



A report of the DEG-KM programme that provides a synthesis overview of contexts, goals, strategies, cross-cutting themes and common concerns of the Joint Programmes of MDG-F's thematic window entitled Democratic and Economic Governance.

JP SYNTHESIS

Review of Goals, Strategies and Cross-Cutting Themes

*Knowledge Management – Water Supply and Sanitation
MDG-F theme: Democratic and Economic Governance*



ENGLISH

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1 Introduction

The eleven Joint Programmes (JPs) of the Democratic and Economic Governance (DEG) theme of the Millennium Development Achievement Fund (MDG-F) aim to democratise access to utility services and to improve the governance in the water and sanitation sectors. The overarching goal is to accelerate progress worldwide towards achieving the MDG water and sanitation target. Focus areas of the country programmes include to:

- strengthen governments' capacity to manage water provision and water quality;
- involve civil society representatives and enhance the role of women in planning and policies regarding water;
- support regulatory reforms, decentralisation and capacity development for improved services;
- establish mechanisms for increasing investments into the water sector.

Most programme work is targeted towards disadvantaged regions and marginalised populations in the respective countries.

Each MDG-F thematic area is accompanied by a Knowledge Management (KM) programme to ensure that the experiences that emerge from the formulation, implementation and monitoring of the programmes are shared and used for future initiatives. The present report is one starting point for the KM work in relation to the DEG thematic area. It focuses on the goals and strategies of the country programmes, as spelled out in the project documents and related documentation, and highlights cross-cutting themes that are significant or common

to a number of the programmes. It has also been informed by the deliberations of a KM workshop that gathered representatives from ten of the JPs in Manta, Ecuador, 21-24 March 2011.

The purpose of this 'synthesis report' is to:

- i) provide an overview of the substantive issues being addressed in the joint programmes of the DEG thematic area.
- ii) share cross-programme information and enhance the cross-programme learning.
- iii) identify cross-cutting themes and common concerns for discussion and potential further study.

Towards the end of the KM programme in 2012 another synthesis report is planned, which is to focus on achievements, lessons learned and the potential for future sustainability.

Below is a list of the eleven countries and the titles of the country (joint) programmes – being jointly implemented by a number of UN agencies and their national counterparts (table 1). The list is alphabetically ordered by the names of the countries in English. In the present report the eleven countries and programmes will be listed in different orders, partly as an exercise for getting a multifaceted view of this diverse collection of programmes.

The following section very briefly highlights national levels of service coverage and a selection of contextual factors in relation to progress towards the achievement of MDGs.

Table 1 – Countries and Joint Programme Titles

COUNTRIES	PROGRAMME TITLES
Albania	Regulatory Reform Pro-poor Development in Albania
Angola	Governance of Water and Sanitation in Angola's poor Neighbourhoods (Urban and Peri-urban water and sanitation Joint Programme Management in Angola)
Bosnia & Herzegovina	Securing Access to Water through Institutional Development and Infrastructure in Bosnia and Herzegovina
Ecuador	Governance in the Water and Sanitation Sector in Ecuador within the Framework of the Millennium Development Goals
Guatemala	Capacity-Building amongst the Mam People for Economic Governance of Water and Sanitation
Honduras	Economic Governance of Water and Sanitation
Mexico	Building Effective and Democratic Water and Sanitation Management in Mexico for the achievements of the MDGs
Nicaragua	Democratic and economic governance in the Water and Sanitation sector in the RAAN and RAAS
Panama	Strengthening equity in access in order to reduce gaps in safe water and sanitation services, by empowering citizens of excluded indigenous groups in rural areas
Paraguay	Strengthening the ability to define and apply water and sanitation policies
Philippines	Enhancing Access to and Provision of Water Services with the Active Participation of the Poor

2 Towards the Achievement of the MDG-7 target of Water and Sanitation Access – Review of Country Coverage and Contexts

The programmes are to contribute to meeting the MDG7 target to halve, by 2015, the proportion of the population without sustainable access to safe drinking water and basic sanitation. At the global level, this requires higher priority to be afforded and additional resources to be invested in the water and sanitation sectors. Above all, improved governance to ensure the efficient use and equitable distribution of resources, i.e. 'economic and democratic governance,' is needed for improving the access to water supply and sanitation services for those who currently lack such services.

The eleven countries of the DEG thematic window – seven of which are located in Latin America, two in Europe, one in Asia and one in Africa – face different challenges and are at different levels with regard to pace and distance towards achieving the MDG water and sanitation target. Table 2 below lists the national total, urban and rural service coverage figures as estimated by WHO/UNICEF Joint Monitoring Programme. The countries are listed in the order of highest to lowest percentage share of the population estimated to use so-called improved water sources.

Bosnia & Herzegovina enjoys the highest water service coverage, with 98% of the population estimated to use improved sources. Most countries show general coverage above 90%.

The share of the urban population making use of improved water sources is over 90% in all but one JP country. Moreover, in the urban areas, the improved sources are mostly made up of piped water to the premises of the household (figures in parentheses). Rural figures are generally lower and with a lesser share being made up of piped services. Angola faces the largest challenge in this area, with a national figure of 50% using improved sources.

Sanitation coverage, or the share of the population that makes use of improved sanitation facilities, follows that of water coverage rather closely although at a lower level. Most countries have roughly around 90% of the urban population making use of improved facilities, implying the use of a reasonably safe toilet structure which is not shared with other households. Panama and Nicaragua have somewhat lower figures in the area of sanitation, and with Angola facing a major lack of rural sanitation facilities.

In general, urban areas have higher coverage levels. This relates partly to the generally higher income and economic resources available, as well as the concentration of power and influence, in urban areas, and partly to that the greater density of settlements makes water and sewer networks more feasible and cost-effective. Moreover, health consequences of inadequate sanitation, water and hygiene stand to be worse

Table 2 – Estimated Percentage of Population Using Improved Water and Sanitation Facilities in JP Countries

COUNTRY	SANITATION Percentage of population using improved facilities			WATER Percentage of population using improved sources (and piped on premises)		
	Urban	Rural	Total	Urban	Rural	Total
Bosnia & Herzegovina	99	92	95	100 (94)	98 (71)	99 (82)
Albania	98	98	98	96 (91)	98 (82)	97 (86)
Guatemala	89	73	81	98 (95)	90 (68)	94 (81)
Mexico	90	68	85	96 (92)	87 (72)	94 (87)
Ecuador	96	84	92	97 (96)	88 (74)	94 (88)
Panama	75	51	69	97 (93)	83 (79)	93 (89)
Philippines	80	69	76	93 (60)	87 (25)	91 (48)
Paraguay	90	40	70	99 (85)	66 (35)	86 (65)
Honduras	80	62	71	95 (94)	77 (72)	86 (83)
Nicaragua	63	37	52	98 (88)	68 (27)	85 (62)
Angola	86	18	57	60 (34)	38 (1)	50 (20)

Data source: WHO and UNICEF (2010) Progress on Sanitation and Drinking-water: 2010 Update (http://whqlibdoc.who.int/publications/2010/9789241563956_eng_full_text.pdf)

in urban areas, where high densities of people and activities otherwise facilitate the spread of disease. Urbanization levels in the JP countries range from just below 50% in Albania, Bosnia and Herzegovina, Honduras and Guatemala, to two thirds of the population in the Philippines and Ecuador, to about three quarters in the two countries which also have the highest per capita income, Panama and Mexico (table 3).

The size of the economy points to the resources available in different societies. Among the JP countries, Mexico has by far the biggest economy, followed by the Philippines – both of which are very large countries in terms of population, with 110 and 93 million people respectively. Looking at the per capita size of the economies, as in table 3, Mexico and Panama have the highest income levels with some 12-14,000 “international dollars” per person circulating through the economy. (They are also the two countries estimated to have the highest percentage of their population residing in urban areas, indicating a structure of the economy being less reliant on agriculture.) This stream of resources for potential savings and investments in infrastructure is some three to five times higher in Mexico and Panama compared to Honduras and Nicaragua with much lower per capita GNI.

While the relative size of the economy can be a good predictor of water and sanitation service coverage as well as population health, it is mediated by the way that available resources are distributed in the society. The distribution of income in all of the JP countries is very unequal. In all of the countries

except the Philippines, Bosnia & Herzegovina and Albania, the wealthiest tenth of the population dispose of over 40% of the national income. Correspondingly, less than 4% of the national income accrues to the poorest fifth of the population. The most unequal distribution of income is found in Angola, with the wealthiest 10% of the population estimated to have of 45% of the income, and the poorest 20% only 2%.

The importance of governance has been highlighted internationally. Particularly in the face of increasingly strained water resource availability, it should be remembered that it is the social relations within, and beyond, the water sector that determine who has access to water and related services (UNDP, 2006). Governance comprises the laws, policies and actions by government authorities and public service providers but also extend to strategies and activities by other sections of society. The governance perspective hence implies recognition of that current water and sanitation problems cannot be solved by governments alone, but involves the constructively reaching out to other actors and to civil society (Franks & Cleaver, 2007).

“Democratic economic governance,” as expressed in the Terms of Reference for the DEG Thematic Window, “can be seen as the exercise of democratic principles and good governance practices in political and economic decisions involving the management of public funds, resources and affairs” (p. 1). This is the overall challenge being addressed by the JPs in the DEG window. The next section outlines the general features and the scope of each of the JPs.

Table 3 – Estimated Gross National Income per Capita, Inequality Measures, Total Population and Urbanization Levels of JP Countries

COUNTRY	GNI PER CAPITA (international dollars) 2009	SHARE OF INCOME HELD BY		TOTAL POPULATION (thousand persons) estimate for 2010	URBANIZATION (percent of population in urban areas) estimate for 2010
		highest 10% (per cent) latest year available 2000-2009	lowest 20% (per cent) latest year available 2000-2009		
Mexico	14,100	41.3	3.8	110 293	77.8
Panama	12,180	41.4	2.5	3 509	74.8
Bosnia & Herzegovina	8,680	27.1	6.7	3 942	48.6
Albania	8,300	25.9	7.8	3 245	48.0
Ecuador	8,100	43.3	3.4	13 775	66.9
Angola	5,190	44.7	2.0	18 493	58.5
Guatemala	4,570	42.4	3.4	14 377	49.5
Paraguay	4,430	42.3	3.4	6 460	61.5
Philippines	4,060	33.9	5.6	93 001	66.4
Honduras	3,710	42.2	2.5	7 533	48.8
Nicaragua	2,540	41.8	3.8	5 832	57.3

Data sources: World Bank, World Development Indicators (<http://data.worldbank.org/indicator>) and Population Division of the Department of Economic and Social Affairs of the United Nations Secretariat, World Population Prospects: The 2006 Revision and World Urbanization Prospects: The 2007 Revision (<http://esa.un.org/unup/>).

3 Overview of Joint Programmes

As discussed above, the contexts and challenges differ between the JPs in the DEG thematic window. Further, the programmes in themselves also differ in size, complexity and timing.

Some of the JPs started operating already in 2008 and others during the second half of 2009, thus inducing great variation in terms of how far different programmes have progressed in their work. Several JPs have also been faced with difficulties of political instability or other operational issues which have delayed inception and implementation. Programme duration is set to three years, though Honduras – the first one to start – has successfully negotiated a time extension.

Table 4 below displays general programme information relating to the JPs; the programme budget, UN agencies and government counterparts involved, and the operational time frame. The countries are ordered by project numbers, i.e. they are listed chronologically by date of signature or approval.

With a great number of collaborators, these programmes

tend to have rather complex structures. In order to fit into the general priorities of international collaboration, the programmes are all linked to the United Nations Development Assistance Frameworks (UNDAF) of the respective countries. Numerous national counterparts are also involved, in particular where programmes work with several levels of government and in different localities. Most countries also have JPs related to other MDG-F thematic windows. The programmes concentrate operations to regions that are relatively remote or disadvantaged in their respective countries – because the focus is precisely on marginalised populations. Nevertheless, this is an added challenge in the practical implementation of programmes.

The size of the JPs range from total budgets of USD 2.1 million (Albania) up to USD 7.7 million (Nicaragua). The sections that follow introduce each of the JPs in terms of expected outcomes, activities and strategies for achieving the goals. The programmes are listed in the order of the size of their budgets, starting with the largest JP.

