of Water Supply and Sewerage, Kathmandu, Nepal*
 Edgar Quiroga, *Centro Inter-Regional de Abastecimiento y Romoción de Aguas, Cali, Colombia*
 Pham Song, *National Steering Committee for Safe Water Supply and Environmental Sanitation, Hanoi, Vietnam*
 Sekou Toure, *High Commission for Water, Abidjan, Côte d'Ivoire*

Other Strategic Partners

Brendan Doyle, *United Nations Children's Fund, New York, United States*
 Jon Lane, *WaterAid, London, United Kingdom*
 Hans van Damme, *International Water and Sanitation Centre, The Hague, Netherlands*
 Dennis Warner, *World Health Organization, Geneva, Switzerland*

Ranjith Wirasinha, *WSS Collaborative Council, Geneva, Switzerland*

Observers

Torkil Jønch-Clausen, *Global Water Partnership, Stockholm, Sweden*
 Yuji Koresawa, *Ministry of Health and Welfare, Tokyo, Japan*
 Peter Lowes, *London, United Kingdom*

UNDP-World Bank Water and Sanitation Program

Robert Boydell, *New Delhi, India*
 Jean Doyen, *Nairobi, Kenya*
 Mike Garn, *Washington, DC, United States*
 Bruce Gross, *Washington, DC, United States*
 Brian Grover, *Washington, DC, United States*
 Alain Mathys, *La Paz, Bolivia*
 Jerry Silverman, *Jakarta, Indonesia*
 Mathewos Woldu, *Abidjan, Côte d'Ivoire*

Collaborating Partners

The Program maintains collaborative relationships with many organizations and institutions. In addition to governments and governmental agencies in the Program focus countries, the following is a list of some of the Program's partners.

RWSG-South Asia

Aga Khan Rural Support Program
 Asian Development Bank
 Baluchistan Rural Support Program
 Bangladesh University of Engineering and Technology
 Danish Agency for International Development
 Deepalaya
 Directorate General for International Cooperation - Netherlands
 Dushtha Shasthya Kendra
 Finnish International Development Agency
 German Agency for Technical Cooperation
 National Rural Support Program
 Sarvodaya
 Sevanatha
 Society for Promotion of Area Resource Centers
 South Asia Association for Regional Cooperation
 Sulabh
 Swiss Agency for Development and Cooperation
 United Nations Children's Fund

United Nations Development Programme
Water, Engineering and Development
Centre, Loughborough University
WaterAid
World Bank
World Health Organization

RWSG-East Asia and the Pacific

ASEAN Regional (Rural) Water and
Sanitation Pilot Development Program
ASEAN Regional (Urban) Water and
Sanitation Pilot Development Program
Asian Development Bank
Australian Agency for International
Development
Bina Swadaya
CARE
Committee for International Economic
Cooperation - Lao PDR
Danish Agency for International Development
Dian Desa
Directorate General for International
Cooperation - Netherlands
Finnish International Development Agency
German Agency for Technical Cooperation
Japan International Cooperation Agency
Overseas Economic Cooperation
Fund, Japan
Lao Women's Union
Norwegian Agency for Development
Cooperation
South Pacific Applied Geoscience
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Swedish International Development
Assistance Agency
Swiss Agency for Development and
Cooperation
United Nations Children's Fund
United Nations Development Programme
United States Agency for International
Development
Water and Sanitation in Developing
Countries
World Bank
World Health Organization
YIS

RWSG-West and Central Africa

Canadian International Development
Agency
Danish Agency for International
Development
European Union
French Development Agency
German Agency for Technical Cooperation
International Development Research Centre
International Water and Sanitation Centre
Overseas Development Administration
Reconstruction Loan Corporation - Germany
Swedish International Development

Cooperation Agency
Swiss Centre for Development Cooperation
in Technology and Management
Training, Research and Networking for
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United Nations Children's Fund
United Nations Development Programme
Water Utilities Partnership
World Bank
World Health Organization

