



IRC

International Water and Sanitation Centre

WHO Collaborating Centre



*Annual
Report
1995*



IRC INTERNATIONAL WATER AND SANITATION CENTRE

IRC aims at change towards more people-oriented water and environmental sanitation programmes. It aspires to achieve this through the generation, communication and application of information on priority issues, and increasingly, through capacity building for support services and information management at country level in collaboration with resource centres and partner institutions.

All activities evolve in partnership with government and non-government organizations in developing countries, United Nations agencies, bilateral donors, and development banks.

Emphasis in programme activities is on community-based approaches in rural and peri-urban water supply and sanitation systems and water resources management. They include community management, hygiene promotion, gender issues, monitoring, finance and operation and maintenance. Effective communication is emphasized at all levels.

The multi-disciplinary staff provides support to activities at field level through research, training and briefing, evaluation and advisory services, publications, documentation services and advocacy.

IRC is an independent, non-profit organization. It is supported by and linked with the Netherlands Government, UNDP, UNICEF, the World Bank and WHO. For the latter it acts as a Collaborating Centre for Community Water Supply and Sanitation.

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IRC
International Water and Sanitation Centre

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FOREWORD

Proper management of the world's water resources is essential to the health and well-being of us all, for without enough clean water, sustainable development in any form is not possible.

In developing countries, where water problems have reached critical proportions, the situation facing the poor in rural areas and urban slums requires more intensive efforts than ever before. Here, water resources management, improved water supply for domestic use and better environmental sanitation are indispensable components of a holistic approach towards improving the quality of life.

It must be recognized that the most important criteria for measuring the lasting success of a water and sanitation intervention is not the technology, not the coverage, but the feeling of partnership among all those involved - those providing the services, at whatever level they may work, and those using them. Water and water-related programming must be people centred: people at *all* levels must be heard, informed, involved, and empowered. At the heart of good programming lies communication, which involves liaising, listening and learning.

For the realization of this approach, all sector workers, be they pump caretakers, engineers, members of a women's group, beurocrats or politicians, should be given the capacity to act accordingly. A natural consequence will be that much more can be done at local level, with local customs and culture taken into full consideration; that external support agencies will play a facilitating role instead of executing programmes themselves; that national centres and institutions become empowered and strengthened; and that support services such as research, training, information and advice for national implementing agencies are provided by national resource centres rather than from abroad.

These resource centres can play a decisive role in the management of this change. From political advocacy to community management and from information management to project monitoring, by integrating an emphasis on change-oriented issues into the services they offer, they can play an influential role in ensuring people-centred programming.

The new approaches based on these principles are already emerging, and may well mark the beginning of the preparations for the next millennium. We have signalled the initiatives coming from communities and countries. We are witnessing the birth of new global initiatives such as the World Water Council and the Global Water Partnership, as well as the increasingly strong role played by the Water Supply and Sanitation Collaborative Council in stimulating local and national initiatives. But what is most encouraging is the growing awareness among players at all levels, that sustainable development requires teamwork, that teamwork requires partnership, and that partnership requires empowerment.

Our challenge is to transform the water supply and sanitation sector into one characterized by a communication culture, matching listening and learning by every individual, with shared responsibilities and suitable technologies.

J.M.G. van Damme
Director



*Pay and use latrine operator registers user fees in Vakko-Anjengo, Kerala, India.
Photo: C. van Wijk, IRC*

PARTICIPATING FOR CHANGE

As a catalyst of change, IRC aims to shift the focus of water sector programming to what people at all levels aspire and are willing to contribute. This is done in cooperation with partners in developing countries through capacity building for support services at country level and the generation and transfer of information on priority issues. All activities are carried out in a participative spirit and on the basis of effective two-way communication.

IRC's work has always stood out by its field orientation. This unique characteristic has enabled it to respond effectively to principles and practices of development cooperation which are often expressed in terms of 'countries in the driver's seat' and demand-driven approaches.

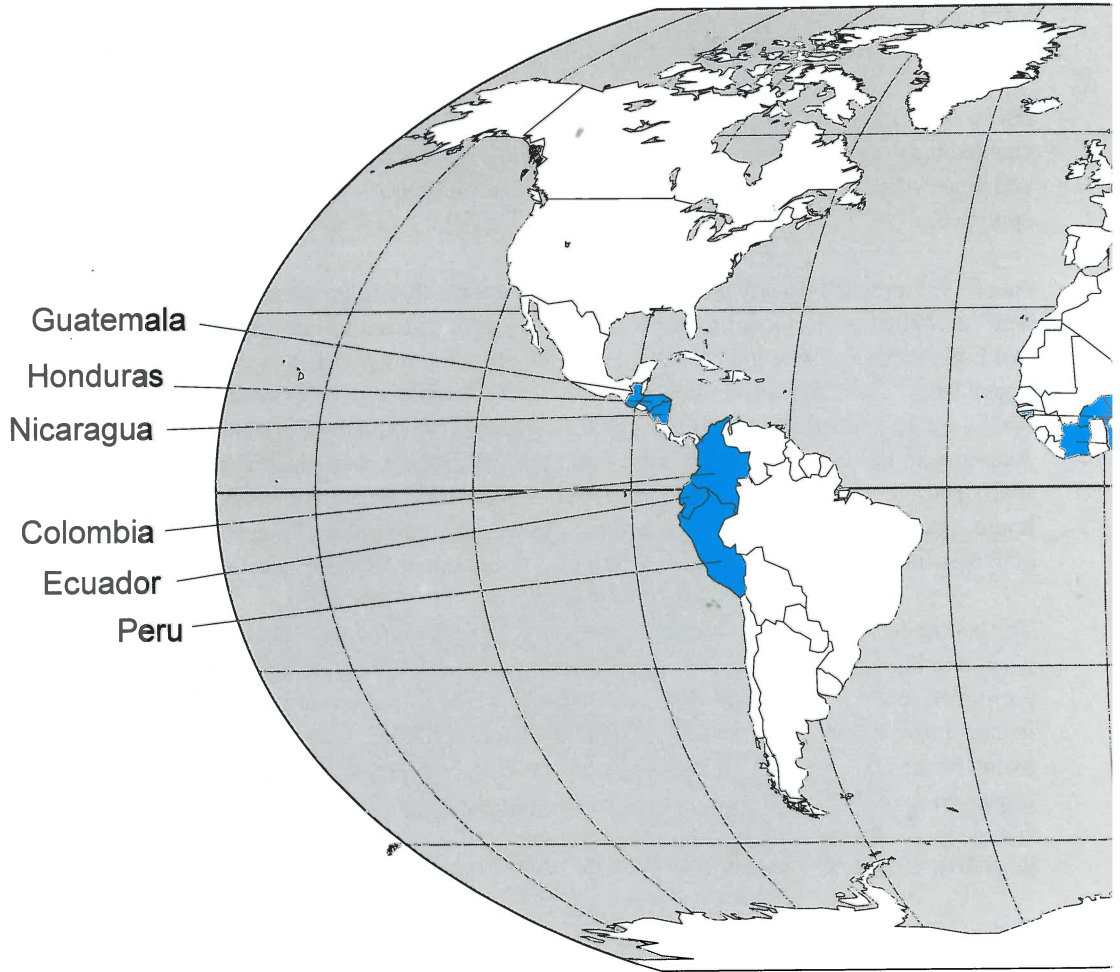
As of 1995 demand-driven and country-oriented approaches in programme development were strengthened. Regional managers for Africa, Asia (including the former Soviet Bloc) and Latin America, who jointly manage the interregional programmes, tap the organization's talent to ensure that priority issues are addressed in the countries in which IRC is active in each region. An overview is given on the map on the following pages. Activities in these regions are organized through six programmes which together comprise IRC's role: research institute, training centre, advice and evaluation service, publication house, documentation centre and advocacy service. A Home Base Manager oversees those activities under these programmes, which are carried out at IRC's offices in The Hague.

The centre deals with issues it deems essential to achieving the aspired changes in programming for community water supply and environmental sanitation in rural and peri-urban areas, and water resources management. These include community management; hygiene promotion; community-based technology; operation and maintenance and financial management; information management; increased and improved monitoring and evaluation; gender approaches; social mobilization; and advocacy toward changes in approach at political and policy levels. To attain sector goals behaviour change at all levels and towards each of these issues is imperative.

IRC's programmes, responding to needs and demands in the countries in each region, lead to the development of capacities at national and local levels. This capacity building is intended to develop new programming 'hows', with the focus on people. Capacity building is, where possible, directed to the eventual development of resource centres.