Table 4 – Joint Programme General Information

COUNTRY AND PROJECT NUMBER	TOTAL BUDGET (USD)	COLLABORATION PARTNERS (executing / implementing agencies)		TIME FRAME (Month + year)
		UN Agencies	Government Entities/ National Counterparts	
Honduras, MDGF-1782	6,500,000	UNDP; ILO; FAO; UNICEF; PAHO; UNIDO.	CONASA; SSP; SANAA; ERSAPS; the Secretariat for Governance and Justice (particularly its UTD); AMHON; CESCO; SERNA; ICF; COPECO; SAG.	Start: Aug 2008 Est. End: Feb 2012
Albania, MDGF-1808	2,100,000	UNDP; World Bank	Ministry of Economy, Trade and Energy; Ministry of Public Works, Transport and Telecommunication.	Start: Aug 2009 Est. End: Aug 2011
Mexico, MDGF-1816	6,000,000	UNDP; UN-HABITAT; FAO; UNIDO; UNESCO; PAHO; ECLAC; UNODC.	SER; SEMARNAT; Secretary of Health; CONAGUA; IMTA; SEDESOL; SAGARPA; INEGI; CDI.	Start: Dec 2008 Est. End: Dec 2011
Angola, MDGF-1830	7,600,000	ILO; IOM; UNDP; . UNICEF	SEO/DANS; MINAMB/ UTNSA; GP Luanda; GP Moxico.	Start: Mar 2009 Est. End: Mar 2012

COUNTRY AND PROJECT NUMBER	TOTAL BUDGET (USD)	COLLABORATION PARTNERS (executing / implementing agencies)		TIME FRAME (Month + year)
		UN Agencies	Government Entities/ National Counterparts	
Nicaragua, MDGF-1832	7,700,000	UNICEF; UNDP; ILO; UNCDF; PAHO; UNESCO; UNODC.	RAAN and RAAS; Municipal Gov. of Bonanza, Waspam, Rosita and Prinzapolka of the RAAN; Tortuguero, La Cruz de Río Grande, Desembocadura de Río Grande and Laguna de Perlas of the RAAS; BICU regional university; URACCAN regional university; FISE; SILAIS RAAN and SILAIS RAAS; CONAPAS; INATEC; SDCC; MINREX.	Start: Mar 2009 Est. End: Mar 2012
Paraguay, MDGF-1910	3,642,000	UNDP; UNICEF; PAHO; ILO.	STP; MOPC; MSPBS; ERSSAN; SEAM; Ministry of the Interior; Boquerón Department Government; Caazapá Department Government.	Start: Feb 2009 Est. End: Feb 2012
Ecuador, MDGF-1913	5,810,000	UNV, UN-HABITAT; UNDP; PAHO; ILO;	Ministry for Urban Development and Housing; MIDUVI; National Secretariat for Water; SENAGUA; Ministry for Public Health.	Start: June 2009 Est. End: June 2012
Guatemala, MDGF-1917	5,949,000	UNDP; PAHO; FAO; UNICEF; UNFPA.	MANCUERNA; SEGEPLAN.	Start: Sep 2009 Est. End: Sep 2012
Philippines, MDGF-1919	5,375,000	UNDP; UNICEF.	National Economic and Development Authority; Department of Interior and Local Government; National Water Resources Board.	Start: June 2009 Est. End: June 2012
Panama, MDGF-1920	4,500,000	PAHO; ILO; UNICEF.	Ministry of Health; Ministry of Economy and Finance; Municipalities of Kusapín and Kankintú; Traditional Authorities of the Ngöbe-Buglé Region; Secondary Education Centers and the Regional University.	Start: July 2009 Est. End: July 2012
Bosnia & Herzegovina, MDGF-1921	4,450,000	UNDP; UNICEF.		Start: Nov 2009 Est. End: Nov 2012

Source: Programme Fact Sheets and Programme Documents (<http://www.mdgfund.org/content/democratieconomicgovernance>)

This JP aims to strengthen economic and democratic governance of the water and sanitation sector in the autonomous regions on Nicaragua's Caribbean coast; Región Autónoma del Atlántico Norte (RAAN) and Región Autónoma del Atlántico Sur (RAAS). These are the poorest regions of the country, and also those with the highest proportion of indigenous population. Access to safe water and basic sanitation is very low.

Activities

The first expected outcome relates to the empowerment and participation of mainly indigenous and afro-descendent communities, so that they can influence on the municipal and regional decision-making processes in the areas of water, sanitation and hygiene. These communities, organised in networks in the eight targeted municipalities, should also manage information about water, sanitation and hygiene, and take part in information campaigns about the subject.

In order to achieve the second expected outcome, relating to the regional, municipal and communal management of water and sanitation, the JP will work on the:

- strengthening of dialogue between community networks, local and regional authorities
- participatory development of strategic plans and investment programmes
- production of information that is relevant for users
- socio-cultural adaptation of procedures and instruments
- improved administration of water, sanitation and hygiene at municipal and regional levels
- functionality of water and sanitation committees and the involvement of women

The third expected outcome of the Nicaraguan JP envisages improved access to water and sanitation through the creation of a seed fund. The fund will be administered by the regional government with the support of UN agencies. The resources of the fund will be put to investments in water and sanitation systems, with 80% of the funds earmarked for physical infrastructure development and 20% for complimentary activities such as training of personnel and technical support. The investments will also be in accordance with the guidelines of the Water and Sanitation Sector Strategy 2005-2015 and regional investment plans.

A more appropriate institutional framework will be achieved through the adaptation of national regulatory frameworks in the context of the new Law on National Waters, the Law on Regional Autonomy and the Decentralization Policy, and the revision and implementation of relevant policies and legislation, with the participation of the RAAN and RAAS authorities and civil society organization, with priority given to indigenous communities.

NICARAGUA

Democratic and economic governance in the Water and Sanitation sector in the RAAN and RAAS

Expected Outcomes:

- 1) Poorest sectors of the population (with priority to indigenous peoples and afro-descendent communities) of the RAAN and RAAS empowered and participating in an informed way in the decision-making processes and control over investment in the Water and Environmental Sanitation Sector
- 2) Regional, municipal and communal management of the drinking water and sanitation sector, including information systems and/or statistics, made more efficient, equitable, culturally appropriate benefiting the poorest and most disadvantaged groups, with priority to indigenous peoples and afro-descendant communities
- 3) Access to and quality of water and environmental sanitation services improved through the creation and implementation of seed fund
- 4) More appropriate institutional, legal and regulatory framework, in the framework of national decentralization and regionalization policies, facilitating the right to efficient and equitable access to water and sanitation in the RAAN and RAAS

Strategies

The strategies identified for the implementation of the Nicaraguan JP on water and sanitation include:

- A human rights based approach with a focus on disparities and inequalities, and to enhance skills and remove barriers for the fulfilment of rights.
- Focus on and priority to the indigenous and afro-descendant communities (among whom the access to basic water and sanitation is below 20%).
- The enhancement of the relations between municipal authorities and the associations of residents and communities, and support the formation of alliances among them.
- The enhancement of the relations between national, regional, municipal and local entities in order to harmonize planning processes and investment.
- At national level, support to inter-institutional coordination between regulatory and operational entities and their collaboration with regional (autonomous) governments and civil society organisations.
- The strengthening of capacities of local organisations and micro-enterprises in the water and sanitation sector.
- Collaboration with different types of local groups as well as with other donors

- In cooperation with local universities, the use of methodologies which are culturally suitable.
- A cross-cutting gender focus in order to ensure the participation and empowerment of women in the different programme activities.

Special emphasis will be put on strengthening the Water and Sanitation Committees responsible for the administration and maintenance of systems built in rural areas. Programme activities will be coordinated with local organization already present in the RAAS and RAAN who are willing to participate and support to increase their implementation capacities will be given to these organizations.

Angola

Angola has a precarious situation with regard to access to clean water and proper sanitation facilities. Presently, many people pay high prices for low-quality water, and most of the public services in the form of standpoints are unreliable or out of order.

By engaging in capacity development and a revised model of governance with autonomous units of community managed water and sanitation utilities, the Angolan JP aims to ensure sustainable, equal and non-discriminatory access to sufficient, safe, physically accessible and affordable drinking water and adequate sanitation for peri-urban and rural communities in the Luanda and Mexico provinces.

Activities

The main areas of activity of the programme are to:

- i) establish a pro-poor policy and regulatory framework that feature community participation in the provision and agreement of WatSan facilities –

This involves a review of existing policies and their public debate, with the purpose of introducing pro-poor features and community management options. This exercise focuses also on the municipal level, where the responsibility of providing water and sanitation services is vested. The idea is to have community management models elaborated and incorporated into WatSan master plans.

- ii) promote the autonomy of communities in the management of WatSan facilities –

Capacity building efforts will be extended to support the 'autonomisation' of community water and sanitation schemes, including water user associations as well as local entrepreneurs. New facilities will be constructed, and accompanied with social mobilisation and a package of community water and sanitation management tools. The aim is that communities should manage and maintain the assets. The community organisation is also to be closely monitored, with facilitation of knowledge sharing and dissemination of 'best practices' across communities.

ANGOLA

Governance of Water and Sanitation in Angola's poor Neighbourhoods (Urban and Periurban water and sanitation Joint Programme Management in Angola)

Expected (Programme) Outcome:

Community-oriented governance of peri-urban and rural water and sanitation sector promoted through autonomy-driven institutional, regulatory and accountability system

Expected Outputs:

- 1) Policy and regulatory (existing) legal systems framework featuring community management of WatSan utilities in place
- 2) Autonomy-oriented community water structures ensuring sustainable access to WatSan facilities in 500 community groups (bairros or villages) across 30 municípios
- 3) Mechanism for monitoring and funding community-driven WatSan schemes put in place at municípios level
- 4) Mechanism put in place for the accountability of municípios in the provision of water and sanitation services to peri-urban and rural areas

There will also be training of local entrepreneurs and the creation of income-generating opportunities, including the establishment of micro-enterprises.

- iii) reinforce the capacity of local governments, namely municípios, to effectively monitor community WatSan management units, mobilize resources and fund community WatSan projects –

As municipal authorities are not to be the direct providers of services, they are instead to be supported in their roles as supervisors and facilitators of direct service provision by community organisations. A system for information-gathering and a menu of interventions may be developed.

It is envisaged that the most desired intervention by government is to assist in the financing of schemes. Various sources need to be explored, including micro-finance schemes with municipal guarantees, as well as Local Development Funds which are being set up to support local development plans.

- iv) put in place an enhanced accountability system for peri-urban and rural WatSan sector

In order for the schemes to function, there needs to be accountability at various levels. One fundamental check on accountability is the awareness among the population about their basic rights relating to water and sanitation, and their ability to use this awareness to claim services. Training and awareness campaigns are foreseen in this area. The programme

will also institute a forum or platform for these issues and mobilise community groups to form a coalition to defend the interests of end-users of services. Participatory evaluations of water and sanitation provision will also be used to instil accountability among local authorities.

Strategies

Interventions of the Angolan JP focus on capacity development and advocacy. The major challenge is that of designing an institutional and regulatory arrangement that embraces a rights-based and pro-poor approach and that is consistent with a community driven governance model for water and sanitation services.

The proposed model of governance involves promoting a network of autonomous units of small-scale utilities, owned and managed by communities. The local government (at the centre of the network) is to focus on monitoring and regulation of the water and sanitation market. The model depends on the presence of powerful community structures, interactions between different management levels, as well as a strong monitoring system and accountability among the actors.

To build awareness among the population and to create effective monitoring at the municipal level are identified as the main vehicles towards ensuring accountability. Here, the programme is to employ the rights-based approach, with specific focus on the right to water, i.e. entitlements rather than needs.

While most scheme financing is to involve consumers, municipal sources are also to be developed.

The JP also relies on the multiplier effect, and that achievements are to be scaled-up and spread beyond the focus area.

Honduras

In spite of considerable progress with regard to water and sanitation during the last forty years, including lower rates of child mortality, there are still significant gaps in the water and sanitation service provision in Honduras. The lack of services is found in both urban and rural areas, but notably in marginalised urban neighbourhoods. The source of deficiencies can be traced to insufficient investments and the poor organisation of the sector.

The JP in Honduras aims to establish national and local water and sanitation policies, and to establish a governance model that encourages municipalities to apply for different sources of finance as well as to seek cooperation to increase water and sanitation service coverage. Further, by pushing for enhanced investments in the water sector in selected urban, peri-urban and rural areas, the program aims to significantly increase the proportion of the population in these locations with sustainable access to improved water supply and sanitation.

HONDURAS

Economic Governance of Water and Sanitation

Expected Outcomes:

- 1) Water and sanitation sector policies designed/adapted and implemented, using a socially inclusive approach, under the leadership of the national government
- 2) Investment support mechanisms established in smaller cities and developing and peri-urban areas of the country, through direct financing from the Programme and other resources mobilized through strategic alliances with government institutions and other cooperating bodies
- 3) Investment support mechanisms established in rural areas of the country, through direct financing from the Programme and other resources mobilized through strategic alliances with government institutions and other cooperating bodies

Activities

The work towards more inclusive and poverty-focussed water and sanitation policies emphasises institutional strengthening: The national water sector agencies (ERSAPS and CONASA that were created by law in 2003 but are still in the process of establishing themselves) as well as municipal authorities will be supported. Municipalities will be supported through staff training and activities such as the formulation of draft water security plans. Strategies are to be elaborated on issues of information and communication around duties and rights in selected focal areas.