RWSG-East and Southern Africa

Belgium Agency for Development
Cooperation
Canadian International Development Agency
Danish Agency for International Development
European Union
Finnish International Development Agency
German Agency for Technical Cooperation
Institute of Water and Sanitation
Development - Zimbabwe
International Development Research Centre
International Water and Sanitation Centre
Kenya Water for Health Organization
Ministry of Foreign Affairs - Italy
National Action Committee - Zimbabwe
Network for Water and Sanitation - Kenya
Norwegian Agency for Development
Cooperation
Overseas Development Administration
Reconstruction Loan Corporation - Germany
Swedish International Development
Cooperation Agency
Swiss Centre for Development Cooperation
in Technology and Management
Training, Research and Networking for
Development - Ghana
United Nations Children's Fund
United Nations Development Programme
Water Supply and Sanitation
Collaborative Council
World Bank
World Health Organization

RWSG-Andean Region

Asociación de Empresas e Instituciones de
Servicio de Agua Potable y Saneamiento
Asociación Nacional de Empresas de
Servicio de Agua Potable Alcantarillado y
Bolivia and Ecuador
Belgium Agency for Development
Cooperation
CARE
Centro Panamericano de Ingeniería
Sanitaria
Comité Coordinador Regional de
Instituciones de Agua Potable y
Saneamiento de Centro América,
Panamá y República Dominicana
Consejo de Colaboración sobre

Abastecimiento de Agua y Saneamiento
European Community
German Agency for Technical Cooperation
Instituto de Investigación y Desarrollo en
Agua Potable, Saneamiento Básico y
Conservación del Recurso Hídrico
Interamerican Development Bank
International Water and Sanitation
Reference Center
Pan American Health Organization
Reconstruction Loan Cooperation - Germany
Swedish International Development
Cooperation Agency
Swiss Agency for Development and
Cooperation
Swiss Centre for Development Cooperation
in Technology and Management
United Nations Children's Fund
United Nations Development Programme
Water Supply and Sanitation
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Global Partners/Headquarters

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Danish Agency for International
Development
Directorate General for International
Cooperation - Netherlands
Finnish International Development Agency
German Agency for Technical
Cooperation
Global Water Partnership
International Water and Sanitation Centre
Japan International Cooperation Agency
Overseas Economic Cooperation Fund, Japan
Ministry of Foreign Affairs - Ireland
Ministry of Foreign Affairs - Italy
Ministry of Foreign Affairs - Luxembourg
Norwegian Agency for Development
Cooperation Overseas Development
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Swiss Agency for Development and
Cooperation
United Nations Children's Fund
United Nations Development
Programme
Water Supply and Sanitation
Collaborative Council
World Bank
World Health Organization
World Water Council



Contacts

For further information please contact:

UNDP - World Bank
Water and Sanitation Program
The World Bank
1818 H Street, NW
Washington, DC 20433
USA
Phone 202-473-9785
E-mail: info@wsp.org
World Wide Web: www.wsp.org

Or one of the regional water and sanitation groups:

RWSG-East and Southern Africa
The World Bank
P.O. Box 30577
Nairobi, Kenya
Phone 254-2-260400
Fax 254-2-260386

RWSG-West and Central Africa
The World Bank
B.P. 1850
Abidjan 01, Cote d'Ivoire
Phone 225-442227
Fax 225-441687

RWSG-East Asia and the Pacific
The World Bank
P.O. Box 1324/JKT
Jakarta 12940, Indonesia
Phone 62-21-252-0606
Fax 62-21-252-0432

RWSG-South Asia
The World Bank
55 Lodi Estate
P.O. Box 416
New Delhi, 110003 India
Phone 91-11-4690488
Fax 91-11-4628250

RWSG-Andean Region
The World Bank
Casilla 8692
La Paz, Bolivia
Phone 591-2-316718
Fax 591-2-392769

Credits

Information for this report was provided by Program staff in each regional office and headquarters.

Editor: Gayle Gibbons
Associate Editor: Bonnie Bradford
Production Assistance: Mari Dhokai and Hywon Cha Kim

Graphic Design: Grundy & Northedge

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USA

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**UNDP-World Bank
Water and Sanitation Program
1818 H Street NW
Washington, DC 20433
USA**