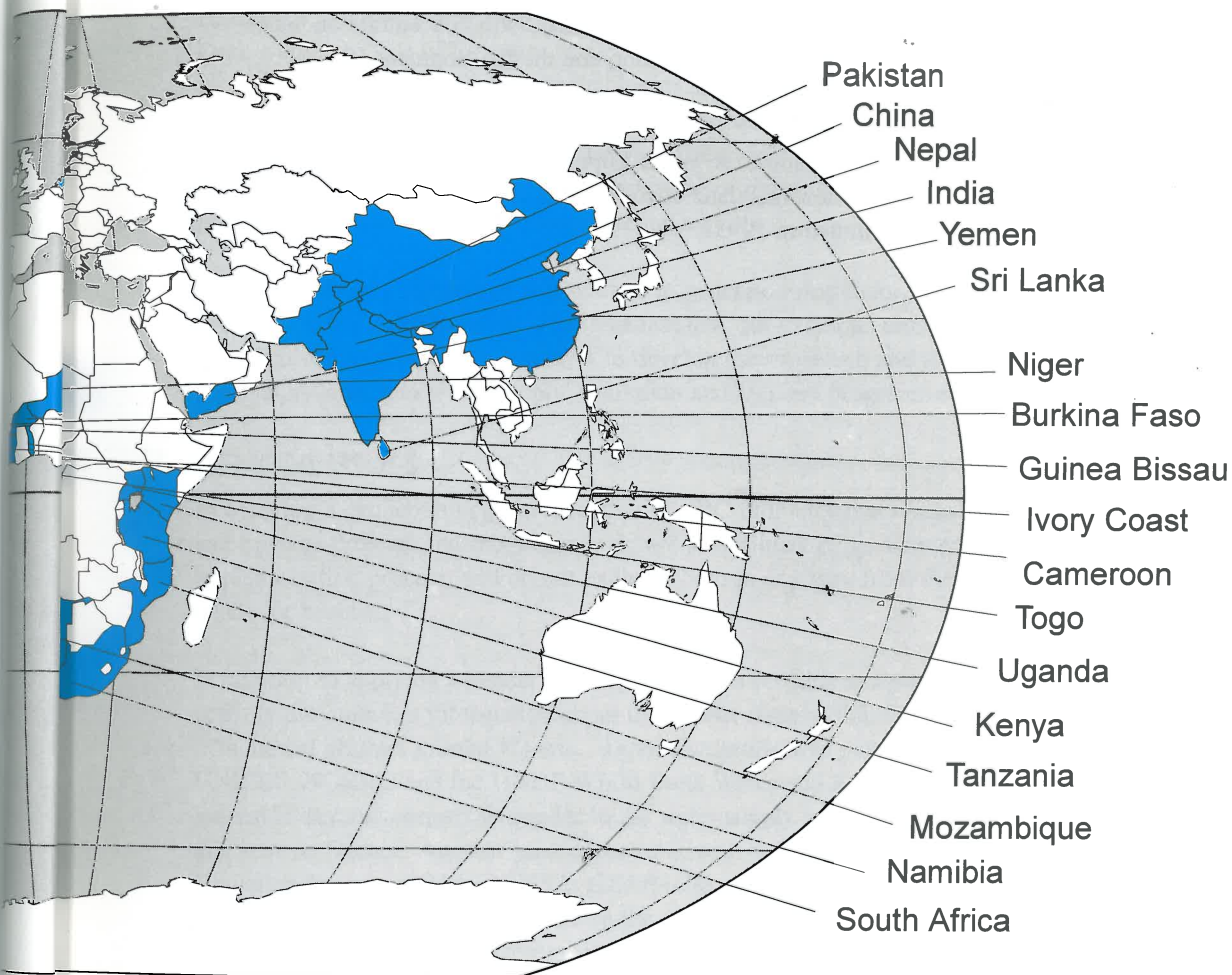
Working in partnership at all levels is one of the main factors in the success of IRC's activities. At the local level participatory learning projects and hands-on experience contribute to sustainable projects. At regional and national level IRC works closely with governments, NGOs and UN field offices. Partnerships contribute among others to the

Country S



Support in 1995

Netherlands



establishment of resource centres which provide sector staff with access to information and training tailored to their specific situations. At the international level partnerships with UN agencies, donors and international NGOs help ensure proper policy formulation and appropriate use of funds. Across all levels, communication, mobilization and participation ensure more people-oriented projects and programmes.

In 1995 a renewal fund was established to support research on new issues in response to demands of the water and sanitation sector. Specifically IRC will concentrate on water resources management, resource centre development, and the development of local partnerships.

At its Third Global Forum in Barbados, the Water Supply and Sanitation Collaborative Council (WSSCC) gave IRC a new mandate: advocacy and communication strategies, towards which activities continued in 1995.

RESEARCHING NEW APPROACHES TO SECTOR PROBLEMS

As IRC's research activities are based on practical questions or needs associated with the field, their results must be directly applicable. Research at IRC is carried out in four ways. Desk studies consist of literature reviews, comparative studies and case studies. Field research develops and tests new technologies and approaches with partner institutions in the field; action research, also with partners, assesses field issues and problems and identifies and tests actions to solve them; and research as part of external assignments assesses methods and results of implementation projects. All of IRC's research activities integrate technical, social and environmental aspects.

While the primary purpose of this work is to generate information, there is also an important learning component. The field research, for example, aims to support national organizations in developing countries to develop their research and reporting skills in community-managed water supply, sanitation and hygiene programmes.

GENDER ISSUES

In applying a gender strategy in its activities, IRC promotes that water supply, sanitation and hygiene projects and programmes do not subordinate either women or men in the implementation process, and do not exclude them in any way from the programme's results or benefits.

In addition to applying a gender strategy in its own projects and programmes, IRC actively disseminates information about the gender issue within the sector. In 1995 the fifth annual abstract journal *Woman, Water, Sanitation* was published with funding from UNICEF, NORAD and the UNDP-World Bank Water and Sanitation Program. The journal is devoted entirely to gender in the water supply and sanitation sector, and focused this year on finance. Another joint endeavour, with the UNDP-World Bank Water and Sanitation Program/PROWESS is *GENPACK*, a basic library of gender publications and videos available from IRC, for those in the field who do not have ready access to gender materials. A women's technology source book prepared at IRC by a consultant for UNIFEM was near publication at the end of the year.

In collaboration with SNV, a special gender briefing programme was developed, not only for those working in the water sector, but also for those active in other development sectors such as irrigation, water and land use programmes, and education and health.

With funding from DGIS, and together with two authors from the Asian and Latin American regional gender field guides prepared in 1994, IRC attended the NGO Forum of

the 4th World Conference on Women in Beijing, China. The three women facilitated a workshop at the Forum with the theme "Practical Gender Methodologies in Water and Sanitation". They presented the gender field guides to a larger audience, promoted the development of practical gender methodologies, and facilitated the sharing of experiences and development of contacts among the NGO international community.

At a workshop on communication through folk theatre in Kerala, India, IRC was requested by the Royal Netherlands Embassy to present gender aspects in communication from an international angle and to prepare a report for use in Netherlands-assisted programmes in that country.

For DGIS a sector paper on women and water was being prepared at the end of the year, and for the WSSCC Working Group on Gender Issues a chapter on training was contributed to a gender issues source book for policy level staff.

HYGIENE AND BEHAVIOURAL CHANGE

A change in human behaviour is necessary if water supply and sanitation systems are to realize health benefits. IRC aims to contribute to this change through hygiene promotion and education.

Hygiene Promotion

IRC's most prominent activity in the area of hygiene promotion is the course, *Hygiene Education and Promotion: Planning and Management for Behavioural Change*. An adaptation of the course was offered for the first time in Spanish at CINARA in Colombia as *Hygiene Education in Water Supply and Sanitation Projects*, and will be repeated in 1996. Preparations for a French hygiene course are under way with CREPA in Burkina Faso.

Requests were received for advisory services on hygiene issues in Niger and Togo. In Niger, together with a partner from Burkina Faso, hygiene and sanitation components of the Dosso Rural Water Supply Programme were reviewed and recommendations were made for the Village Water Supply Programme funded by the Netherlands Government and Conseil de l'Entente Niger. In Togo, UNICEF requested IRC to assist in planning for water supply, sanitation and hygiene education for their Guinea Worm eradication programme.

Another request from UNICEF led to collaboration on two hygiene-related publications for a joint UNICEF-WHO strategy for hygiene education in the sector. *Hygiene Education in Bangladesh* and *Motivating Better Hygiene Behaviour: Importance for Public Health Mechanisms of Change* were prepared by IRC and published by UNICEF. In an advisory capacity for the Netherlands-assisted programmes in India, IRC prepared a position paper on improving hygiene behaviour through participatory health engineering and programmes for behavioural change.

School Sanitation

Changing the behaviour of children through the school environment is one of the most effective ways to ensure appropriate hygiene habits. At a national seminar on school water supply and sanitation in Sri Lanka, IRC presented a paper on the status of the situation in the South Asian region. To spread the word on school sanitation activities from all regions, *Notes and News on School Sanitation* was launched, the first of a new IRC publication series called *Notes and News*. The first four-page issue contained articles on school sanitation experiences and developments, and resulted in the formation of an international school sanitation network.

In three counties in the Valle and Cauca regions of Colombia, a sanitation programme was initiated by CINARA with support from IRC. The programme began with a participatory problem identification. A proposal was then prepared for improvements to household latrine and school facilities, which has resulted in a follow-up project being supported by UNICEF.

OPERATION AND MAINTENANCE

An essential factor for the sustainability of water supply and sanitation services is their proper operation and maintenance (O&M). IRC's activities in this area continue in the context of its membership in the WSSCC Working Group on Operation and Maintenance.

The successful O&M training package developed by IRC has been translated into French and was the basis for a three-week training course held together with IPD/AOS, EIER and ETSHER in Burkina Faso. The course was preceded by a regional workshop on O&M sponsored by WHO. Burkina Faso was also the site of a O&M workshop sponsored by WHO and organized by CREPA and IRC. In Mozambique, where the training package has been translated into Portuguese, a regional and a national O&M workshop were held on initiative of the Working Group on O&M.

To further disseminate information on O&M, IRC has prepared two new publications on this subject. *Making Your Water Supply Work* was published in the Occasional Paper Series, and will soon be followed by *Linking Technology Choice with O&M* which was nearing completion at the end of the year.

COMMUNITY FINANCING

User payment of services goes hand-in-hand with operation and maintenance to ensure the long-term sustainability of water and sanitation interventions.

The case for micro-credit schemes as a means of mobilizing financial resources for water supply and sanitation systems in developing countries is argued in *Le Micro-crédit pour l'eau et l'assainissement*, which appeared in the Occasional Paper Series. Research for the paper was carried out at IRC by an economist from Cameroon.

URBAN WATER SUPPLY AND SANITATION

Over the past years, IRC has made a concerted effort to develop a strategy for work in the urban context. This has led to priority being given to activities in the urban field and hence a short-term strategy. A conceptual framework on the direction of IRC in the urban field was developed in 1995.

The framework identifies six strategic elements which must be considered in all IRC activities related to urban areas. These elements are the legal and regulatory framework; the social context; appropriate technology; the economic and financial context; the environmental context and the political and institutional context. Specific attention is given to the integrated nature of urban infrastructure services. Focus is on water supply, drainage, excreta disposal and solid waste collection and treatment. Although activities always have people and improvement of their living conditions as the starting point for negotiation, IRC's role is not specifically in the communities themselves. Community mobilization is a task for community-based organizations and NGOs, while IRC's focus is much more on linking and facilitating through information and communication between municipal authorities, other partners and the community. This applies not only to technology, but also to the institutional linkages and capacity building at the different levels. The principle of subsidiarity is applied in these linkages as much as possible.