In relation to the establishment of financing mechanisms, some parts of the investments are to be carried out by the program directly, and some are to be funnelled through strategic alliances with potential financiers. A structure for investment funding is to be established. Training and capacity building are important activities. A part of this work relate also to the protection of water sources, including the payment for environmental services.

Strategies

At the national level, the JP works to strengthen the national bodies in order to strengthen their organization, operational and technical performance, as well as their position in the sector. By the formulation of a comprehensive national water and sanitation policy that is participatory and socially inclusive, and by translating the same into local policies that take the local context duly into account, the programme seeks to build the institutional foundation for the increase of water and sanitation coverage and enhanced water quality in Honduras. A strategic focus of the JP lies on strengthening the municipal government. The municipalities are seen as the central

development actor in the water/sanitation sector and much of the JP's interventions are focused on the municipal level. To this end, the programme also intends to let the municipalities be managers of the funds provided from the JP and other donors. The JP will advocate for additional funds to be directed to the municipalities, beyond and above the 19% of the JP budget being targeted for investments. This should ensure a greater impact in terms of increased access to water and sanitation by the disadvantaged in these areas.

Special emphasis is given to the promotion of participatory approaches to actively involve communities in decision-making and implementation.

The programme also emphasises the promotion of human rights and gender equality through initiatives that empower women and girls. This relates both to time-saving and reduced burdens of water fetchers (usually women or girls) as well as to the promotion of women's participation in planning of water and sanitation services.

Yet another programme strategy is to use pilot projects to validate models for the payment for environmental services such as the protection of water watersheds.

Mexico

The Mexican JP focuses primarily on the southern parts of the country, in three of the States where the greatest socio-economics inequalities are found and where hydro-meteorological vulnerability is at its highest (Veracruz, Chiapas and Tabasco). Rural populations, indigenous people and women in particular are marginalised when it comes to access to water and sanitation services. Moreover, rapid urbanization has contributed to the growth of unplanned settlements in peri-urban areas which not only lack infrastructure and utility services, but are also greatly exposed to extreme weather events.

Activities

The programme implementation follows three lines of activity, corresponding to the three expected outcomes summarised as:

- 1) Water knowledge,
- 2) Water Management, and
- 3) Co-responsibility.

The first line of activity includes finding and systematising information about water and sanitation services in the context of a micro-basin at municipal level. This should result in the mapping of hydro-meteorological vulnerability, availability and quality of water sources, and systems for water and sanitation services in the selected municipalities. Cross-cutting issues like gender and ethnic equity are to be addressed through disaggregation of data by sex, ethnicity,

MEXICO

Building Effective and Democratic Water and Sanitation Management in Mexico for the Achievement of the MDGs

Expected Outcomes:

- 1) Strengthened capabilities and developed mechanisms for monitoring, evaluation, dissemination and access to information about water and sanitation as well as hydro meteorological vulnerability, especially in poor populations from rural and peri-urban zones
- 2) Strengthened institutional and citizen capabilities for the provision of water and sanitation services and for risk prevention due to extreme hydro meteorological events taking into account environmental sustainability, gender and ethnic equity and recognition of the economic value of services
- 3) Democratic governability and civic participation strengthened for the formulation, management and implementation of water and sanitation policies within a framework of equity and transparency

income stratum and location. There will also be capacity building among government officers, communicators and civil society groups for the enhancement of information access and dissemination.

The focus of the second line of activity is on the management of services within an integrated basin management framework looking at the protection of water sources as well as equity. Activities will focus on giving support to planning (and implementation of the plans) in order to strengthen both management of water services and risk management and on strengthening the capacity of service operators and civil society.

In relation to the third line, activities focus on:

- i) enhancing the accountability and transparency of agencies in charge of water and sanitation services, giving civil society a better understanding of the status of services, and;
- ii) empowering the population and promoting equitable community participation through sensitization, workshops and the development of educational material on water and sanitation.

Activities at the municipal level will be broadly aimed to strengthen the entities in charge of the services, whether civil society organizations or utility operators. This includes the identification of measures that enable them to operate more efficiently, among others, to minimize the costs for end-users.

This will also empower the population in the targeted areas, as the improved management capacity will also give the local population better access to relevant information about management plans and water and sanitation services, along with a greater chance to participate.

Strategies

Implementation strategies seek to strengthen the integration of water and sanitation services in a framework of environmental sustainability, social equity with cross-cutting themes as important as that of gender equity and an intercultural approach. That is, to prioritise clearly the improved quality of life of marginalised populations, their rights to water and to participate in its management, by way of strengthening local capacities. For this, there will be a clear focus on the Integrated Water Resources Management: One, with micro-basins as land and water management units; another, at the thematic level, with the definition of greater work themes for the facilitation of interagency and inter-institutional work and synergies through the cross-cooperation between authorities. Emphasis will be given to the effective participation of interested parties with the strengthening of schemes for co-responsibility, transparency and access to information and working arrangements for monitoring by citizens. Coordination is also foreseen between a diverse set of government agencies and civil society groups.

Guatemala

A decade after the peace agreement in Guatemala, the State is still fragile and its policies very weak. The country is characterised by poverty, inequality and the marginalisation of large proportions of the population; women, the young and indigenous groups – circumstances which need to be better addressed in the decentralisation of the basic public service provision in order to improve coverage and the quality of services.

The Guatemalan JP focuses on the Mam region, close to the Mexican border. In this region, the majority of the population is characterised as indigenous, and almost half are estimated to live in extreme poverty. Rapid population growth interrelate with low access to basic public services and the lack of attention to basic right, e.g. in the area of health, which particularly impacts on women. Pressure on land resources interrelate with severe deforestation and soil erosion.

MANCUERNA (Mancomunidad de Municipios de la Cuenca del Río El Naranjo) unites eight municipalities in the Naranjo River Basin. This association results from the local interest to work with water at the basin (or micro-basin) level in a participatory manner.

The programme aims to reduce discrimination of marginalized groups, including indigenous population and women, in relation to access, coverage and quality of basic social services in rural and urban areas in the region. To this end the programme also seeks to strengthen public institutions

GUATEMALA

Capacity-Building amongst the Mam People for Economic Governance of Water and Sanitation

Expected Outcomes:

- 1) Sector policies and regulations for water use (human consumption and irrigation) and sanitation defined and promoted jointly by the SEGEPLAN, the governing institutions and local governments of the MANCUERNA
- 2) Improved capacities of the municipal governments of the MANCUERNA and civil society, especially that of the Mam population, allowing the effective and sustainable management of water (for human consumption and irrigation) and sanitation services
- 3) Experience and lessons learnt from public, private and public-private management of water and sanitation reported and documented in order to transfer knowledge that allows its replication as well as enrichment of public policies

to deliver human rights in forms of water access, health and having a healthy environment.

The programme aims to reassess the role and contribution of the Mam communities when designing and implementing public initiatives, through improved dialogue and the promotion of a public service management system which helps guarantee wider provision and access to water and sanitation.

Activities

The programme is phased into five stages, with the first stage (1) dedicated to the compilation of experiences and models that have been used in the country, in order to understand the impact of national policies and how they can be used for the planning process in Mancuern. The collected information will also be disseminated at local as well as national and regional level, within the private as well as public sector.

The second stage (2) involves the establishment of Democratic Dialogues regarding the administrative and financial management of the basic water and sanitation services. This includes the application of a human rights based approach as well as the institutional strengthening among civil society organisation and local authorities.

The third stage (3) is to instil or to strengthen on-going action programmes and projects towards the economic governance of the water and sanitation sector. This will involve the enhancement of administrative and financial capacity among the municipal authorities, and the expected result relates to existing and future projects being implemented more efficiently and in a sustainable manner, as raised by the national policy of Segeplan.

Institutional strengthening of civil society and municipalities is the focus of the fourth stage (4). It will be carried out in the context of capacities identified in the Agenda 21 and processes of decentralisation, namely (a) the capacity to handle pertinent information in a timely manner, (b) capacity to act, and (c) monitoring and evaluation. The information management relates to water and sanitation services as well as the long-term availability of water for domestic and agricultural uses. The action capacity is mainly aimed to be enhanced in the public sector relating to municipal finances, provision of public services and the maintenance of infrastructure. There will also be involvement of the civil society in this area, and there is also the aim to institute social auditing of the public service provision. The fifth (5) and final stage relates to the evaluation of the experience gained through the program, for the benefit of future similar processes and projects.

Strategies

The Guatemalan JP aligns itself with existing national strategies of UNDAF, and its focus on the achievement of the MDGs, and relevant parts of the National Policy for Integrated Water Resources Management. Thus, it takes on the challenge of a territorial and basin-wide focus in the management of water resources. Also, the programme acknowledges the potential for increased income-generation by way of improving irrigation systems, aiming to optimise agricultural productivity in a way so that the advancement of the agricultural frontier can be avoided.

The programme strategy also involves the reaching out to the civil society in order to achieve a long-term impact. This should involve private enterprise and governing bodies on local and national level jointly establish processes on how to determine local democratic policies and establish action programs/plans to achieve economic governance of water and sanitation.

Moreover, the five-stage approach explicitly includes the learning from previous experience (stage 1), as well as the generation of lessons learned for future applicability (stage 5).

Ecuador

The overarching aim of the Ecuadorian JP, in line with MDG7 and UNDAF, is to half the proportion of the population without sustainable access to water. For this, the programme will support national policy initiatives and strengthen local authorities, service providers and civil society organisations in four provinces, in order to increase access to water and sanitation in those areas.

Activities

Initial activities focus mainly at the national policy level and the assistance to the National Water Secretariat (SENAGUA) in the development of strategies for integrated basin management, protection of water resources, and the design of a new legal framework for water supply and sanitation. Two national

ECUADOR

Governance in the Water and Sanitation Sector in Ecuador within the Framework of the Millennium Development Goals

Expected Outcomes:

- 1) Improved national and local capacities for the effective implementation of an agreed new regulatory and institutional framework for the water sector and the water and sanitation subsector, which contribute to the integrated and sustainable management of water resources, social, territorial and gender equality
- 2) Improved indicators of economic, technical, social, environmental and institutional sustainability of water and sanitation service providers in the four provinces selected for the Programme
- 3) Empowered civil society organizations and women's organizations influence the creation of regulatory frameworks governing water and sanitation services, the monitoring of water quality and the sustainable management of their services in the Programme's area of intervention
- 4) Improved access to sustainable, high quality water and sanitation services for the urban and rural population of the provinces of Esmeraldas, Bolívar, Los Ríos and Manabí

consultation workshops on the new decentralized national water law have been held.

Expected outputs of the programme also include the standardization of operating procedures for local environmental services, and capacity building to strengthen planning and management abilities of urban and rural service providers and communities for efficient and equitable services.

In order to increase the influence of civil society organizations, and women's organizations in particular, over the legal framework and the provision of water and sanitation services, the programme will work with service providers to incorporate citizen participation in the management of their services, including elements of participatory budgeting. There will also be activities to strengthen the financial oversight of service providers, including the local administrative water and sanitation boards (JAAPS). Further, water quality monitoring is to be developed in a participatory way.

In order to improve water supply and sanitation services in the four selected provinces, there will be education campaigns for the population and capacity building among service providers, along with the rehabilitation of water and sanitation systems.

Strategies

Implementation strategies for this JP include drawing on

the favourable institutional and political climate, which give priority to water supply and sanitation services, while addressing the significant gap in sanitary infrastructure. In line with the revised decentralized legislative framework, the programme will focus on the capacity building among local service providers. Participatory approaches are also favoured by the national policies.

All interventions are to be developed in an integrated fashion, including the management of water resources in accordance with the basin approach.

Gender issues are to be mainstreamed by way of :

- i) strengthening of civil society and women's organizations to take part in decision-making and policy formulation,
- ii) inclusion of women in the planning process,
- iii) prioritization of investment to support women's needs, and
- iv) the sensitization of men and women on issues related to water, sanitation, hygiene, nutrition and the quality of life.

Further, specific attention will be afforded to geographic and cultural specificities, in order to ensure the appropriateness of interventions. A "new culture of water," forming the basis for the water and sanitation sector reform in Ecuador, will build on principles of human rights and gender equality, participation and co-responsibility, as well as intercultural aptness and environmental sustainability.

Philippines

The Philippine JP is designed to complement the government's efforts in providing water services to communities with low such coverage. Hence, in accordance with the needs identified by the Philippine Water Supply Sector Roadmap, the JP will focus on the 'soft' aspects of capacity building, including the development of a range of incentives options and partnership modalities, for the enhanced sustainability of the programs of the national government.