At present, information, communication and collaboration between the urban sector and the water and sanitation sector is not well developed. This leads to duplication of efforts and sometimes conflicting policies, not only at national and municipal level, but also within and between ESAs. As an institution concerned with improvement of information and communication, IRC endeavours to bridge the gap between these two sectors.

Target urban areas in which IRC is involved are not confined to low-income urban areas of large cities. Infrastructure provision in small and medium-sized towns is also targeted.

IRC has been involved in advisory services for a number of integrated urban infrastructure projects in Tanzania, Kenya and Yemen (see page 25). Moreover, a session on urban water supply and sanitation has been incorporated in the courses which are given in East Africa in collaboration with NETWAS.

UNCHS (Habitat) invited IRC and partners to compile a selection of ten 'best practices' for its forthcoming Best Practices Competition at the HABITAT II World Conference in Istanbul, Turkey. Just prior to going to print IRC was informed that three of the ten cases were among the top 100 submitted. Other experiences, such as services in urban areas by community-based organizations and NGOs, are regularly featured in IRC publications such as *Highlights* and *Woman, Water, Sanitation*.

TECHNOLOGY

IRC has long acknowledged the importance played by the integration of the social and technical sides of water supply and sanitation provision in the sustainability of these interventions. IRC's activities are carried out in a participatory fashion at the local level, providing agencies and users with hands-on experience. These projects are characterized by a multi-disciplinary team approach, the use of innovative participatory techniques for both social and technical aspects, and suitability for replication in other regions and on a larger scale.

Pre-Treatment

CINARA and IRC began conducting research on non-chemical water supply treatment through multi-stage filtration (MSF) - a combination of slow sand filtration and coarse media filtration - in Colombia in 1988. Since its inception, the project has clearly demonstrated the success of the technology and the potential for its wide-scale application. The project, which will end in November 1996, has aroused significant interest in international meetings. Project activities this year have included specific research on dynamic roughing filtration and application of higher filtration rates, improvement of operation and maintenance, and monitoring of community-managed pre-treatment plants. One interesting spin-off of the project is that post-graduate and MSc students have become involved in this research. Several of these students are registered in a post-graduate course on environmental and sanitary engineering supported by IHE, TU Delft and UNIVALLE. Training materials for plant operators have also been developed, which were tested at a workshop with CINARA staff, plant operators and water committee members.

Until November 1996 the project will focus on completion of a manual about simple methods for water quality analysis, which will include the results of practical experience to confirm data from analytical methods. An international workshop will be held to share the project's results. The project's findings reveal that clear possibilities exist to further optimize MSF and better understand its performance. In addition, further improvement of water quality prediction through catchment surveys is crucial for future application of MSF. A research proposal is being developed to continue the study of both of these issues.

Transfer of Multi-Stage Filtration

After six years and the installation of 15 multi-stage filtration systems, the Transfer of Slow Sand Filtration in Colombia (TRANSCOL) project, funded by DGIS, will also be ending in November 1996. Whereas the pre-treatment project mentioned above and its predecessor the slow sand filtration project concentrated on developing low-cost drinking water treatment techniques in the Valle and Cauca regions, the TRANSCOL project has concentrated on replicating this technology in eight other regions of Colombia. One of the strengths of the project is that it has built on local knowledge and culture, and has given those involved the opportunity to 'learn by doing'. The project combines two key

elements: the development of regional support capacity, and joint development of demonstration projects which serve as learning environment and dissemination tool. Staff is only involved in the project on a part-time basis. For the remainder of the time they carry out other water supply projects, allowing indirect benefit from the experiences in the learning projects.

Training and learning are important aspects of the TRANSCOL project. Project workshops included one in Cali where regional representatives shared their experiences, and four regional workshops which were held to disseminate results in the various regions and to strengthen the institutional capacity of the organizations and staff involved in the project. Another spin-off of the project is that the methodology and the project experience enabled CINARA staff, IHE, TU Delft and UNIVALLE to jointly develop the post-graduate course on environmental and sanitary engineering mentioned earlier, which follows an integrated approach and meets the specific needs of the region.

Finalization of the project includes a conceptual report on technology transfer as applied in the project, including the potential of the working methodology of learning projects for the sector. The project methodology is already being applied in new projects in Colombia, in some cases fully financed by local authorities. Great interest has been expressed by Bolivia and Ecuador, where new proposals are currently under review.

Transfer of Rope Pump Technology

An evaluation of the 'Nicaraguan Rope Pump' carried out upon request of the Royal Netherlands Embassy and SNV revealed that this pump has great potential to be introduced in other countries as an appropriate option to the range of groundwater lifting technologies. Its simple design and possibility for local manufacturing contribute to low operation and maintenance requirements and costs, and user acceptability is high. Follow-up activities have been recommended to promote technology transfer to users, local manufacturers, government and non-government parties at the country level, and at the international level to ESAs, development banks, NGOs and others.

COMMUNITY MANAGEMENT

The aim of the four-year, participatory action research project *Role of Communities in the Management of Improved Water Supplies*, funded by DGIS, is to assist communities and agencies in assessing and enhancing self-reliant management of their improved rural water supply systems. The project began in 1994 and is being carried out in Africa with PAID in Cameroon and NETWAS in Kenya; in Asia with Aga Khan Rural Support Programme in Pakistan and NEWAH in Nepal; and in Latin America with Agua del Pueblo in Guatemala and CINARA in Colombia.

In 1995 focus was on developing methods and objectives for the partner institutes to work effectively with the selected communities in attaining the project goal. Village researchers

were selected and trained in workshops in Nepal, Cameroon, Colombia and Guatemala. During the year the project teams began identifying problems and potential solutions in their respective villages. Many gender-specific appraisal techniques and adapted PRA tools such as village walks, Venn diagrams and inter-village exchanges were used in this problem identification process.



Members of the Pakistani and Nepali teams tested participatory tools during a regional workshop in a village near Katmandu. Here a village water system is being mapped.

Photo: E. Bolt, IRC

National impact in each country has resulted from links between the project's national reference groups and national sector organizations. These groups have been established to create a platform for acceptance and discussion and to ensure that problems felt by national sector organizations are addressed.

Plans to develop a more active dissemination, sharing and capacity-building strategy have been proposed to DGIS. Pending approval of the proposal, the current partner organizations will remain involved after the year 2000 to train water sector staff and share project experiences and results with a wider international audience.

At the WSSCC's Global Forum in Barbados, IRC was invited by DGIS to present the results of the project to date and to make recommendations to the Council on community management. Here a new Working Group on Community Management and Partnerships with Civil Society was established, which will present the Council with best practices of community management approaches with a view to changing policies of governments and ESAs towards an enabling environment for community management.

Another action research project has begun in partnership with IDEAS in communal kitchens and community centres in the Ate-Vitarte area near Lima, Peru. The project looks at the technical and social processes of the implementation of sanitary modules, and deals with the supply of water and sanitation within community services. In that context a two-day participatory assessment on technical aspects of peri-urban water and sanitation systems was held. A technical catalogue of water and sanitation systems in communal centres will be produced, as well as a manual on agency-community intervention in water and sanitation projects.

In Honduras, a six-day national workshop for water and health sector staff marked the end of IRC's three-year involvement in the hygiene education and community management components of a KfW-funded water supply project. IRC assisted the Ministry of Health (SANAA) in this project involving 46 communities in the Choluteca region. The workshop aimed at broader dissemination of the 15 community management and hygiene education modules which had been developed, field tested and implemented during the course of the project, and spreading the project experiences.

WATER RESOURCES MANAGEMENT

Mismanagement of water and land resources is putting human health and sustainable social and economical development at risk, and can have very negative consequences for domestic water supply. Despite international agreement on the urgency of this problem, linkage between recognized water management principles and activities in the drinking water supply and sanitation sector have not yet been properly established. To this end, an evaluative case study of promising approaches, which will enable others to learn from experience, had been submitted for funding at the end of the year. This is a follow-up project to *Towards Better Water Resources Management : A Catalogue of Policies and*

Strategies of External Support Agencies prepared for OECD/DAC in 1994. The training department also touched upon water resources management in its briefing programmes, and IRC's advisory support to DGIS concentrated this year on water resources aspects.

IRC's involvement in water resources management in future will focus on community management of water resources with an emphasis on maintaining both a sanitary human environment and sustainable drinking water supplies.

COMMUNICATION AND SOCIAL MOBILIZATION

In 1993 the WSSCC, at its meeting in Rabat, Morocco, mandated IRC to lead activities for the Working Group on Communication and Information. In this context work focused on developing a communication strategy for improved programming. The entry points are practical approaches to communication, mobilization and participation activities at the country level.

Concrete activities are currently taking place in Guinea Bissau. This country has become only the second in Africa to have developed its own national Social Communication Strategy, which recognizes the value and importance of development communication. UNICEF and IRC are assisting the Ministry of Industry, Energy and Natural Resources to develop and implement strategies related to environmental hygiene, water and sanitation which take a communication approach and have a behavioural impact. The focus is on villages and their demands, needs and capacities. The programme aims to build teams of trainers for inter-sectoral animation training, try out village-based strategies, and train village-level animators for environmental health. Funding for this activity is being provided by the UNICEF Committee of the Netherlands.

At its Third Global Forum in Barbados, the Council stressed the need to change the way sector issues are addressed and the way development and management of services are dealt with. Advocacy for attitudinal and behavioural change will therefore be a high priority for the Council in the coming years. A Working Group on Advocacy and Dissemination Strategies, to be coordinated by IRC, has been set up by the Council. This group will carry the unfinished agendas of the earlier Working Group on Communication and Information.

TRAINING AND BRIEFING PROGRAMMES

Training became a structural part of IRC's programme in 1986. The overall objective of these activities is to provide those involved in the sector with the opportunity to update and supplement their knowledge on sector issues and to improve their skills to manage projects. The training methodology is based on the belief that the sharing of one another's knowledge and experiences is a valuable learning tool. Common to both the training programmes and the shorter briefing programmes is two-way communication - participants engage in intensive discussions with staff resource persons, and also make optimal use of documentation to prepare plans for their projects.

BRIEFING PROGRAMMES

Briefing Programmes are one- to ten-day, tailor-made programmes at IRC, intended to prepare participants for a new assignment abroad or to expand their knowledge of a certain topic in an ongoing assignment. An increasing number of senior staff attend these programmes, and in a number of cases further collaboration with the participant's organization has resulted.

Upon request of SNV, a briefing programme focusing specifically on *gender* was developed this year. A unique aspect of this programme is that it is not just limited to water supply and sanitation, but is suitable for all sectors of development work. Over a period of six months the Gender Briefing Programmes drew as many participants as all of the briefing programmes in 1994. Towards the end of the year other organizations were also sending participants to the gender programmes. Another special briefing programme, on emergency water supply and sanitation, was developed and tested.

SHORT TRAINING COURSES

For those desiring more in-depth training on key sector issues, three-week training courses are offered on three continents and in the Netherlands. The objective of the courses is to enable participants to plan the improvement of their professional situation by building on their own experience and knowledge and that of the resource persons involved.

With the increased popularity of the courses abroad capacity building at the regional level has been necessary to keep up with demand, and with promising results: the percentage of participants attending IRC courses abroad has grown from 60% in 1994 to 78% in 1995. A combination of local and IRC expertise, together with the advantage of working with participants from a similar environment are key contributing factors in the success of the training courses abroad.

IRC's flagship course, *Management for Sustainability in Water Supply and Sanitation Programmes*, continues to be popular among donor institutions. Readily adaptable, the course can be given an urban or rural emphasis, depending on the participants' needs. Other courses abroad this year included a Spanish adaptation of *Hygiene Education and Promotion: Planning and Management for Behavioural Change and Operation and Maintenance for Water Supply and Sanitation Programmes*, based on the training package developed in the context of the WSSCC Operation and Maintenance Working Group. As part of a capacity building process, organization of all IRC's courses abroad is gradually being transferred to the regional partners.

1995 Courses at a Glance

Course	Location	Partner	Language
Management for Sustainability in Water Supply and Sanitation Programmes	Netherlands	MDF	English
	Kenya	NETWAS	English
	Cameroon	PAID/WA	English
	Burkina Faso	IPD/AOS	French
	Colombia	CINARA	Spanish
	India*	NRTC, ODA	English
	Sri Lanka*	CWSSP, Sarvodaya	English
Uganda*	NETWAS	English	
Operation and Maintenance for Water Supply and Sanitation in Rural Areas	Burkina Faso	IPD/AOS, EIER, ETSHER	French
Hygiene Education and Promotion: Planning and Management for Behavioural Change	Netherlands		English
Hygiene Education in Water Supply and Sanitation Projects	Colombia	CINARA	Spanish

* courses organized upon request

New Developments

Organizing courses upon request at country level is a relatively new development at IRC. For the second consecutive year the *Management for Sustainability* course was organized on request of ODA with the NRTC in Maharashtra, India. NETWAS organized the course upon request of UNICEF Uganda, and in Sri Lanka, the course was held upon request of the Community Water Supply and Sanitation Project and Sarvodaya. In such cases the regional partner plays an important role in the course organization, while the role of IRC is of a supportive nature.

New developments for the coming year include a hygiene education course in Burkina Faso organized jointly with CREPA, and a course on project and programme monitoring at IRC.



Management for Sustainability course participants work in group sessions at the Nashik Research and Training Centre in Maharashtra, India. Photo: I. van Hooff, IRC.

LECTURES

IRC staff members are regularly invited to lecture for predominantly Netherlands-based organizations including the Royal Tropical Institute (KIT), IHE, Agricultural University of Wageningen and the TU Delft. Topics include gender, water treatment, and water and sanitation.

PUBLICATIONS: SHARING OUR KNOWLEDGE

IRC publications support the general aims and activities of the organization by collating and disseminating news, information, and experience on pertinent sector issues, trends and developments, including the results of its own research and advisory activities, to meet the needs of selected target audiences in partner institutions and in the sector as a whole. The current list of publications contains over 100 titles in four languages. Cooperation with partners on specific issues may also often result in joint publications which are not always classified in the IRC series.

NEW SERIES

In addition to the Technical and Occasional Papers, and Reference and Training Series, two new series were added to the publications programme this year. *Project and Programme Papers* comprise studies, field reports, evaluations and other documents emanating from projects. The information in these papers is useful for limited target audiences. The second new series *Notes and News* is intended to be a group of occasional newsletters designed to disseminate, free of charge, information, and experience on current developments in specific areas as the need arises.

NEW PUBLICATIONS*

Gender Issues

In 1993 three regional workshops were held in Africa, Asia and Latin America to prepare field guides on how to promote a gender approach in water supply and sanitation projects. Published in 1994, the guides were followed this year by an updated and revised version of the background document for the workshops, *Gender in Community Water Supply, Sanitation and Water Resource Protection: a guide to methods and techniques* in the Occasional Paper Series.

GENPACK, a basic library containing eleven gender publications and a video, was compiled by the UNDP-World Bank Water and Sanitation Program/PROWWESS and IRC for those in the sector who do not have ready access to these materials.

Operation and Maintenance

The Occasional Paper *Making Your Water Supply Work: operation and maintenance of small water supplies* provides recent information and trends on operation and maintenance of commonly encountered water supply systems in small communities.

* For more information on the contents and on recently translated titles, see Annex V: New Publications

Community Financing

Le Micro-crédit pour l'eau et l'assainissement in the Occasional Paper Series argues the case for micro-credit schemes as a solution for mobilizing resources for water supply and sanitation systems in developing countries.

Water Supply

Towards Sustainable Water Supply: eight years' experience from Guinea Bissau, in the new Project and Programme Papers series covers experiences in a project which focuses on the development of a decentralized maintenance system and standardization of handpumps. It has been published in both English and Portuguese.

La Durabilité des programmes d'approvisionnement en eau: un cadre conceptuel. Analyse des acquis et défis du Projets Puits Artisanaux au Nord-Bénin (The sustainability of water supply programmes: a conceptual framework) is an analysis of achievements and challenges of a well project in North Benin. It appears in French as a Project and Programme Paper.

Health and Hygiene

Notes and News on School Sanitation appeared as the first newsletter in the new Notes and News series.

All of these new publications were announced, along with the existing collection, in a publications catalogue with a new format. The larger catalogue has sections in English, French, Spanish and Portuguese, and each section is divided into subject areas.

PERIODICALS

Woman, Water, Sanitation

The annual abstract journal *Woman, Water, Sanitation* continues to present an annual review of gender issues in the water and sanitation sector to subscribers world-wide. The 1995 issue focused on finance.

Highlights

Highlights is a bi-monthly current awareness bulletin compiled by the Documentation Unit, which at a low cost provides readers in the field and sector organizations with an edited selection of news items and content pages from specialist journals, on a myriad of water and environment-related subject areas.

Water Newsletter

The *Water Newsletter* spreads information about new developments and trends, field experiences, publications, courses and events ten times per year in English, and five in French as *Faits Nouveaux*, to some 7000 subscribers internationally.

TRANSLATIONS

IRC publications are normally issued first in one language and translated into others according to the needs of users and the availability of resources. These translations are most often funded by donor organizations or by NGOs in developing countries. In 1995 two publications were translated into Portuguese and one into French, and several other French translations were in progress at the end of the year.

PROVIDING INFORMATION

IRC's Documentation Unit continues to keep colleagues in the sector abreast of the latest developments by keeping its information up to date, and by developing new means of access to its growing collection of materials on water supply, sanitation and the environment. Its library has a collection of over 10,000 current publications and unpublished project reports, as well as videos, slides and educational materials. The collection is supplemented with databases on CD-ROM and those available from commercial database hosts and through the Internet.



Training participants make extensive use of IRC's Documentation Unit. Photo: IRC

EXTERNAL INFORMATION SERVICES

By far the largest group of users of the Documentation Unit services are participants in IRC training and briefing programmes. For those who are not able to visit IRC, regular access to information can be obtained through an SDI (selective dissemination of information) subscription. On-demand literature searches provide reference lists from various sources on specific water supply and sanitation-related subjects. A document delivery service for subscribers to the current awareness bulletin *Highlights* and recipients of reference lists is also maintained.

To make sector information more readily accessible, an update of the guide to information sources published in 1993 is in preparation with the working title *Interwater Guide to Information Sources*.

LIBRARY MANAGEMENT

In follow-up to a quality manual compiled for library procedures in 1994, quality audits were performed on document selection, data entry in the IRCDOC database, and the production of *Highlights*. The quality reports which resulted from the audits provide guidance for the efficiency of day-to-day work.

In the framework of overall discussions on IRC automation, software for the library databases is also under scrutiny. The coming year may see a change to another, more advanced software system which will result in a database that, among other improvements, will be more user friendly.

PROVIDING ADVICE FOR SUSTAINABLE PROJECTS AND PROGRAMMES

IRC provides advisory and evaluation services to local sector organizations and external support agencies including NGOs. Wherever possible, this occurs in collaboration with partner organizations in developing countries, so as to ensure more cost-effective services and enhanced local capacities.

Whether short or long term, the common element to all of IRC's advisory services is the use of participatory methodologies, which create an innovative environment and opportunities for learning. All of those involved gain access to 'global' information and experiences through IRC staff and documentation.



IRC consultant and pump caretaker discuss the functioning of a Nicaraguan Rope Pump as local users look on. Photo: M.P. Lammerink, IRC

These services contribute to IRC's diagnosis of sector problems and provide field-tested approaches and solutions. Intensive contact with project and government staff in the field offers an excellent opportunity to promote and exchange general information on innovative approaches and new sector developments. IRC then processes this information and feeds it back to users world-wide, allowing them to benefit from the experiences and success stories of others.