Activities

There are two main components of the programme – each relating to one of the two main outcomes. The first component will be implemented by taking stock of existing policies mechanisms that encourage (or discourage) public and/or private sector investments at the local level, as well as existing financing schemes. Innovative business practices from the private sector will also be included. Envisaged outputs in this area include:

- 1.1 Incentives mechanisms and partnership modalities developed and enhanced for public and private investments in "waterless" and poor communities.
- 1.2 Financing and programming policies in the sector reviewed and amended (as necessary) to rationalize assistance and increase ownership and accountability.
- 1.3 Local WATSAN councils and water user associations organized to effect participative provision of water supply services.

PHILIPPINES

Enhancing Access to and Provision of Water Services with the Active Participation of the Poor

Expected Outcomes:

- 1) Establish investment support mechanisms to improve efficiency, access, affordability and quality of water services in poor communities provided by utilities at the local/community level
- 2) Enhance local capacities to develop, operate and manage water utilities by fostering inclusive participation in decisions relating to water service provision

1.4 Adjustment of NWRB's tariff-setting guidelines for small water service providers.

Activities in this area include a baseline survey of the existing and preferred water supply systems and delivery organisations and the consequences of water availability on gender relations and socio-economic factors. There will also be a review of National Water Resources Board's tariff setting methodology, recognizing that those guidelines may be too complex for small scale water providers.

The second programme component aims to ensure that the incentives and partnership modalities, developed in component one, are properly understood and utilized to improve, expand and above all, sustain, existing water supply systems. Activities relate to the institutional strengthening, information management and utilisation of the WATSAN Toolbox – a compilation of training modules for local government units and water service providers to enhance their planning, implementation, management and operational capabilities – in the process of being further developed by the Department of the Interior and Local Government (DILG). Envisaged outputs in this area include:

- 2.1 Capacities at the local level strengthened, with participation of marginalized groups especially women.
- 2.2 Improved sector plans formulated and monitoring mechanisms established.
- 2.3 Localized customer service code developed and adopted.
- 2.4 Information, education and communication programs.

Strategies

The core strategy of the JP is to enhance the access to and provision of water services of poor communities by providing the 'soft' aspects of water service provision. This has been identified as an area that has received insufficient attention by government water infrastructure programs. This is important to meet up with the investments made available through such programmes. The active participation of the poor who are to benefit from

the programme outcomes are seen as essential. Although implementation is at the local level, coordination between stakeholders and support from national, regional and civil society agencies are seen as crucial.

There are two tracks for promoting the sustainability of the programme achievements; capacity development and financing schemes. The capacity development is designed to have a strong ownership building dimension, including water user participation in the operation and maintenance of their local water supply systems as well as the adjustment of water charges to users' needs and ability to pay. Emphasis will be given to the involvement and empowerment of women's groups in the management of the water services and cooperatives.

Regarding financing schemes, financing arrangements and cost recovery mechanisms are to be integrated into projects, in partnership with local governments and women's groups. The idea is that a price level which is viable for private sector operators and still affordable for communities should be found.

Panama

The JP in Panama addresses the national priority of ensuring access to efficient water and sanitation services to the most excluded people in the region of Ngöble-Buglé. This region is home to the greater share of the country's indigenous population, and is also the region with the lowest per capita income in the country and correspondingly high levels of extreme poverty. The area is also severely affected by hydro-meteorological events contributing to floods and landslides. Two thirds of the population do not have water available at the household, and three fourths do not have sanitation services. The low access to infrastructural services is partly explained by the dispersed nature of settlement and difficult communications, with access to some areas only possible by walking or by water-ways. Still, the JP concentrates on the poorest and most difficult-to-access parts of this region. Relating to the UNDAF framework, the Panamanian JP will directly contribute to:

- Enhance environmental sustainability through regulatory frameworks, national strategies and local action.
- Increase coverage of safe water and basic sanitation services in rural and indigenous zones.
- Improve the health of the population by health promotion and disease prevention.

Activities

In order to achieve the first intended outcome, activities focus on the development of capacities among community organisations. A series of workshops are held with the purpose to;

- i) increase awareness of the importance of participation for increasing access to services and safeguard the quality of drinking water;

PANAMA

Strengthening of Equity for the Reduction of Gaps in the Public Services of Safe Water and Sanitation through Citizen Empowerment in Excluded, Rural and Indigenous Areas

Expected Outcomes:

- 1) Health improvements through the empowerment of the beneficiary population to successfully extend the coverage of and access to water and sanitation services
- 2) Strengthening of water resource sustainability through local and institutional actions

ii) develop capacities for operation, administration and maintenance of constructed water systems and sanitation facilities; and iii) develop plans for efficient protection and management of water resources. Priority will be given to the training and capacity building of Juntas Administrativas de Acueductos Rurales (JAAR - Rural Water Scheme Management Boards) in selected communities, who should become able to plan and prioritise investments in a participatory manner, in a context of sustainable development.

To achieve the second outcome of water resources sustainability, the programme will concentrate on the participatory development of municipal investment plans that ensures coverage of safe drinking water and basic sanitation to the growing population. Activities in this area include the mapping of areas of intervention and the drawing up of a relevant baseline for the selection of communities and follow-up.

Strategies

In order to ensure the sustainability of the results, the programme emphasises the importance of approaching the issues of water and sanitation in a culturally sensitive way. Gender and of human rights issues are to be emphasised. Significant resources are dedicated to the strengthening of local capacities for autonomous management, and to motivate and empower the population to develop ways for income generation in order to manage community inputs. Focus lies on the JAAR. The program strongly promotes community participation, based on lessons learned from a range of related programmes.

Bosnia & Herzegovina

The JP in Bosnia & Herzegovina finds the root causes of the water sector problems to lie in institutional deficiencies, complicated political dynamics and a lack of citizens' engagement. Water utilities often suffer from poor financial and a lack of strategic management. They also lack guidance from municipalities – the entity responsible for providing acceptable water services to the citizenry – who in turn lack capacity and guidance from higher level government.

While much infrastructure was destroyed or deteriorated during the recent years of conflict, a great share of it has been restored through international assistance in the post-war period. Whereas there has also been institutional strengthening directed to the water sector, legislative reforms have lagged in a way so that utilities do not receive adequate support or autonomy for managing their obligations in a sustainable way.

The programme is to provide support to utilities, municipalities and higher level government as well as to provide a channel for information exchange and influence between citizens on the one hand and utilities and municipalities on the other.

Activities

The first outcome builds on a focus on human rights and improved access for vulnerable and excluded population groups. Participation and influence on decision-making is to be enhanced for citizens in general and for vulnerable and excluded groups in particular. Activities aim to increase citizens' capacity and skills to influence. This includes the mapping and identification of gaps in existing mechanisms for participation and the organisation of permanent participatory action groups among vulnerable communities, as well as to ensure networking between community participatory action groups.

Also the JP will address weaknesses within existing participatory mechanisms and the capacity of municipal administrations to support such mechanisms. Training will build on a human rights based approach to policy and programme development. Interaction between different groups will be facilitated with the aim of changing attitudes of municipal agents and citizens alike. The situation of vulnerable groups will also be followed through social impact assessment methodologies in order to achieve a continued information flow on coping mechanisms and impacts of policy decisions, with special emphasis on children.

The second outcome relates to the improved economic governance for improved service provision. Activities focus on assisting utilities to improve financial management practices, including procedures for fee collection that rely on modern billing systems with charges based on volumes consumed. Information campaigns will be launched to instil attitude changes among citizens to more willingly pay water bills. For areas beyond existing pipes water supply systems, water quality testing will be provided as a service.

Activities related to the third expected outcome include capacity building from municipal up to state level to develop evidence-based policies and resource plans for the development and regulation of water supplies. This includes enhancing capacities among municipal decision-makers to assess and analyse the status of vulnerable group and plan appropriate social mitigation measures, as well as improving capacity of policy-makers on national and sub-national level to ensure socially equitable water service protection policies through data collection and analysis. Also, a more unified

BOSNIA & HERZEGOVINA

Securing Access to Water through Institutional Development and Infrastructure in Bosnia and Herzegovina

Expected Outcomes:

- 1) Strengthened inclusion of citizens in the participative municipal governance of Water access
- 2) Improved economic governance in water utility companies for better services to citizens in targeted municipalities
- 3) Strengthened capacity of government(s) for evidence-based policy making and resource planning for equitable water related service provision

system of water utility management will be promoted by way of exchange of lessons learned and know-how between peer municipalities. At national level, the programme will work towards increased availability of data and improved analysis, which will allow for evidence-based monitoring of e.g. the effectiveness of existing strategies of social inclusion. The sustainability of the programme will be assured by several measurable outputs that have been produced: By the end of the JP there will be: municipal action plans in place, restored infrastructure, adequate water pricing and social protection policies developed. Capacity-building as one of the core development strategies will furthermore leave more able practitioners to continue providing better service to the citizens in the future.

Strategies

Strategic focus is put on the establishment of sustainable mechanisms to ensure citizens' access to information and right to be heard, as well as the participation in decision-making. A complementary focus lies in the support to service providers, especially when it comes to the strategic financial management in the water sector.

Part of the efforts made by the programme will be to transform the governance of the water sector and align it with European principles of water management, and departing from the former centralized plan economy way of command. This requires changes in behaviour among all stakeholder groups, with citizens needing to engage and contribute to decision-making, or at least willingly pay water bills. Authorities and utilities need to be more responsive to the needs of the citizens – which are to be viewed as rights to services, to which providers have a duty to respond to.

Young people have been identified as a vulnerable group, suffering from social exclusion in larger numbers than other age groups. Youth will therefore be in focuses of the social protection activities and will be given specific participation opportunities in the participatory activities. Gender

equality is one of the key MDG challenges for Bosnia and Herzegovina. One of the main concerns regarding gender inequality and a root cause to the persistence of inequality is the lack of women engagement in political processes. The JP demands to have women's representation in each community's participatory mechanisms.

Impacts that the programme is contributing to are found in both specific water sector development goals – such as the establishment of a sustainable system of financing in the sector, the provision of sufficient amounts of potable water for water supply and the improved protection of water quality – and more general development goals – such as creating conditions for sustainable and balanced economic development. The outcomes of the programme will also coincide with the development priorities identified in Bosnia and Herzegovina's strategic documents regarding the country's EU Accession. Furthermore, the three specific outcomes of the programme are strategically interlinked to make the progress in each of the outcomes spur positive development in the others, with the aim of creating long-term impact in the water sector, also after the programme completion.

Paraguay

The JP in Paraguay aims to sustainably improve access to, and the quality of, water and sanitation services in rural areas and indigenous communities in the interior of the country. The main beneficiaries are dispersed rural populations and indigenous communities in areas where poverty is wide-spread, coverage of safe water and sanitation services is low and the level of exclusion is high. Efforts of the joint programme in Paraguay include the provision of technical assistance, materials for construction of infrastructure and training. Innovative features of the programme relate to the promotion of change in relation to the participatory involvement of citizens in the elaboration and application of national water and sanitation services strategies.

Activities

To meet the first expected outcome, the institutional capacity to design, execute and evaluate sector policies with a gender perspective will be crucial. The first set of activities relates to the systematisation of available information, its diffusion and support for the monitoring of the systems' performance. The second set of activities involves the participatory production of an integrated National Drinking Water and Sanitation Policy and Plan. The thrust of the activities are devoted to the participatory discussion of regulations with the aim of proposing ways to adapt existing regulations better to realities, e.g. of independent providers, on the ground. The programme will also support the elaboration and dissemination of the proposed regulatory changes.

Further activities relate to the support to local governments to be able to engage with micro-enterprises, as well as to

PARAGUAY

Strengthening the ability to define and apply water and sanitation policies

Expected Outcomes:

- 1) Enhanced, gender-sensitive capacity to provide quality services of drinking water and sanitation
- 2) Strengthened citizenry for the promotion and protection of their rights, participation in decision-making and control over the actions of the public sector
- 3) A mid- and long-term infrastructure financing scheme for potable water and sanitation services designed and implemented
- 4) Improved access and quality of drinking water and sanitation service provision in rural areas and indigenous communities in the interior of the country

Sanitation Committees and their associations to be able to provide improved services. Throughout, innovative alliances will be established to have both public and private sector actors contribute to infrastructure provision and its management. In order to strengthen the voice of the citizens (expected outcome 2), there will be focus groups and surveys to establish needs for improving services. Above all, mechanisms of accountability and transparency, that include a dimension of serving the needs of the population as well as a gender perspective, will be implemented among central, regional and municipal authorities. The participation of women and indigenous groups will be prioritized at all levels in these activities.