ONGOING ADVISORY SERVICES

Ongoing, longer-term missions entail chiefly donor and project support and backstopping. IRC's involvement ensures monitoring and guidance of programmes over an extended period of time, thus contributing to their long-term sustainability.

India

Since the 1980s IRC has been requested to support the Netherlands-assisted programme in India, which cooperates with the Indian Government in developing participatory approaches to water and sanitation in Gujarat, Kerala, Uttar Pradesh, Andhra Pradesh and Karnataka states. As policy advisor IRC support focused this year on water resources aspects. In addition, staff attended a national workshop in Kerala on ESA-assisted rural water supply and environmental sanitation projects. Papers prepared in the advisory capacity were on improving hygiene behaviour through participatory health engineering and programmes for behavioural change, and on problems and activities related to the Netherlands-assisted programme. A joint publication on the socio-economic units' experiences with the community-managed sanitation programme in Kerala is in preparation and will be published in 1996.

Namibia

In Namibia IRC monitors the sustainability and effectiveness of Netherlands-financed rural water supply schemes. It also assists the Directorate of Rural Water Supplies and national- and regional-level staff in situation analysis and developing methodologies and tools for effective community management of piped water supply schemes.

Pakistan

In Pakistan IRC gives support to the Netherlands Government and the Project on Rural Water Supply and Sanitation in Baluchistan. Attention focuses on institutional and organizational aspects, project methodologies, community participation and gender, and training.

SHORT-TERM MISSIONS

Short-term missions vary from preparation of project proposals and facilitation of workshops to project appraisals and evaluations. An overview is given in the table on the next page.

Short-Term Missions in 1995		
Country	Nature of Mission	On Request of
ASIA		
China	analysis and documentation of improved latrine experience in Henan Province	UNICEF
AFRICA		
Ivory Coast	organization of monitoring and evaluation workshop	World Bank (GREC)
Kenya	use of visual planning techniques for slum upgrading	UNCHS (Habitat)
	assistance in initiating trial on latrine-emptying system in Kibera	Manus Coffey Associates
Mozambique	assessment of information management situation at national and provincial level	DGIS
Namibia	review of the Water Supply and Sanitation Project in Ohangwena Region	FINNIDA
Niger	review of and recommendations for hygiene and sanitation components of Dosso Rural Water Supply Programme	Village Water Supply Programme
Tanzania	proposal development for low-income urban improvements in Dar es Salaam	UNCHS (Habitat)
Togo	planning for water supply, sanitation and hygiene education for Guinea Worm eradication programme	UNICEF
Yemen	6th monitoring mission of Rada Water Supply and Sanitation Project	DGIS
	development of a strategy for sanitation provision, for fifth phase of Netherlands Support Rural Water Supply Department Project	DGIS
Zanzibar	support in preparation, and subsequent appraisal of proposals for Zanzibar Urban Water Supply Project	FINNIDA
LATIN AMERICA		
Ecuador	participatory post-project evaluation of 40 water supply systems	CARE
Nicaragua	evaluation of Nicaraguan rope pump	Royal Netherlands Embassy, SNV

DEVELOPING RESOURCES

Existing knowledge and experience must be made available to a wide audience to enable the effective and efficient development of the sector. This requires an increased emphasis on support services and information management at national level. In relation to this the development of national resource centres is emerging as an issue for which capacity building and management support at the global level are needed. Building on past and current experiences, and with a view to future developments in the sector, IRC is preparing for a more profound support role in this area in the coming years.

Latin America

Colombia's CINARA has, in continuous partnership with IRC, evolved from a working group at UNIVALLE in Cali, into a regional water supply and sanitation resource centre with its own documentation unit and training facility. As such it is probably the best example of IRC's efforts towards institution-building. Particularly the pre-treatment and TRANSCOL projects have been very important for this development, as they include funding that was earmarked for staff training, documentation unit development, and development of training courses for sector staff.

In 1995 IRC staff spent several months at CINARA assisting staff in setting up and developing a management structure for its documentation unit. Objectives, strategies and work plans were developed which not only aim at further development of the unit and information outreach, but also include a specific objective to increase self-financing through services, projects and possible grants.

CINARA works closely with municipal and regional authorities to provide training to sanitary engineers, health promoters and slow sand filtration plant operators. Together with IRC staff, the centre also offers the IRC courses *Management for Sustainability* and an adaptation of *Hygiene Education and Promotion: Planning and Management for Behavioural Change*. As with all IRC courses abroad, IRC's input is gradually decreasing as the resource centre gains the capacity to continue on its own. CINARA also works closely with UNIVALLE, IHE and TU Delft on a post-graduate programme on sanitary and environmental engineering. In 1995 CINARA acquired the status of a semi-autonomous Institute of Development Studies, which will enable it to expand the scope of its socially-oriented training and development services. With its new status, CINARA is now in a position to provide its own multi-disciplinary, field-based MSc programme.

Together with IRC, CINARA has recently been exploring the possibilities of establishing additional resource centres which are urgently needed in South and Central America.

Africa

In East Africa IRC has been involved in helping NETWAS in Kenya develop from a water and sanitation network into a resource centre for the region. NETWAS is IRC's regional partner in the four-year community management project being carried out in three regions. Further activities this year centred on joint development of training courses. Part of the capacity-building process includes the independent organization of the *Management for Sustainability* course by NETWAS. The centre co-facilitated a country-specific *Management for Sustainability* course in Uganda on request of UNICEF this year. A second course is scheduled for 1996, and it is also being adapted for UNICEF's "Operation Lifeline Sudan". To further strengthen its role as a regional centre, NETWAS and IRC are investigating joint activities in the area of advisory services and research projects, and examining the possibility of making NETWAS an independent outlet for IRC publications.

The need for resource centres in West Africa has been recognized, and with this in mind working relationships with CREPA in Burkina Faso are being further developed. Next to ongoing preparations for joint training and publication activities, the possibility of supporting the development of a documentation unit is being discussed. With PAID in Cameroon activities are currently focused on training courses and on research activities being carried out in the context of its role as a regional partner in the community management project mentioned above.

GLOBAL ACTIVITIES

Water Supply and Sanitation Collaborative Council

At its Third Global Forum in Barbados in October, the WSSCC endorsed advocacy and communication strategies as a mandated activity. This activity has three components: improved programming through communication, mobilization and participation (known as IPC), with a pilot approach in Guinea Bissau; advocacy strategies; and INTERWATER, a World-Wide Web information server on the Internet.

In Barbados the Council endorsed IRC to take the lead in developing advocacy programmes for water and environmental sanitation in general and selected key issues in particular, in order to consolidate the many, often conflicting messages now being circulated. Its many contacts place IRC in a unique position to support activities carried out at local, national and global level. The centre will build on existing advocacy activities around selected sector issues, in which other key players are already involved.

The Council also agreed to support the INTERWATER initiative introduced by various partners at that meeting. INTERWATER has been created to enhance collaboration among developing countries and ESAs. IRC became involved with the network at a steering committee meeting of INTERWATER (then provisionally known as 'WENDY') partners in South Africa. In the context of its involvement in the INTERWATER initiative, preparations for IRC's own information page on the World-Wide Web were already well under way at the end of the year.

IRC is also active in the Council's Lusophone Initiative, which was made a Council-mandated activity in Barbados, and concentrates on issues related to the problems of gaining access to sector information in the Portuguese language. With partial funding from the Netherlands Government, IRC staff followed up an earlier mission to Guinea Bissau and Angola with a visit to Mozambique to continue an assessment of the information management situation in Portuguese-speaking African countries.

Noordwijk Follow-Up

In follow-up to the Ministerial Conference on Drinking Water and Environmental Sanitation held in Noordwijk in 1994, IRC, upon request of the Ministry of Housing, Spatial Planning and the Environment (VROM), prepared three booklets based on the conference materials: i) *A Developing Crisis*, ii) *Achievements and Challenges*, and iii) *No More Business as Usual* were published under the collective title *Water and Sanitation for All: A World Priority*. At the end of the year, IRC was providing assistance to the ministry in following up on the commitments made by various countries at the conference.

Sector Advocacy

Decision makers at all levels must be made aware of the benefits and importance of the sustainability and hygienic use of water supply and sanitation facilities. Their commitment and support is essential if people in urban and rural areas of developing countries are to be mobilized into being partners in improved two-way water and sanitation programming and sustained hygienic behaviour. To obtain this commitment, awareness raising, or advocacy, is needed.

Since the early seventies IRC has been raising sector awareness through a mix of information activities on key issues such as community participation, involvement of women, and integration of appropriate technology issues with software issues.

In 1995, the centre allocated additional professional time to increase its sector advocacy activities. Joint activities were being discussed with various UN agencies and bilateral donors and inputs on sector advocacy were provided on request of the Interagency Steering Committee for Water Supply and Sanitation and the WSSCC.

In its own advocacy activities, IRC will try to concentrate on three themes: 'IPC', 'people and environmental sanitation', and 'people and troubled waters'.

The *Water Newsletter*, which in 1994 became the official vehicle for reporting the activities of the WSSCC, is one of the tools IRC uses to convey news about pertinent sector issues. With a circulation of over 6000 in English and 1000 in French, key messages reach those committed to the sector at all levels. Other advocacy work is carried out by staff through contributions to sector periodicals such as *Waterlines*, papers and presentations at workshops and seminars (see Annex VI), and lectures at international courses.

Several specific advocacy support activities were undertaken for partners in 1995.

UNICEF Advice was given on advocacy and promotion for sanitation in Henan Province, China, which resulted in a case study report, communication guidelines and a draft briefing brochure for decision makers. The publication *Hygiene Education in Bangladesh* prepared by IRC for UNICEF in 1994, was distributed on a large scale to developing country government staff and universities as an awareness-raising activity.

UNICEF/
INSTRAW In support of country advocacy activities around World Water Day (March 22) an announcement on "Women and Water" was distributed to IRC partners and resource centres. UNICEF and INSTRAW provided basic global information, to which the countries added their own feature materials.

WSSCC

Two papers on advocacy for sanitation were contributed to the Council's Working Group on Promotion of Sanitation.

INFOTERRA
(UNEP)

Collaboration began on water awareness raising through their National Focal Points. They were sent advocacy and communication booklets produced by the former Collaborative Council Working Group on Information, Education and Communication.

Interagency
Steering
Committee for
WSS

In the Steering Committee's annual meeting a presentation was made on sector advocacy. The discussion highlighted the high range of perceptions which existed within the Committee on what constitutes 'advocacy'.

GENERAL MANAGEMENT

Implementation of a regional focus has begun at IRC so as to strengthen its demand-driven approach, with activities being initiated from the regional perspective. This in turn has led to a reorganization of staff into four groups: Africa region, Asia region, Latin America region and Home Base. The Home Base group oversees activities centred in The Hague such as documentation services, desk research, and publication development.

1995 marked the beginning of an external evaluation of IRC. With support of the Governing Board and funding from DGIS, a core evaluation team representing Africa, Asia and Latin America interviewed IRC staff on key issues. Subsequently nearly 200 people in the respective regions were interviewed about their experiences with IRC. The core team, together with an independent international steering committee comprised of seven members, will present their findings and recommendations to the IRC Governing Board in early 1996.



*IRC staff and evaluation team discuss policy and programming.
Photo: J. Cardoso, Guinea Bissau*

GOVERNING BOARD

The members of the Governing Board represent WHO, UNDP, UNICEF, UNDP-World Bank Water and Sanitation Program, WSSCC, and the Netherlands Government (Ministry of VROM, and DGIS of the Ministry of Foreign Affairs). The chief function of the Governing Board is to guide IRC in its approach to its mandate, and to approve plans and budgets. Next to these routine matters, the external evaluation and IRC's move to a new location in 1996 were the chief issues on the agenda this year.

MANAGEMENT TEAM

The Management Team was expanded with three new members to a total of seven, and now includes two women. The Director; Administrator; Regional Managers for Africa, Asia, and Latin America; and the Home Base and Research Managers comprise the team. The Management Team oversees preparation of budgets and annual and longer-term plans for submittal to the Governing Board, and discusses recruitment and new projects. Other agenda items this year included the implementation of the new organizational structure, external evaluation, and housing.

STAFF

Some 40 individuals of 12 nationalities and with diverse areas of expertise contribute to IRC's work (see Annex II). The IRC organization chart (see page 54) is comprised of IRC's regions and mechanisms. Staff 'float' in this matrix, as their activities may involve more than one mechanism in one region, or vice versa. The staff is supplemented with consultants, often from developing countries, who carry out a wide range of short-term assignments on behalf of the centre. During the year consultants assisted IRC with advisory missions, various publications and follow-up activities to the Ministerial Conference held in Noordwijk in 1994.

BUDGET

IRC's total operating budget for 1995 was 6,842,000 Dutch Guilders, of which 2,100,000 was provided in the form of a core subsidy from the Netherlands Government. The remainder was generated by the various IRC programmes.

Changes in the water supply and sanitation sector have prompted the establishment of a temporary 'renewal fund' to enable IRC to invest in activities pertaining to new issues. Investments will go towards research in areas such as water resources management, resource centre development, and the development of local partnerships.

1995 BALANCE SHEET
(thousands of Dutch Guilders)

Income		Expenditures	
<i>Programme Income</i>		<i>Personnel costs</i>	
Field Research	2,355	Salaries	2,927
Advisory Services	642	Operational reserves	29
Training and Briefing	730	Miscellaneous	112
Publications	40	Consultants	<u>14</u>
Desk Research	249		
Information Management	81		
Public Information	<u>359</u>		
Subtotal-Programme Income	4,456	Subtotal Personnel Costs	3,082
<i>Other Income</i>		<i>Overhead Costs</i>	
Subsidy	2,100	Overhead Costs	915
Publications	130	Direct Project Costs	<u>2,845</u>
Other	<u>98</u>		
Subtotal-Other Income	2328		
Negative Balance	<u>58</u>		
Total income	6,842	Total expenditures	6,842

* US\$ 1.00 in 1995 = approx. dfl. 1.67

LOOKING AHEAD

During 1995 IRC went through an external evaluation to assess (i) the effectiveness and impact of its activities in its role as international resource centre and collaborator with partners in developing countries and (ii) the strengths and weaknesses in its general approach. Furthermore the evaluation was to formulate recommendations for future IRC policy, strategy and programming to realize the potential of the institution within the water and sanitation sector.

By December 1995 the results of the evaluation had begun to take shape and it became clear that over the years IRC has been particularly successful in promoting the integration of socio-economic and technical aspects of water supply and sanitation. The evaluation team concluded that in that context IRC's greatest strength was in "software" aspects and that it had much to offer in continuing to apply that strength to rural water supply and sanitation, and, in accordance with its plans, gradually also to urban settings and in water resources management. The process should be to facilitate appropriate sustainable behaviour change at community and institutional levels, including governments and ESAs, while continuing to build on rural and urban communities' aspirations and opportunities and on their control of water and sanitation services. IRC's people-oriented vision was thus, through the evaluation, confirmed by IRC's partners.

The evaluators also found that to realize this vision, IRC could make its best contribution to the sector by focussing on capacity building through partner institutions in developing countries. Through country contacts, coordinated through IRC's recently adopted regional structure, IRC's programme mechanisms: research, training, advisory services, advocacy, publications and documentation services should support this strategy.

With these and other outcomes of the external evaluation, many of IRC's plans for the future were confirmed. With people-centered programming and management as the long-term goal, and capacity building as the means towards that end, even closer relationships with partners in developing countries will be sought, particularly with resource centres and resource centres-to-be.

On the global front IRC will continue its contributions to the WSSCC and other fora that support the water and sanitation sector. Where it can it will contribute to global developments through its research and development activities, its provision of information, and advocacy.

On the home front efforts will be undertaken to apply tools that are conducive to promoting a dynamic learning organization, in harmony with the centre's goal and

strategies. IRC will also optimize its financial management system and place more emphasis than in the past on creating an awareness for its products and services.

In the last chapter of the 1994 Annual Report it was suggested that from the viewpoint of the changes occurring at present, 1995 might well be the beginning of a new chapter in the sector's history. While it may be too early to draw that conclusion for the sector, for IRC 1995 certainly marked a new beginning.

Annex I Governing Board

Mr. J.B. Hoekman (Chairman)	Former Ambassador
Mr. G.W. Ardon (Secretary)	Head, Water Supply and Environmental Quality Division Directorate-General for Environmental Protection Netherlands Ministry of Housing, Spatial Planning and the Environment
Prof. W.J. Kakebeeke (Treasurer)	Assistant Director-General for International Environmental Cooperation Directorate-General for Environmental Protection Netherlands Ministry of Housing, Spatial Planning and the Environment
Mr. H. Gajentaan	Director, Multilateral Development Cooperation and Special Programmes Directorate-General for International Cooperation Netherlands Ministry of Foreign Affairs
Mr. J.A. Boer	Acting Director, Sectoral Programmes and Technical Advisory Department Directorate-General for International Cooperation Netherlands Ministry of Foreign Affairs
Mr. F. Hartvelt	Deputy Director Science, Technology and Private Sector Division Division for Global and Interregional Programmes United Nation Development Programme
Mr. G. Ghosh	Chief, Water and Environmental Sanitation Section United Nations Children's Fund
Mr. B. Grover (from March)	Program Manager UNDP-World Bank Water and Sanitation Program The World Bank
Dr. D.B. Warner	Chief, Rural Environmental Health Unit Division of Operational Support in Environmental Health World Health Organization
Mr. R. Wirasinha	Executive Secretary Water Supply and Sanitation Collaborative Council

Annex II IRC Staff

Hans van Damme*

Director

Africa Region

Jo Smet*

Mary Boesveld (until November)

François Brikké

Mallane de Jong

Madeleen Wegelin-Schuringa**

Marc Vézina

Programme Officer, Regional Manager
Research Officer; Participatory Methodologies
Research Officer; Economic Issues, Training
Development

Programme Assistant

Programme Officer; Urban Water Supply and
Sanitation, Community Participation

Research Officer; Training Development

Asia Region

Leif Rosenhall* (from August)

Kathleen Shordt

Maria Sörensson (until April)

Heikki Wihuri

Senior Programme Officer, Regional Manager
Programme Officer; Monitoring and Evaluation, IPC
Assistant Research Officer; Social Issues
Programme Officer; Urban Issues

Latin America Region

Jan Teun Visscher*

Norah Espejo

Marc Lammerink

Esther de Lange

Tom de Veer (until February)

Eca Zepeda

Senior Programme Officer, Regional Manager
Programme Officer; Community Management
Programme Officer; Community Management
Assistant Research Officer; Water Resources
Management

Research Officer; School Sanitation

Programme Assistant

Home Base

Cornélie van Waeningh*

(from September)

Janine van Stockum (from October)

Senior Programme Officer, Home Base Manager

Programme Assistant

Training

Eveline Bolt

Ineke van Hooff

Izabel Wimmers

Research Officer, Training Manager
Research Officer; Training Development
Staff Assistant

Research

Christine van Wijk-Sijbesma*

Maria-Lúcia Borba

David Saunders (from September)

Programme Officer, Research Manager
Support Officer; Urban Water Supply and Sanitation,
Information Management
Research Officer; Water Resources Management

Advocacy

Dick de Jong

Public Information Officer

Publications

Stephen Parker

Programme Officer, Publications Manager;
Information Management
Publications Assistant

Carmen Tjon Kon Joe

Documentation Services

Bettie Westerhof

Senior Documentalist, Documentation Unit Manager

Nigel Browne

Documentalist

Cor Dietvorst

Documentalist

Lex Kruijt (until September)

Library Assistant

Ellen Swaders (from October)

Library Assistant

Management, Administration and Finance

Rob Jansen*

Administrator

Oskar Barendse (until July)

Financial Policy Assistant

Loekie Broersma

Management Officer

Irene van Dieten

Automation Officer

Jennifer Francis

Management Officer

Anneke Groenendal

DTP Processor

Lauren Houttuin

DTP Processor

Michel van der Leest

Office Assistant

Hilda de Vries

Personnel Officer

Lia Wahab

Receptionist

Nicolette Wildeboer

Public Relations Officer

Rob Winkel (from February)

Bookkeeper

* Member of Management Team

** Madeleen Wegelin-Schuringa left the Netherlands in 1993 and continues to work for IRC on a part-time basis in Nairobi, Kenya

Annex III Partners

IRC works with a broad range of partners from all parts of the world. This list includes, in alphabetical order, those who funded projects in 1995; those with whom IRC collaborated at the global and regional level; and those at the national level including resource centres, national governments, and other agencies and institutions.