Activities to meet the third expected outcome – an infrastructure financing scheme – will look at existing regulations and previously successful experiences in Latin America in order to find new options for the financing of investment needs. Local governments as well as the private sector will be involved in this. Three different financing schemes will be tested in at least ten communities, and it is hoped that it will generate multiplier effects.

Finally, there will be field testing of the models developed under the programme, i.e. the participatory planning and implementation of integrated water supply and sanitation services. This will directly contribute to the increased service coverage in disadvantaged regions, and it will also strengthen the communities, by way of practical learning, so that they can manage and maintain the services and also generate local employment.

Strategies

In order to achieve the MDG challenge, the programme must address the water and sanitation services in remote indigenous

areas, where coverage is critically lagging. There are several barriers, including language, culture and physical distance, as well as the lack of technologies and – above all – financing mechanisms. This lack is to be addressed by the present JP. Previous programs in indigenous areas have generally failed to involve the community in the full project cycle and have resulted in faulty maintenance and non-functioning of water and sanitation installations. The present programme will ensure participation at the onset.

There will not only be citizen participation among vulnerable group, but also the participation of sector institutions at both national and local level, through strategic alliance, as one goal of the programme is to work jointly to build capacity that can be consolidated on all government levels over time. There will also be a gender perspective to ensure the proper understanding of gender relations and how they are affected by interventions in the area of water and sanitation.

Albania

The Albanian JP broadly addresses issues of regulatory reform and consumer influence in the water and electricity sectors. With operational inefficiencies, weak regulatory environments and poor service quality being characteristic the energy and water infrastructure in Albania, the JP will focus on building regulatory capacity, strengthen civic and state consumer protection bodies and ensure access to services for the vulnerable and poorest consumers. Specific attention will be afforded to six pilot regions.

Activities

Implementation is sequenced in accordance with five broad activity areas;

- a) diagnosis of capacity needs;
- b) collection of new data, e.g. consumer information;
- c) building monitoring systems to gauge progress;
- d) institutionalise advocacy, consultation and participation of civic organizations; and
- e) building partnerships with other donors and government entities.

Activities under the first outcome focus on building capacity among core ministries and regulatory agencies like the Energy Regulatory Entity (ERE) and the General Directorate of Water and Sanitation (GDWS). This involves their improved ability to monitor the provision and efficiency of service delivery and enhanced capacity to respond to public concerns as well as to adopt participatory, consultative processes and contribute to public debates.

The second outcome involves strengthened civic associations and state bodies to provide a strong voice for consumers. Programme activities include training for better attendance to consumer complaints and more effective enforcement

ALBANIA

Economic governance, regulatory reform, public participation, and pro-poor development in Albania

Expected Outcomes:

- 1) Capacities of regulatory bodies enhanced to better monitor the provision and efficiency of service delivered
- 2) Consumer associations and state bodies strengthened to provide a strong national voice for costumers
- 3) Vulnerable groups, people in need, and those living in informal areas benefit from pro-poor utility policies

of consumer protection rules as well as the involvement of consumer associations in policy formulation and implementation. Particular attention will be given to the six pilot regions. The role of Civil Society Organizations will be enhanced in a number of ways.

To ensure that vulnerable groups, people in need, and those living in informal areas benefit from pro-poor utility policies (outcome 3), the programme engages in two sets of activities: First, the effectiveness of present pro-poor mechanisms will be studied, and the willingness of households to pay for water and electricity services will be elicited. The second set of activities addresses problems of informality and is to work with community based organisations in informal areas. Legalisation and replacement of informal solutions with formal service delivery mechanisms will be encouraged.

Strategies

Strategies are based on lessons learnt with regard to the importance of an appropriate regulatory environment as well as evidence-based analytic policy-making. Hence, data collection is seen as central to anchor policy-making on information from consumers. The importance of monitoring systems is emphasized for measuring progress. Collaboration and partnership-building is prioritized for the coordination of resources. Partnerships within and beyond the government system are emphasised and civil society organisations are seen as key partners for the implementation of the programme. In a regional context, the efforts of the programme are inserted to the strife towards economic governance and the transition into European integration after the communist era. Further, the program aims to help lessen the strains on the regional energy balance in Southeast Europe, and in a longer perspective help reduce potential inter-state tension in that region.

Generalised environmental concerns (and conflicts) that need to be managed include the need to extend services both in the areas of water and electricity, while at the same time there is the imperative to save on both water and energy.

4 Cross-Cutting Themes and Common Concerns

With a view towards the further exploration, by way of research and documentation as well as the potential exchange of experience between joint programmes, a number of cross-cutting themes and common concerns have been identified. The themes and concerns below have been identified from the reading of the respective programmes' project documents. The discussion of the themes and concerns is complemented with a presentation (in text boxes) of activities undertaken by each programme in relation to these areas. Those activities were identified by programme representatives during the KM workshop in March. The different cross-cutting themes and common concerns identified at the workshop were grouped as follows:

- Knowledge Management
- Capacity Building
- Information Systems
- Access and Quality of Services
- Sustainability of the Results of the Joint Programmes
- Citizen Participation
- Decentralisation
- Water Culture
- Healthy Schools and Communities
- Private Sector
- The Human Right to Water
- Regulatory and Institutional Framework
- Tariffs
- Financing – Seed Funds
- Corruption

In addition, a common concern to all the JPs are issues related to UN agency coordination and the strengthening of government ownership, in accordance with the “One UN” approach and the Paris Declaration on Aid Effectiveness. These concerns, however, are not dealt with in this report as they are beyond the scope of the DEG-KM initiative, which maintains its focus on democratic and economic governance in the water supply and sanitation sectors.

The themes outlined below, ranging from rights-based and participatory approaches to the institution of financing mechanisms and revised regulations are hence derived from the document review and complemented with information from the DEG-KM workshop. They are brought up as possible areas of interest for JPs and beyond, and thus for further attention through the present KM initiative.

Human Rights-Based Approach

The human right to safe drinking water and sanitation, as recently affirmed by the UN Human Rights Council, is derived from the right to an adequate standard of living and

the right to the highest attainable standard of physical and mental health, as well as the right to life and human dignity. Beyond this, article 21 (2) of the Universal Declaration of Human Rights states directly that “[e]veryone has the right of equal access to public service in his country.”

A human rights-based approach recognizes every human being both as a person (with needs) and as a right-holder (with inherent entitlements). There is a reciprocal relationship with duty-bearers (governments) which have the responsibility to respect, protect and (progressively) fulfil these rights.

All the JPs confess to a rights-based approach to some degree. The programme in Bosnia and Herzegovina is very explicit and internalises the rights-based approach in its language; referring to the authorities (responsible for delivering services through utilities) as duty-bearers and users/consumers as rights holders. Strategic focus is put on the establishment of sustainable mechanisms to ensure citizens' access to information and right to be heard, as well as the participation in decision-making. A complementary focus lies in the support to service providers.

The ability of consumers to express their complaints and – most importantly – to have them attended to is emphasised in the Albanian JP. This programme works with civil society organisations and points out that some of these can act as ‘watch dogs’ in ensuring that citizen's rights are respected. The programme also acknowledges the reciprocal relationship between rights holders and duty bearers and the importance of a constructive dialogue.

The Guatemalan JP highlights the rights-based approach particularly in relation to the local capacity building and the creation of a dialogue about service provision. The point there is to highlight the demands of the rights holders, and on the supply side, to improve the capacity to respond to the expressed needs of the citizens. The JP in Nicaragua focuses, in their rights-based work, on the issue of inequalities and disparities between different groups, and the ways for overcoming barriers for fulfilling the rights of those groups – mainly indigenous and afro-descendant people.

The Angolan JP emphasises the importance of accountability (further discussed below) on behalf of the authorities and the role of information in relation to the population's ability to claim their rights.

The rights-based approach would in practical work imply information to the public so that citizens are aware of their rights, as well as support to mechanisms for people to claim and attain their rights. As the other side of the coin, relevant duty-bearing authorities need to be assisted in how to respect, protect and fulfil the rights.

As identified at DEG-KM workshop: What we do in relation to:

HUMAN RIGHTS TO WATER	COUNTRY
<ul style="list-style-type: none"> Resolution signed by legislators and National officials declaring water as a human right (presented to the president on World Water Day); this is an output of the legislative executive dialogue (part of the programme's communication plan) / to be integrated into the sector plans and water governance tool box 	Philippines
<ul style="list-style-type: none"> Promotion of the human right to water through communications campaigns Prioritization of extremely poor communities Designation of economic resources based on equity and rights criteria 	Nicaragua
<ul style="list-style-type: none"> The new constitution recognizes the human right to water, implying that the water law and the law of service provision are elaborated on that premise 	Ecuador
<ul style="list-style-type: none"> Established multi-sectorial management bodies in each partner municipalities, developed referral models of implementation based on human rights approach including strong gender dimension It's important to know that water – rights, but however we forget obligations with water 	Bosnia & Herzegovina
<ul style="list-style-type: none"> Citizen's guide with focus on rights (for social society organizations and leaders) 	Mexico
<ul style="list-style-type: none"> Model contract between water utilities and consumers Campaign on consumer rights 	Albania

Issues for further enquiry may include:

- How are the rights and duties interpreted by local communities, local authorities (often charged with the responsibility for delivering services) and national authorities (often in charge of policy and regulatory frameworks)?
- To what extent are the rights reflected in national legislation and local by-laws?
- What procedures for voicing demands or making claims have emerged?
- How important is the sense of duty in the practical delivery of services?
- How do rights-based approaches combine with other approaches, e.g. where communities are to take charge of service production? Synergies/conflicts?

Regulatory Frameworks and Public Administration

Legislative reform

Most countries have during the past decades been reforming their legal basis for how to provide water and sanitation services

to their populations. It is often a slow process, either because of consultation at various stages, or because of less transparent but nevertheless time-consuming bureaucracy. At times, laws may also be changed more rapidly, where sufficient external or internal pressure manage to push changes through.

Recent water sector reforms typically involve the separation of roles in terms of ownership and asset management, regulation and oversight of sector performance, as well as the operations and actual delivery of services. These three role areas have in most countries until relatively recently been combined and vested in single public sector agencies. By water sector reforms, they have been separated, and certain roles may be delegated or contracted to the private sector or community organisations.

The JPs in Ecuador, Nicaragua and Angola are greatly involved in the legal reforms and related processes of institutionalisation and legitimisation of the changes of their respective countries. The Ecuadorian JP is directly involved in the design of the new legal (decentralised) framework, including consultation workshops, and also acknowledges human and environmental rights to water.

As identified at DEG-KM workshop: What we do in relation to:

PRIVATE SECTOR	COUNTRY
<ul style="list-style-type: none"> Partnerships and private sector in IEC activities 	Philippines
<ul style="list-style-type: none"> Preliminary study about micro, small and medium-sized enterprises in the water sector and a plan for their formalization 	Angola
<ul style="list-style-type: none"> Assessment of enterprises and sources of contamination Training of MYPIMES in clean production and environmentally friendly technologies 	Mexico
<ul style="list-style-type: none"> Look at forms of incorporating the private sector in the different countries in order to compare them (how, when, where and why?) 	???

As identified at DEG-KM workshop: What we do in relation to:

REGULATORY AND INSTITUTIONAL FRAMEWORK	COUNTRY
<ul style="list-style-type: none"> Support to the formulation of Water Law (SENAGUA) and Law for Water and Sanitation Service Provision (MIDUVI) 	Ecuador
<ul style="list-style-type: none"> Strengthening of Regulatory entity (ERSAPS) and Planning (CONASA) Support to original service provider (SANAA) to assume the role of technical adviser to municipalities 	Honduras
<ul style="list-style-type: none"> Proposals and recommendations for state legislation on: <ul style="list-style-type: none"> Participation Gender Technical areas Rural management 	Mexico
<ul style="list-style-type: none"> Model contract between water utilities and consumers 	Albania
<ul style="list-style-type: none"> Formalisation of technical options Legislation of fund rules Formulation of sectorial strategy for the Caribbean Coast of Nicaragua 	Nicaragua
<ul style="list-style-type: none"> Support to the government in the design of specific regulations (water quality, street vending) Design of national policy for environmental sanitation Sectorial master plans 	Angola

In the Angolan case, a larger participatory revision exercise had initially been foreseen, but the revised legislation was eventually submitted for enactment without consultation. Still, the JP may become involved in reforms of regulations relating to ambulating water vendors and to water quality. In the case of Nicaragua, the programme will be involved – with the authorities of the autonomous regions – in an exercise to provide feedback from local communities and interpret and adapt existing regulations to become more appropriate to local needs.