Aga Khan Rural Support Programme, Pakistan: participatory action research on community management

Agricultural University of Wageningen, Netherlands: lectures

Agua del Pueblo, Guatemala: participatory action research on community management

CARE, Ecuador: evaluation of sustainability of water supply systems

CINARA, Colombia: resource centre development; training courses; post-graduate course; technology development and transfer; participatory action research on community management

Community Water Supply and Sanitation Project, Sri Lanka: training courses

CREPA, Burkina Faso: training courses, workshops, translation of publications

DGIS (Netherlands Ministry of Foreign Affairs), Netherlands: member of IRC Governing Board; ongoing advisory support services (India, Namibia, Pakistan); short-term advisory support (Mozambique, Nicaragua, Yemen); participatory action research on community management (Cameroon, Kenya, Nepal, Pakistan, Colombia, Guatemala)

EIER, Burkina Faso: training courses

ETSHER, Burkina Faso: training courses

FINNIDA, Finland: advisory and evaluation services (Namibia, Zanzibar)

GREA, Ivory Coast: monitoring and evaluation

IDEAS, Peru: action research on communal kitchens

IHE, Netherlands: lectures (Netherlands); post-graduate course (Colombia)

INFOTERRA (UNEP): advocacy (Kenya)

INSTRAW: advocacy

Interagency Steering Committee for Water Supply and Sanitation: advocacy

IPD/AOS, Burkina Faso: training courses

KfW, Germany: community management (Honduras)

KIT, Netherlands: lectures

Manus Coffey Association, Kenya: advisory services

MDF, Netherlands: training courses

Ministry of Industry, Energy and Natural Resources, Guinea Bissau: communication and social mobilization

Nashik Research and Training Centre, India: training courses

NETWAS, Kenya: member of NETWAS Advisory Board; training courses; resource centre development; participatory action research on community management

NEWAH, Nepal: participatory action research on community management

NORAD, Norway: annual abstract journal *Woman, Water, Sanitation*

ODA, United Kingdom: training courses (India)

PAID, Cameroon: training courses; participatory action research on community management

PROWESS (UNDP-World Bank Water and Sanitation Program): annual abstract journal *Woman, Water, Sanitation*; WSSCC Working Group on Gender Issues

Royal Netherlands Embassy: Gender issues (India); evaluation of rope pump (Nicaragua)

SANAA, Honduras: community management and hygiene education

Sarvodaya, Sri Lanka: training courses

SDC, Switzerland: Aguasan network; translation of publications

SNV, Netherlands: briefing programmes; evaluation of rope pump (Nicaragua)

TU Delft, Netherlands: post-graduate course (Colombia)

UNCHS (Habitat): advisory services on urban issues (Kenya, Tanzania); urban case studies

UNDP: member of IRC Governing Board

UNDP-World Bank Water and Sanitation Program: member of IRC Governing Board

UNICEF: member of IRC Governing Board; advocacy (China); communication and mobilization (Guinea Bissau); training courses (Uganda); advisory services (Togo); joint publications

UNIFEM: women and technology source book

UNIVALLE, Colombia: post-graduate course

Village Water Supply Programme, Niger: advisory services on hygiene and sanitation

VROM (Netherlands Ministry of Housing, Spatial Planning and the Environment), Netherlands: member of IRC Governing Board; follow-up activities to Ministerial Conference on Drinking Water and Environmental Sanitation

Water Supply and Sanitation Collaborative Council: member of IRC Governing Board; Working Groups on Advocacy and Dissimination, Operation and Maintenance, Gender Issues, Institutional and Management Options, Promotion of Sanitation, Community Management and Partnership with Civil Society, and Lusophone Initiative; Interwater network

WHO, Switzerland: member of IRC Governing Board; WSSCC Working Group on Operation and Maintenance

Annex IV IRC Attendance at Meetings, Workshops and Seminars

NATO Advanced Research Workshop: The Inter-Relationship Between Irrigation, Drainage, and the Environment in the Aral Sea Basin. Organized by International Land Reclamation Institute (ILRI). Wageningen, The Netherlands, 3-7 January

National Rural Water Supply and Environmental Sanitation Workshop. Organized by UNDP-World Bank Water and Sanitation Program, Regional Water and Sanitation Group - South Asia in Cochin, India, 27 February - 2 March

MINISIS Users Group Netherlands Meeting. Institute of Social Studies (ISS), The Hague, The Netherlands, 9 February

Eclipse '95 and Internet Seminar. Amsterdam, The Netherlands, 11 April

"Information Capacities and the Management of National Environmental Policy Agendas". Organized by European Centre for Development Policy Management, Maastricht, The Netherlands, 21 May

Joint India Meeting for Netherlands-Assisted Projects. Organized by IRC, The Hague, The Netherlands, 23-24 May

Meeting of WSSCC Working Group on Operation and Maintenance. Geneva, Switzerland 29 May - 2 June

Meeting of WSSCC Working Group on Institutional and Management Options. Montreal, Canada, 5-7 June

WSSCC Meeting on Water Pollution Control. Institute for Water, Soil and Air Hygiene, Bad Elster, Germany, 6-9 June

"Samenwerking in Water" (Cooperation in Water). The Hague, The Netherlands, 15 June

Annual Nordic Consultation on Low-Cost Water Supply and Sanitation. Oslo, Norway, 15-16 June

11th Aguasan Workshop "Urban Sanitation: the Challenge to Communities, Private Sector Actors, Local Governments and External Support Agencies". Organized by Swiss Centre for Appropriate Technology (SKAT) in Gersau, Switzerland, 26-30 June

Second Technical Consultation on Integrated Rural Management. Organized by WHO in Geneva, Switzerland, 27-30 June

Third Meeting of WSSCC Working Group on Promotion of Sanitation. WHO, Geneva, Switzerland, 27-28 June

WSSCC NGO Consultation. WHO, Geneva, Switzerland, 14-15 August

NGO Forum on Women "Beijing '95". Organized by the Government of China and United Nations Offices, Huairo, China, 30 August - 8 September

National Expert Seminar on School Water Supply and Sanitation. Moratuwa, Sri Lanka, 2 September

"Municipal International Cooperation" - 32nd IULA World Congress, The Hague, The Netherlands, 7 September

21st WEDC Conference. Kampala, Uganda 4-8 September

National and Regional Operation and Maintenance Workshop for Lusophone Countries of Africa. Organized by WSSCC, SDC and National Directorate of Water in Maputo, Mozambique, 26-30 September

"Zicht op Ontwikkeling" (View on Development). Anniversary Congress organized by SNV, The Hague, The Netherlands, 28 September

Water Supply and Environmental Sanitation Electronic Network for Developing Country Needs (WENDY) Inaugural Steering Committee Meeting. Organized by International Association on Water Quality (IAWQ). University of Natal, Durban, South Africa 29 September

Meeting of the Interagency Steering Committee for Water Supply and Sanitation and the UN-ACC Sub-Committee on Water Resources. The World Bank, Washington, D.C. USA, 2-3 October

Third World Bank Conference on Environmentally Sustainable Development: "Effective Financing of Environmentally Sustainable Development". Washington, D.C., USA, 6 October

21st Annual Conference of the International Association of Aquatic and Marine Science Libraries (IAMSLIC). Southampton, England, 8-12 October

WorldAid-EuroAid '95. Conference organized by Société General de Developpement in Brussels, Belgium, 11-12 October

"Habitat II: From Vancouver to Istanbul and Beyond". The Hague, The Netherlands, 16 October

"Personele Samenwerking en Institutionele Ontwikkeling in Afrika" (Personal Collaboration and Institutional Development in Africa), 10th Anniversary Congress. PSO, The Hague, The Netherlands, 19 October

International Round Table on Urban Good Governance and Participatory Development. Organized by the Development Policy Forum of the German Foundation for International Development, the Ministry of Economic Cooperation and Development, UNCHS and OECD/DAC in Berlin, Germany 24-27 October

"People and Water, Partners for Life", Water Supply and Sanitation Collaborative Council Third Global Forum. Bridgetown, Barbados 30 October - 3 November

Academic Conference: "Good Governance for Africa: Whose Governance?". Organized by University of Limburg and ECDPM, Maastricht, The Netherlands, 23-24 November

NGO/Civil Society Conference: "The Future of Africa". Organized by Global Coalition for Africa, Maastricht, The Netherlands, 25 November

Stockholm Global Water Partnership Meeting. Organized by SIDA and UNDP/World Bank, Stockholm, Sweden, 4-6 December

ITN Workshop. Harare, Zimbabwe, 4-8 December

"Sanitation in Emergency Situations". Workshop organized by OXFAM. Oxford, UK, 10-15 December

Annex V New Publications

Occasional Papers

Gender in Community Water Supply, Sanitation and Water Resource Protection: a guide to methods and techniques, by Christine van Wijk-Sijbesma. OP 23, 52 pp.

This guide was originally prepared as the background document for three regional workshops on gender held in 1994. The guide has been updated and revised to provide a basic guide to methods and techniques for planning and implementing a gender approach in water and sanitation projects.

Le Micro-crédit pour l'eau et l'assainissement, by Claude Tchaptché and François Brikké. OP 28, 66 pp.

The case for micro-credit schemes as a solution for mobilizing resources for water supply and sanitation systems in developing countries is argued in this paper. Experiences with these systems in the agricultural and small business sectors provide the basis for the publication. (French only)

Making Your Water Supply Work: operation and maintenance of small water supplies, by Jan Davis and François Brikké. OP 29, 108 pp.

This book provides recent information and trends on operation and maintenance of the most commonly encountered water supply systems in small communities based on a review of available literature, comments from the WSSCC Working Group on Operation and Maintenance, and the field experience of the authors and IRC staff.

Project and Programme Papers

Towards Sustainable Water Supply: eight years' experience from Guinea Bissau, by Koen van der Werff and Jan Teun Visscher. PR 1, 60 pp.

The paper documents eight years of experience of the Netherlands-supported project "Maintenance Rural Water Supply" beginning in 1987. The project focused on the development of a decentralized maintenance system and standardization of handpumps, initially in rural areas and subsequently in semi-urban areas.

La Durabilité des programmes d'approvisionnement en eau: un cadre conceptuel. Analyse des acquis et défis du Projets Puits Artisanaux au Nord-Bénin (The sustainability of water supply programmes: a conceptual framework), by Linda Janmaat. PR 2, 74 pp.

A conceptual framework for sustainability in the drinking water sector, presents an analysis of achievements and challenges of the Well Artisans Project in North Benin. (French only)

Notes and News

Notes and News on School Sanitation, edited by Ineke van Hooff. 4 pp.

The first in a new group of occasional and informal newsletters. Distributed free of charge to individuals and organizations involved with school sanitation around the world. Recipients are invited to share their experience with colleagues in other countries to help the newsletter become the voice of a network of like-minded professionals.

Other Publications

GENPACK, a basic reference library on gender compiled by the UNDP-World Bank Water and Sanitation Program/PROWESS and IRC contains 11 documents and a video. It is intended to help agencies who do not have ready access to these materials get started in building up a reference shelf.

Translations

On-Site Sanitation: building on local practice, by Madeleen Wegelin-Schuringa, into French (*L'Assainissement sur la base des pratiques existantes*) by Daouda Sanfo. OP 16, 76 pp.

Towards Sustainable Water Supply: eight years' experience from Guinea Bissau, by Koen van der Werff and Jan Teun Visscher, into Portuguese (*Por um Abastecimento de Água Auto-sustentável: oito anos de experiência na Guiné Bissau*) by Maria-Lúcia G. Borba. PR 1, 60 pp.

Taking Care of Your Water Supply: a manual for community-based operation and maintenance of piped water systems, into Portuguese (*Cuidando do Seu Abastecimento de Água: um manual de operação e manutenção comunitária para pequenos sistemas de abastecimento de água*) by Manuel Alvarinho and Nelson Beete. TS 10, 78 pp.

Publications Prepared on Request of Partners

*Hygiene Education in Bangladesh** by Marieke Boot, for UNICEF

Motivating Better Hygiene Behaviour: Importance for Public Health Mechanisms of Change by Christine van Wijk and Tineke Murre, for UNICEF.

Water and Sanitation for All: A World Priority by IRC, for Netherlands Ministry of Housing, Spatial Planning and the Environment VROM

Annex VI Articles, Papers and Presentations

Articles

Espejo, Norah and De Lange, Esther. "Water: het ontbrekende onderwerp op de vrouwenagenda" (Water: the missing issue on the women's agenda) in: *VMO-Brief*, no. 19 (November 1995) pp. 2-5

Lammerink, Marc; Oenga, Isaack; and Croxton, Simon. "Freeing the Channels: farmer-managed water supply", in: *Waterlines*, vol 13, no. 4 (April 1995) pp. 2-5.

Sörensson, Maria. "Teaching by example - promoting hygiene and sanitation in primary schools" in: *Waterlines*, vol 14, no. 1 (July 1995) pp. 23-25

Wijk-Sijbesma, Christine van and Walle, Foppe B. de. "Environmental Hygiene and Human Health" in: *Health Matters: Public Health in North-South Perspective*, Bohn Stafien and Van Loghum and Houten, Amsterdam, The Netherlands, KIT, pp. 102-115

Papers and Presentations

"Water, de witte olie" (Water, the white oil). Lecture on "Agenda 21" by Hans van Damme at the Congress of the Dutch United Nations Students' Association, Amsterdam, The Netherlands, 26 April.

"Water Awareness Work in Small Island Initiative of the Water Supply and Sanitation Collaborative Council". Presentation by Dick de Jong at the consultation 'Information Capacities and the Management of National Environmental Policy Agendas', Maastricht, The Netherlands, 22-24 May.

"Information Capacity Building in the Water and Sanitation Sector". Presentation by Cor Dietvorst at the consultation 'Information Capacities and the Management of National Environmental Policy Agendas', Maastricht, The Netherlands, 22-24 May.

"From promotion to a process of advocacy, social mobilization and communication for sanitation". Paper by Dick de Jong submitted to the third meeting of the Working Group on Promotion of Sanitation, Water Supply and Sanitation Collaborative Council, Geneva, 27-28 June.

"Why sanitation is not a popular subject". Paper by Dick de Jong submitted to the third meeting of the Working Group on Promotion of Sanitation, Water Supply and Sanitation Collaborative Council, Geneva, Switzerland, 27-28 June.

"The Influence of Technology on Operation & Maintenance of Rural Water Projects, a synthesis". Paper compiled by Brian Appleton for the Second Technical Consultation on Integrated Rural Management. Organized by WHO, Geneva, Switzerland, 27-30 June.

"Sanitation in Kibera, a Low-Income Urban Area in Nairobi". Paper by Madeleen Wegelin-Schuringa, presented at 21st WEDC Conference, Kampala, Uganda, 4-8 September

"School Sanitation in the South Asia Region". Paper by Ineke van Hooff, presented at National Expert Seminar on School Water Supply and Sanitation, Moratuwa, Sri Lanka, 2 September

"Connections - a perspective on Internet". Paper by Nigel Browne presented at 21st Annual Conference of the International Association of Aquatic and Marine Science Libraries (IAMSLIC), Southampton, England, 11 October

IRC in the News

Burkina Faso

"Point à mi-parcours du programme d'hygiène et d'assainissement de Doutchi" (Mid-Term Evaluation of Doutchi Hygiene and Sanitation Programme). Interview with Christine van Wijk in *Info CREPA* no. 8, Avril-Mai-Juin 1995, pp. 17-19.

"La contribution du Centre International de l'eau et de l'assainissement (IRC)" (The contribution of IRC International Water and Sanitation Centre) in: *Sidwaya Week-end*, no. 2758, 5 mai 1995, p. 3.

Cameroon

"Local Communities to Play Dominant Role in Water Supply Management" in: *The Herald*, no. 200, 1 May 1995.

China

"Source of Life". Interview with Norah Espejo at the NGO Forum of Women, Huairo in: *Forum 95*, 8 September 1995.

Netherlands

VPRO Radio discussion programme on the water crisis and water resources management: inputs from Dick de Jong on drinking water supply and sanitation in developing countries, 5 September.

Annex VII List of Abbreviations

CARE	Cooperative for American Relief Everywhere
CINARA	Centro Inter-Regional de Abastecimiento y Remoción de Agua (Colombia)
CREPA	Centre Regional pour l'Eau Potable et l'Assainissement à Faible Coût (Burkina Faso)
DGIS	Directorate-General for International Cooperation, Netherlands Ministry of Foreign Affairs
ECDPM	European Centre for Development Policy Management (Netherlands)
EIER	Ecole Inter-Etats d'Ingenieurs de l'Equipement Rural (Burkina Faso)
ESA	External Support Agency
ETSHER	Ecole Inter-Etats des Techniciens Superieurs de l'Hydraulique et de l'Equipement Rural (Burkina Faso)
FINNIDA	Department for International Development Cooperation, Ministry for Foreign Affairs, Finland
GREA	Groupe Regionale de l'Eau et l'Assainissement
IDEAS	Centro de Investigación, Documentación, Educación, Asesoramiento y Servicios (Peru)
IHE	International Institute for Infrastructural, Hydraulic and Environmental Engineering (Netherlands)
IPC	Improved Programming through Communication, Mobilization and Participation
IPD/AOS	Institute Pan-Africain de Developpement (Burkina Faso)
IRC	IRC International Water and Sanitation Centre (Netherlands)
INSTRAW	International Research and Training Institute for the Advancement of Women (USA)
ITN	International Training Network
IULA	International Union of Local Authorities
KfW	Kredietanstalt für Wiederaufbau (Germany)
KIT	Royal Tropical Institute (Netherlands)
MDF	Management for Development Foundation (Netherlands)
MSF	Multi-Stage Filtration

NETWAS	Network for Water and Sanitation (Kenya)
NEWAH	Nepal Water and Health
NGO	Non-Government Organization
O&M	Operation and Maintenance
ODA	Overseas Development Administration (United Kingdom)
OECD/DAC	Organization for Economic Cooperation and Development/ Development Assistance Committee
PAID	Pan-African Institute for Development (Cameroon)
PROWESS	Programme for the Advancement of Women in Water and Environmental Sanitation Services (USA)
PSO	Personnele Samenwerking met Ontwikkelingslanden (Personnel Service Overseas) (Netherlands)
PRA	Participatory Rapid Appraisal
SANAA	Servicio Autonomo Nacional de Acueductos Acantarillados (Honduras)
SDC	Swiss Development Cooperation
SIDA	Swedish International Development Assistance
SNV	Netherlands Development Organization
TRANSCOL	Transfer of Slow Sand Filtration in Colombia
TU Delft	Technical University of Delft (Netherlands)
UNCHS	United Nations Council for Human Settlements
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UNICEF	United Nations Children's Fund
UNIFEM	United Nations Development Fund for Women
UNIVALLE	University of Valle (Colombia)
VROM	Ministry of Housing, Spatial Planning and the Environment (Netherlands)
WEDC	Water and Engineering Development Centre (United Kingdom)
WHO	World Health Organization
WSSCC	Water Supply and Sanitation Collaborative Council

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ORGANIZATION CHART