Public, Private and Beyond

The issue of public or private management and ownership of water infrastructure and the providing of services has been contentious and subject to much international debate. In the present programmes this is clearly a non-issue. Instead, there is openness to a plurality of forms, but with the emphasis on strengthening the local authorities, either in their regulatory capacity to oversee independent or private operators, or in their capacity of direct service providers.

The discussion about financing mechanisms, which is an important topic to many programmes, generally mentions the idea of funnelling both public and private funds towards increased levels of investment in the water supply and sanitation sector.

Guatemala is the only JP that focuses on the public-private issue in itself, and promises to review experiences and lessons learned from public, private and public-private management to be documented, partly to enrich public policy and partly to serve as knowledge to be transferred for replication.

Most programmes refer to utilities of varying sizes. There is also the issue of small-scale independent providers. Particular

issues of regulation of these are discussed in the Angolan and Paraguayan programmes.

Decentralisation, Autonomy and Multi-Level Governance

Decentralisation is another important component of recent regulatory reforms. It is also taking place in many of the JP countries. The JP in Nicaragua is greatly involved in bringing capacity to the regions in order for them to live up to their responsibilities in a revised framework. Also the Angolan programme deals extensively with issues of decentralisation. The programme in Honduras works to get the national sector regulatory agencies better established and to support municipal authorities. Indeed, several of the programmes work with national and local authorities in order to improve their relations and respective strengths. Often, the focus lies in trying to strengthen local authorities which often lack finances as well as expertise.

The targeting of the local level as the responsible and implementing governance level, with support from higher level institutions, is a common strategy for a majority of the programmes.

Accountability and Integrity

Accountability refers to the assuming of responsibilities and being answerable for the consequences. The role and importance of accountability is highlighted in many of the programmes. Integrity refers to issues of honesty and consistency. Water integrity work basically aims to reduce corruption in the sector. While integrity is not discussed as such, issues of enhancing transparency are mentioned.

The Mexican programme emphasises transparency and accountability of the organisations in charge of the water and

As identified at DEG-KM workshop: What we do in relation to:

DECENTRALISATION AND LOCAL LINKAGES	COUNTRY
<ul style="list-style-type: none"> • Synergy/pollution control project: work linked with communities and local laboratories – other government entities • Relation ministries – provincial directorates – catchment areas – municipalities – water assemblies in the application of laws and regulations 	Ecuador
<ul style="list-style-type: none"> • Creation of opportunities for consultation <ul style="list-style-type: none"> • Regional roundtables on W&S • Municipal roundtables on W&S • Harmonization of interventions through the creation of Fund Regulations on W&S • Formation of W&S aid worker groups for the Caribbean coast of Nicaragua 	Nicaragua
<ul style="list-style-type: none"> • Formulation of water strategy, including decentralization 	Albania
<ul style="list-style-type: none"> • Established department for water within the key National counterpart MOFTER now in charge for coordination of activities at local level 	Bosnia & Herzegovina
<ul style="list-style-type: none"> • Support to municipal administrations with: <ul style="list-style-type: none"> • Master plans • Training in SISAS • Administration manuals • Comments to Water Law 	Angola
<ul style="list-style-type: none"> • Municipal water and sanitation committees (COMAS). Units for supervision and local control (USCL). National and municipal policies 	Honduras
<ul style="list-style-type: none"> • Local capacity building to make decentralization effective 	Mexico

sanitation services, and also notes the destructive effects of corruption and poor public management. Similarly, the Angolan JP brings up the issue of accountability in relation to municipalities' and communities' ability to manage water and sanitation services.

Somewhat related to these issues are that of how informality is seen or not. The Albanian JP aims to formalise informal and at times illegal practices such as the illicit tapping into utility networks (with related public health risks), which is common in informal peri-urban settlements. The formalisa-

tion process will build on the establishment of a dialogue and legalisation of appropriate connections will be done, and the replacement of informal services by formal ones will be encouraged.

As accountability and integrity are fundamental for duty-bearers or relevant authorities to effectively deliver services, or to ensure that they are delivered, it is implicitly present in most of the programs. More so, the role of monitoring and evaluation is highlighted as means of ensuring efficiency and appropriate conduct.

As identified at DEG-KM workshop: What we do in relation to:

CORRUPTION	COUNTRY
<ul style="list-style-type: none"> • Use of customer Service Code is a way to demand accountability among service providers. It is a social contract to ensure that there is integrity and transparency in the delivery of services • Integration of "Anti-corruption" measures in the development of sector plans for water and knowledge tool kit for local governments and citizens 	Philippines
<ul style="list-style-type: none"> • Initiatives for citizen's monitoring • Strengthening of access to public information with gender and ethnicity focus • Citizen's Guide for civil society organizations and leaders on the water and sanitation sector with a focus on rights 	Mexico
<ul style="list-style-type: none"> • Training of journalists (media) on MDGs to be able to monitor/inform/sensitize the population 	Angola

Information and Water Sector Monitoring

Enhanced monitoring and the systematised information about the status and progress in the water and sanitation sectors is a *sine qua non* for improving both quality and quantity of services and the population's access to them. Most programmes focus on the improved monitoring in their respective countries.

In the Mexican and Guatemalan JPs, the monitoring goes beyond the status of the water and sanitation services and includes also the long-term availability of water sources as well as issues related to hydro-meteorological vulnerability,

with monitoring also forming part of early warning systems against risky events.

The Mexican JP is very explicit and far-reaching in its water information endeavour, including the disaggregation of data along lines of gender and ethnicity, as well as the importance of dissemination and the role of information for the public to be able to claim its rights.

The Ecuadorian JP also gives priority to the issue of information, with improved indicators on water and sanitation services providers being one of the expected outcomes.

As identified at DEG-KM workshop: What we do in relation to:

INFORMATION SYSTEMS	COUNTRY
<ul style="list-style-type: none">Comprehensive communication planIncreasing public awareness through a tri-media campaign, provision resources/information online, detailed documentation of replicable activities/outputs, contests (postcard, photo, video) to gather more information/education materials, participatory activities to increase local awareness	Philippines
<ul style="list-style-type: none">Establishment of Water and Sanitation Systems with Regional and Municipal Governments (SINAS)Assessments and base line studies of W&S	Nicaragua
<ul style="list-style-type: none">Water and Sanitation Sector Information System (SISAS)	Angola
<ul style="list-style-type: none">Municipal Information Systems; and for service provider Servicio Autónomo Nacional Acueductos y Alcantarillados (SANAA-SIAR), and regulatory entity (ERSAPS)	Honduras
<ul style="list-style-type: none">Established referral models of implementation based on Evidence based policy planningInformation data base installed in each partner municipality providing evidences for strategic planning and interventions.	Bosnia & Herzegovina
<ul style="list-style-type: none">Municipal geographical information systems (indicators on social, economic, environmental, water, etc.) and strengthening of technical units for its use	Mexico
<ul style="list-style-type: none">Looking for a way to find common indicators that allows for a regional and possibly a global analysis in W&S	???

Financing Mechanisms, Tariffs and Fees

The financing of water and sanitation systems is a common concern among most JPs, and several programmes include the establishment of investment support mechanisms as outcomes of their interventions. Issues of financing are addressed at several levels, including mechanisms to finance investments and attract additional such funding to the sector as well as the related issues of recurrent funding for operations and maintenance by user fees are also discussed in some of the documents.

The Philippine JP works to establish investment support mechanisms that target poorer communities and municipalities. It starts with the identification of policies and procedures that either discourage or encourage local investments from both public and private sector agents. The programme will also review tariff-setting methodologies for small-scale providers, affordability and acceptability of user fees, and issues of record-keeping and transparency.

Looking at financing from a monitoring and evaluation perspective, the Ecuadorian programme works to strengthen the financial oversight of service providers, and also to have budgeting procedures guided by citizen's needs, i.e. 'participatory budgeting.'

Several JPs rely on communities to finance their water schemes. In some places, such as Angola, communities (or its representatives) are to be directly involved in the management of schemes. Where communities are not involved in the direct provision, they will still meet the costs of schemes by paying user fees.

In order to expand or install new schemes, finances need to be amassed up-front. This requires a credit system that advances funds for investments, in some cases as grants, or as loans to be paid back (from user fees) over long periods of time. In Angola there is the idea of micro-credits with municipal backing in the form of guarantees.

As identified at DEG-KM workshop: What we do in relation to:

FINANCING – SEED FUNDS	COUNTRY
<ul style="list-style-type: none"> Partnerships with other government agencies with available grants to ensure prioritization of water less communities within the JP in the allocation of government funds for infra development 	Philippines
<ul style="list-style-type: none"> Execution of projects of W&S with seed fund resources Funnelling of new funds through the creation of groups of aid workers in W&S 	Nicaragua
<ul style="list-style-type: none"> Management model for the handling of other funds for W&S in Ministry of Urban Development and Housing 	Ecuador
<ul style="list-style-type: none"> Experience of Tegucigalpa Revolving Fund 	Honduras
<ul style="list-style-type: none"> Established joint intervention fund for priority interventions identified Master Plans Development Unlocked loans from international financial institutions (WB, EIB, EBRA...) 	Bosnia & Herzegovina

The JP in Paraguay aims to develop new models for the local financing of water supply and sanitation infrastructure. After a review of national regulations (including useful models developed by the national Development Financing Agency for other sectors) and previously successful experiences in other Latin American countries, this JP will develop a new investment mechanism for public-private financing. Involving local governments and the private sector, various modalities will be considered (including bonds and bank loans), and integrated into the national financial system.

The Nicaraguan JP has established a seed fund in order to get initial funding going, with the hope of thereafter attracting further financing into the target regions. Similarly, the Honduras JP will provide some of the financing directly, aiming to funnel additional funds into the programme areas by way of strategic alliances with potential financiers. In addition, a structure for investment funding is to be established. Also in Ecuador is there a component of direct investment into improving services coverage in the selected regions.

As identified at DEG-KM workshop: What we do in relation to:

TARIFFS	COUNTRY
<ul style="list-style-type: none"> Linking tariff-setting to quality of service through social contracts (localized customer service codes) for small communities Development of tariff methodology /light –handed regulation for small-scale water service providers/ LGU-owned utilities 	Philippines
<ul style="list-style-type: none"> Willingness to pay survey Pro-poor policies to mitigate impact of tariff increases 	Albania
<ul style="list-style-type: none"> Survey on tariffs and public opinion survey recommended categorization of tariffs, identifying most vulnerable groups and proposing subsidies. We want to know how often tariffs change and what happens when these changes, also who have subsidies and how occurs. 	Bosnia & Herzegovina
<ul style="list-style-type: none"> Training and policies at municipal/community levels 	Honduras
<ul style="list-style-type: none"> Define tariff variables for the rural sector relating to sustainability of services and social impact 	Ecuador

With regard to different financing mechanisms, several reviews have been made or will be made by JPs. Such reviews of financing methods, constraints and opportunities – albeit context specific – should be of interest to other JPs.

Subsidies and Affordability

Whereas the safe water and basic sanitation have been reaffirmed as human rights, there is no implication that these are to be provided free of charge. They should be accessible and affordable. In practice, the price of services may be the

main exclusionary mechanism, rather than unavailability or discrimination in the provision of services. Very commonly when dealing with piped water systems, the access to infrastructure – the connection – is unaffordable to the poor (or otherwise inaccessible due to geographic or socio-economic discrimination) whereas the water itself may be relatively cheap. Piped water tariffs are generally far below the price levels of water supplied by alternative means. Ironically, it is the poorer segments of the population which then have to pay the higher prices.

Affordability is an issue in many of the programmes, and there are several ways to address this challenge. The Angolan programme identifies support to sustainable livelihood projects as a strategy to create income generation in the community and thereby enable users to contribute to finance the water service utilities. The programme in Bosnia & Herzegovina promotes a system of user fees but puts strong emphasis on provision of subsidies to groups who are unable to pay.

In the Philippines the JP is to assist communities and utilities to develop a pricing policy that allows for viable for private sector operation but still respects community affordability. The Albanian programme addresses the need to design water (and energy) tariffs with pro-poor characteristics. These will focus on the most vulnerable groups and may include tariff subsidies or compensation schemes.

As identified at DEG-KM workshop: What we do in relation to:

CITIZEN PARTICIPATION	COUNTRY
<ul style="list-style-type: none"> Water Sector Citizen Council formed by agents involved in the Integrated Water Resources Management. Citizen participation focused on the generation of policies related to the sector and the "veedurías ciudadanas" (citizen oversight committees). Meetings on water, space for dialogue, meeting, training and information to bring together the authority – SENAGUA (National Water Secretariat) – and actors involved in water use. Spaces for contribution and reflection serve as inputs to the development of the National Water Plan. Synergy / pollution control project: active community participation in monitoring of water sources 	Ecuador
<ul style="list-style-type: none"> Campaign on consumer rights 	Albania
<ul style="list-style-type: none"> Partnership with civil society in local awareness campaigns and in implementation of some outputs (e.g. service codes, toolbox) to ensure active community participation in the development/delivery of outputs Formation and training of community committees of W&S (CAPS) 	Philippines
<ul style="list-style-type: none"> Formation of networks among CAPS Community participation in municipal round-tables on W&S 	Nicaragua
<ul style="list-style-type: none"> Creation and training of water and sanitation groups for the management of water points. 	Angola
<ul style="list-style-type: none"> Civil Society Organisations are permanent members of municipal management boards and directly involved in programme implementation through initial planning, strategies, interventions 	Bosnia & Herzegovina
<ul style="list-style-type: none"> Citizen monitoring initiatives Rural Development Agencies Interest groups / facilitators for the adaption of methodologies with a gender and ethnicity focus Local communications networks for development Linking strategy for educational community 	Mexico

Community Participation, Gender and Socio-Cultural Strategies

Participatory Approaches

All of the programmes use some form of participatory approach in reaching out to communities. There are various levels (or qualities or types) of participation, which are more or less suited for different purposes and circumstances. Drawing on Sherry Arnstein's Ladder of Citizen Participation, different levels of participation can be discerned, like:

- information, implying the sharing of balanced and objective information for citizens to understand problems, options, and/or solutions
- consultation, where feedback is solicited
- involvement, working together with citizens
- partnership, where citizens (groups) negotiate the formulation and decisions on problems, options, and/or solutions

- delegated power, where citizens (groups) have decision making authority, and
- citizen control, with community-controlled public services

While the models and methodologies actually applied by the JPs are not detailed in the programme documents, a cross-programme review of the methodologies employed and their outcomes may be of interest for the DEG window and beyond.

Several programmes started their activities by mapping out the participatory methodologies used in their respective countries and with what result. Such mapping exercises, particularly where they have been well reported, should be of interest for other JPs as well as a wider audience.

In the 'higher levels' of (successful) participation, there are clear elements of empowerment among the communities that take charge over their water and sanitation services. However, there is also the issue of professionalism in the service provision which may be considered as a drawback of

community-controlled provisioning, but still an important aspect for sustainable service delivery (also related to capacity building). Another aspect to explore is how community-controlled services resonate with rights-based approaches and the respective roles of rights-holders and duty-bearers.

Gender

‘Gender’ concentrates on the relationships between women and men in the context of intersecting categories like age, ethnicity and socio-economic status. With a focus on the social roles played by women and men, and societies’ perceptions and values attached to femininity and masculinity; gender relations are changeable and subject to constant reaffirmation or renegotiation.

The Ecuadorian programme is explicit on how to mainstream gender issues in the water and sanitation sectors; by way of strengthening women’s organizations to take part in decision-making and policy formulation, and the inclusion of women in the planning process, as well as the prioritization of investment to support women’s needs. Moreover, sensitization of both men and women on issues related to water, sanitation and hygiene is foreseen.

The Paraguayan programme also highlights the gender perspective – including it in its expected outcome number one – on the first page. The idea is to first review the status and needs of the water and sanitation sector, and thereafter develop a gender sensitive sector policy. It is also established that equal numbers of women and men should participate in training and capacity building. The Honduras JP document relates the issue of gender to (strategic issues of) human rights as well as practical issues like the potential time-saving in water collection. The Albanian document notes that women face higher risks of poverty and are likely to bear the double burden of work within as well as outside of home. There is also the issue of female-headed, or one-parent, households which puts additional burdens on sole income earners.

A collection of experiences in relation to how the gender perspective and approaches have been applied, and with what effects, is underway as part of the present DEG-KM programme. The identification and follow-up of gender is-

also helped by the MDG-F knowledge management theme “Gender as a Cross-cutting Issue” (see <http://www.mdgfund.org/content/knowledgemanagement>).

Addressing Exclusion and the Crossing of Socio-cultural Boundaries

The challenge of reaching out to those currently disadvantaged is faced by all of the JPs in the DEG window. Among the primary aims of the MDG-F is to improve the lot of the poorest of the poor – with the fundamental challenge of halving the proportion of people that lack access to basic water and sanitation services. Those who currently stand without access are generally marginalised in several ways, and typically reside in disadvantaged regions. The relative disadvantage and marginalisation differ in the various countries, and with them, the centrality and magnitude of the challenge.

Marginalised groups are ethnically diverse, but most often of different socio-historic background than the most powerful groups of a country. In the Americas, indigenous populations and in many cases afro-descendant people constitute the majority of those being marginalised. Commonly, but not in all cases, they reside in dispersed rural settlement with difficult communications. There may also be added vulnerability from residing in drought- or flood-prone areas, as for example in the focus areas in Mexico, Guatemala and Panama. Other dimensions may also pose disadvantage, as is the case in Angola, where settlements with a high proportion of migrants are identified as being marginalised.

The Panamanian JP addresses the challenge of marginalisation head-on by including the purpose of “empowering citizens of excluded indigenous groups in rural areas” in its title. In its promotion of community participation, the issue of culture is highlighted and the need to take different worldviews appropriately into account. Such issues are also embraced by the JPs in Guatemala, Nicaragua and Ecuador.

As identified at DEG-KM workshop: What we do in relation to:

WATER CULTURE	COUNTRY
• Water Culture Strategy as part of the model for water management	Ecuador
• Anthropological investigation about the meaning of water for the rural communities (through agreement with the university)	Angola
• Application of methodology for sanitary education / Healthy Schools and Dwellings incorporate domestic water management and protection of micro-catchments	Honduras
• Educational programme for water, sanitation and hygiene based on human values • Communication strategy for development	Mexico

The Paraguayan JP aims to develop new models of participatory management, including also innovative financial mechanisms, and ways to involve local communities in the planning, construction and management of infrastructure, with particular focus on indigenous disadvantaged areas.

Issues to explore could be how participatory methodologies have been adapted to suit the specific socio-cultural contexts and with what effects. Also, how (successfully) have other procedures or (financial) mechanisms been adapted to enhance service production and delivery in the disadvantaged areas?

Several programmes have addressed the issue of “Water Culture” as a way to also allow different cosmovisions relating to water resources and services to influence policies and strategies in the water sector:

Vulnerability and Pro-Poor Strategies

Along with the identification and targeting of poor and marginalised communities, JPs in a way also address vulnerability. Seeing poverty as multidimensional deprivation, vulnerability is even embodied in the concept. Beyond this, however, vulnerability is strongly related to risk along with the susceptibility and set of responses to environmental or economic hazards.

In Mexico, Guatemala and Panama, the communities targeted of the JPs are vulnerable partly because they live in areas that suffer from many extreme weather events. These communities are hence particularly exposed to hazards, and since they are among the poorest they have the least resources to resist and recover from damages. Some of

these programmes include improved hydro-meteorological monitoring, information management and early warning systems as one way to improve preparedness against extreme weather events.

In other countries the most vulnerable groups may be those that are the least established in the labour market and suffer from social exclusion. In the Bosnia & Herzegovina JP, youths are identified as a vulnerable group. In order to mitigate potential damage from anticipated increases in water tariffs, subsidies are envisaged to be provided to households with many children.

In Angola, certain activities serve to introduce a pro-poor perspective into existing strategies and policies in the area of water and sanitation.

As mentioned, all JPs focus on the needs of the poorest communities in their respective countries. One may differentiate, however, between the targeting of poor communities, and the pro-poor (re)arrangement of (general) policies and regulatory frameworks in a way so that exclusion of the poor is avoided. The assumption is that where issues of poverty are not sufficiently analysed and taken in to account, general policies may miss or at times even be counter-productive for the strife of the poor. An example is where expensive water and sanitation services are extended, ostensibly for the benefit of everyone, but nevertheless being unaffordable or otherwise inaccessible to the poor.

Most of the JPs are very strong in their focus on the poorest communities, but less strong in addressing exclusionary elements of existing policies. These are complementary foci and should be mutually supporting where pursued.

As identified at DEG-KM workshop: What we do in relation to:

ACCESS AND QUALITY OF SERVICES	COUNTRY
<ul style="list-style-type: none"> Local customer service code wherein users and providers agree on levels of service Water and sanitation /local governance toolbox to provide technical assistance to service providers and local government to plan for, develop, operate and maintain water systems 	Philippines
<ul style="list-style-type: none"> Creation of investment fund in water and sanitation Implementation of projects in indigenous communities 	Nicaragua
<ul style="list-style-type: none"> Citizens' scorecard 	Albania
<ul style="list-style-type: none"> Access – construction of infrastructure 	Angola
<ul style="list-style-type: none"> Citizen monitoring initiatives in water and sanitation (IMCAS – in two cities) Citizen guides System indicators for providers Codes of ethics and conduct for providers 	Mexico
<ul style="list-style-type: none"> Strategy for training, control and local supervision of water quality 	Honduras
<ul style="list-style-type: none"> General assessment of the water sector and its human development function sets baseline and assessed the present situation providing guidelines on how to improve quality of services. Basis for peer to peer exchange programmes 	Bosnia & Herzegovina

As identified at DEG-KM workshop: What we do in relation to:

HEALTHY SCHOOLS AND COMMUNITIES	COUNTRY
<ul style="list-style-type: none"> Schools /universities involved /consulted and are key actors in awareness-building activities Partnerships with universities in the conduct of local government for a (output is a community resolution to support water supply and sanitation development and identifying actions to be demanded from legislators; signed by community representatives and local chief executives 	Philippines
<ul style="list-style-type: none"> Development of projects of integrated school sanitation Implementation of 'Health Communities' campaign Implementation of hand washing campaign 	Nicaragua
<ul style="list-style-type: none"> "Hand washing" programme with institutional participation (Ministries of Urban Development and Housing, of Health, and of Education) have produced manuals, ready for publication 	Ecuador
<ul style="list-style-type: none"> Community-led Total Sanitation "hand washing with soap" 	Angola
<ul style="list-style-type: none"> Strategy for health environments <ul style="list-style-type: none"> Epidemiological study Assessment of existing infrastructure 6 pilot schools, until now Demonstration model of dwelling and alternative technologies (participatory, gender and cultural approach) Education programme for water, hygiene and sanitation based on human values. 	Mexico
<ul style="list-style-type: none"> Experience of "Healthy School and House" documented, framed and organised 	Honduras
<ul style="list-style-type: none"> Within the MDG-F DEG program separate activity on GOAL WASH issues was introduced for particular work with schools on awareness raising and health issues. "Water for life" book published and shared to all schools in B&H, established fund for implementation of kids identified projects and kids are supported in implementation of projects Child Rights Impact Assessment conducted in B&H linking water and hygiene as main themes. 	Bosnia & Herzegovina

Service Improvements for Healthy Communities

At the DEG-KM workshop, access and quality of services as well as the integrated work with schools and communities featured strongly. Activities indicated in these areas generally involved the responsiveness to community needs and the bottom-up logic of enhancing citizens' control and influence over service provision.

Sustainability, Capacity and Knowledge Management

Further concerns voiced at the DEG-KM workshop related to the sustainability of the results of the programme efforts. Future sustainability will be a major focus in the JP synthesis report and KM workshop that are planned for the year 2012. Notwithstanding, sustainability cannot be produced towards the end, but needs to be planned at the onset and carefully worked in to the implementation process. Strategic activities aimed at sustaining the achievements were identified by most of the JPs.

As identified at DEG-KM workshop: What we do in relation to:

CAPACITY BUILDING	COUNTRY
<ul style="list-style-type: none"> Outcome 2 is wholly capacity-building at local level local customer service codes, establishment of water and sanitation (WATSAN) councils; WATSAN toolkit Outcome 1 establishes investment support mechanisms, also delivers policy studies to build capacities for water governance at the national level (e.g. studies on financing/NG-LGN cost sharing, regulation, etc.) studies on mentoring mechanisms, partnership modalities and tariff methodology to input into capacity-building programs 	Philippines
<ul style="list-style-type: none"> Pollution control: training of communities for the monitoring of water quality of sources of water for human consumption 	Ecuador
<ul style="list-style-type: none"> Formation of capacities in regional and municipal technical units Diplomas in W&W / universities Technical workshops on specialized topics Learning related to results 	Nicaragua
<ul style="list-style-type: none"> Capacity building of central structures responsible for water sector (ministry) 	Albania

As identified at DEG-KM workshop: What we do in relation to:

SUSTAINABILITY OF THE RESULTS OF THE JPS	COUNTRY
<ul style="list-style-type: none"> Ensuring sustainability by selecting key government partners (e.g. NEDA for policy studies and DILG for capacity-building outcomes) Detailed documentation of processes for future replication BUILDING PARTNERSHIPS for next steps, including infrastructure provision & capacity building Policy resolutions from policy studies to be adopted/considered by the committee on infrastructure (highest policy-making body for infrastructure lodged with NEDA) Community organization (WATSAN Councils) to monitor accountabilities established under the program 	Philippines
<ul style="list-style-type: none"> Methodology to prioritize investment in rural areas adopted Performance monitoring enhanced (enhanced methodology adopted) Contribution to guide for customer services of water utilities. 	Albania
<ul style="list-style-type: none"> Institutionalization of the technical bodies that have been created Budget commitments for the maintenance of equipment Institutionalization of instruments and policies <ul style="list-style-type: none"> Investment fund Execution manual for water and sanitation projects Menu for technical options in W&S 	Nicaragua
<ul style="list-style-type: none"> Municipal management boards to become permanent decision making bodies basing decisions on referral model of implementation 	Bosnia & Herzegovina
<ul style="list-style-type: none"> Water department to resume all coordination activities in water sector upon completion of the program. Mobilisation of investment funds at municipal level/management training for municipalities/training; implementation partners 	Honduras
<ul style="list-style-type: none"> Impact on policies, programmes and projects Impact / lobbying on public budgeting Synergies with other UN initiatives or organisations / NGO Strengthening of local capacity for monitoring and impacting on policies (citizen monitoring initiatives, rural development agencies, local or regional NGOs) Institutionalization of gender and ethnic approaches 	Mexico

Closely linked to the issue of sustainability is that of developing capacity among government agencies and other entities somehow involved in the governance of the water and sanitation sectors. The activities aimed at developing capacity related to training, organisation and the exchange of experiences.

Given the overall focus of capacity development and knowledge management of the MDG-F strategy, all the JPs work with these issues. The activities related to knowledge management that

were highlighted at the workshop included inter-institutional collaboration with universities or other learning institutions, as well as tool boxes and peer-to-peer exchange of experience and information.

The KM activities of the country level programmes merit being drawn on and built upon for cross-learning between JPs and to inspire, inform and contribute to the activities of the DEG-KM programme.

As identified at DEG-KM workshop: What we do in relation to:

KNOWLEDGE MANAGEMENT	COUNTRY
<ul style="list-style-type: none"> Agreement with Public University for cross-cutting studies Training of journalists on MDGs 	Angola
<ul style="list-style-type: none"> Agreements with university and research centres 	Ecuador
<ul style="list-style-type: none"> Agreement with IMTA – Instituto Mexicano de Tecnología de Agua Tool boxes Synthesis documents, municipal planning documents, State information Education and communication strategy for development 	Mexico
<ul style="list-style-type: none"> Development of policy and financial resources management documents/manuals, for the execution of municipal infrastructure projects 	Honduras
<ul style="list-style-type: none"> Established peer-to-peer Exchange of information among water utility companies thus increasing their financial means and established ground for knowledge sharing and development Produced several policy documents/guidelines as a tool for knowledge development 	Bosnia & Herzegovina

5 Conclusions for DEG Knowledge Management

Thematically the programmes present great similarities in that they involve capacity building and support to regulatory revisions and decentralisation of water supply and sanitation responsibilities, along with the strengthening of sector governance. Many of the programmes also set out to develop new and innovative mechanisms for the financing of water supply and sanitation infrastructure. There is further – as mandated at the onset of the programmes – focus on vulnerable groups and marginalised communities. Some programmes engage in direct financing and construction of facilities whereas others retain a facilitation role.

Whereas there is a common base in the drinking water supply and basic sanitation services, some programmes also discuss watershed management, irrigation and hydro-meteorological hazards, while others address environmental sanitation more broadly, including solid waste management, and in one case, energy, in its scope of activities.

The strategies of all the JPs include participatory and rights-based approaches. Whereas the specific methodologies are not detailed, there could be a merit in the further investigation of how these approaches are practiced, and to what extent they complement and reinforce one another or where trade-offs have to be made. Gender sensitivity is embraced by all programmes, but with different focus in the way to address or mainstream gender issues. Comparisons and follow-ups of implementation practice can be made.

Most of the JPs, as indeed specified in the original Terms of Reference of the MDG-F, have reviewed previous experience and lessons learned in their respective countries. Such insights have been important in the design of the JPs and are presumed to continue to influence implementation. The initial reviews of methodologies and mechanisms can be (re-)circulated (edited and translated) among the JPs and beyond, on a case by case basis. There is also a common concern to document experiences throughout the programme progress in order to generate further lessons learned and good practices for future replication. The repercussions of such exercises undertaken by JPs can very well be magnified by this KM initiative.

The present KM initiative sets out to produce case studies, research reports as well as other types of knowledge products or processes yet to be identified. “Useful experiences” (including innovative approaches) have been identified by many JPs, who have shown great willingness to share these experiences. Selected experiences have been briefly documented (and stored in the MDG-F electronic platform TeamWorks) and some of them presented to the other JPs at the KM workshop (March, 2011). From among these experiences, several should become further documented as case studies of useful experience / innovative practice (as discussed in the DEG-KM project document, work plan and forthcoming plan for knowledge products & processes – strategy/methodology for knowledge and innovation capture). The strategy/methodology/plan for future knowledge processes will build on ideas, suggestions and proposals developed at the workshop. Topical areas to be explored will be drawn from the cross-cutting themes and common concerns identified here and as ‘useful experiences.’

In brief, these may be explored further by way of:

- Exchange of experience (through virtual and/or face-to-face meetings) to support learning and innovation among JPs in the process of implementation, and/or
- Case studies and research reports, including analyses and reviews to be published and disseminated for learning, development and adaptation of innovative approaches within and beyond MDG-F programmes.

The cross-cutting themes and common concerns documented here are not prioritised, but rather identified as an input into the further elaboration on what issues the knowledge management system in the Democratic and Economic Governance window is to pursue.

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Acronyms and Abbreviations

AMHON	Asociación de Municipios de Honduras [Honduran Municipal Association] (Honduras)	FAO	Food and Agricultural Organization
BICU	Bluefields Indigenous Caribbean University (Nicaragua)	FISE	Fondo de Inversión Social de Emergencia [Emergency Fund for Social Investment] (Nicaragua)
CAPS	Comité de Agua Potable y Saneamiento [Drinking Water and Sanitation Committee] (Nicaragua)	GNI	Gross National Income
CDI	Comisión Nacional para el Desarrollo de los Pueblos Indígenas [National Commission for the Development of the Indigenous Peoples] (Mexico)	GoAL WaSH	Governance, Advocacy and Leadership for Water, Sanitation and Hygiene
CESCCO	Centro de Estudios y Control de Contaminantes [Center for Research and Control of Contamination] (Honduras)	ICF	Instituto Nacional de Conservación y Desarrollo Forestal, Areas Protegidas y Vida Silvestre [National Conservation and Development Institute of Forest, Protected Areas and Wild Life] (Honduras)
COMAS	Comités Municipales de Agua y Saneamiento [Municipal water and sanitation committees] (Honduras)	ILO	International Labour Organization
CONAGUA	Comisión Nacional del Agua [National Water Commission] (Mexico)	IMTA	Instituto Mexicano de Tecnología del Agua [Mexican Water Technology Institute] (Mexico)
CONAPAS	Comisión Nacional de Agua Potable y Saneamiento [National Drinking Water and Sanitation Commission] (Nicaragua)	INATEC	Instituto Nacional Tecnológico [National Technologic Institute] (Nicaragua)
CONASA	Consejo Nacional de Agua y Saneamiento [National Water and Sanitation Commission] (Honduras)	INEGI	Instituto de Estadística y Geografía [Statistical and Geographical Institute] (Mexico)
COPECO	Comité Permanente de Contingencias [Permanent Contingency Commission] (Honduras)	IOM	International Organization for Migration
DEG	Democratic and Economic Governance (MDG-F thematic window)	JAAPS	Juntas Administradoras de Agua Potable y Saneamiento [Administrative Boards for Drinking Water and Sanitation] (Ecuador)
DEG-KM	Democratic and Economic Governance Knowledge Management	JAAR	Juntas Administrativas de Acueductos Rurales [Administrative Boards for Rural Aqueducts] (Panama)
DIGL	Department of the Interior and Local Government (Philippines)	JPs	Joint Programmes
DILG	Department of the Interior and Local Government (Philippines)	KM	Knowledge Management
ECLAC	United Nations Economic Commission for Latin America and the Caribbean	LGU	Local Government Unit (Philippines)
ERSAPS	Ente Regulador de Servicios de Agua y Saneamiento [Regulation Entity for Water and Sanitation Services] (Honduras)	MANCUERNA	Mancomunidad de Municipios de la Cuenca del Río El Naranjo [Municipal Association of the Naranjo River Basin] (Guatemala)
ERSSAN	Ente Regulador de los Servicios Sanitarios [Regulation Entity for Sanitation Services] (Paraguay)	MDG-F	Millennium Development Achievement Fund
EU	European Union	MDGs	Millennium Development Goals
		MIDUVI	Ministerio de Desarrollo Urbano y Vivienda [Ministry of Urban Development and Housing] (Ecuador)
		MINAMB	Ministerios del Medio Ambiente [Environmental Ministries] (Angola)
		MINREX	Ministerio de Relaciones Exteriores [Ministry of Foreign Affairs] (Nicaragua)

MOFTER	Ministry of Foreign Trade and Economic Relations (Bosnia and Herzegovina)	SILAIS	Sistemas de Atención Integral de Salud [Integrated Health Service Systems] (Nicaragua)
MOPC	Ministerio de Obras Públicas y Comunicaciones [Ministry of Communications and Public Works] (Paraguay)	SINAS	Sistema de Información Nacional de Agua Potable y Saneamiento [National Water and Sanitation Information Systems] (Nicaragua)
MYPIMES	Micro and Small Enterprises	SISAS	Sistema de Información de Agua y Saneamiento [Water and Sanitation Sector Information System] (Angola)
NEDA	National Economic Development Authority (Philippines)	SSP	Secretaría de Salud Pública [Secretariat of Public Health] (Honduras)
NGO	Non-Governmental Organisation	STP	Secretaría Técnica de Planificación [Technical Secretariat of Planning] (Paraguay)
NWRB	National Water Resources Board (Philippines)	UN	United Nations
PAHO	Pan American Health Organization	UNCDF	United Nations Capital Development Fund
RAAN	Región Autónoma del Atlántico Norte [North Atlantic Autonomous Region] (Nicaragua)	UNDAF	United Nations Development Assistance Framework
RAAS	Región Autónoma del Atlántico Sur [South Atlantic Autonomous Region] (Nicaragua)	UNDP	United Nations Development Programme
SAG	Secretaría de Agricultura y Ganadería [Secretariat of Agriculture and Livestock] (Honduras)	UNFPA	United Nations Population Fund
SAGARPA	Secretaría de Agricultura, Ganadería, Desarrollo rural, Pesca y Alimentación [Secretariat of Agriculture, Livestock, Rural Development, Fisheries and Food] (Mexico)	UN-HABITAT	United Nations Human Settlements Programme
SANAA	Servicio Autónomo Nacional de Acueductos y Alcantarillados [National Autonomous Water and Sewerage Service] (Honduras)	UNICEF	United Nations Children's Fund
SEAM	Secretaría del Ambiente [Secretariat of Environment] (Paraguay)	UNIDO	United Nations Industrial Development Organization
SEDESOL	Secretaría de Desarrollo Social [Secretariat of Social Development] (Mexico)	UNODC	United Nations Office on Drugs and Crime
SEGEPLAN	Secretaría de Planificación y Programación de la Presidencia [Presidents Secretariat of Planning and Programming] (Guatemala)	UNV	United Nations Volunteers
SEMARNAT	Secretaría Medio Ambiente y Recursos Naturales [Secretariat of Environment and Natural Resources] (Mexico)	URACCAN	Universidad de las Regiones Autónomas de la Costa Caribe Nicaragüense [University of the Autonomous Regions of the Nicaraguan Caribbean Coast] (Nicaragua)
SENAGUA	Secretaría Nacional del Agua [National Secretariat of Water] (Ecuador)	USCL	Unidades de Supervisión y Control Local [Units for Supervision and Local Control] (Honduras)
SERNA	Secretaría de Recursos Naturales y Ambiente [Secretariat of Natural Resources and Environment] (Honduras)	UTD	Unidad Técnica de Descentralización [Technical Unit of Decentralization] (Honduras)
		UTNSA	Unidad Nacional Técnica para el Ambiente y la Sanidad [National Technical Unit of Environment and Sanitation] (Angola)
		W&S	Water and Sanitation
		WatSan/	
		WATSAN	Water and Sanitation
		WHO	World Health Organization

*Democratic and Economic Governance – Knowledge Management (DEG-KM)
WGF – UNDP Water Governance Facility at SIWI*

www.watergovernance.org/DEG-KM

