

GLAAS 2013/2014 Country Survey

Raw Output of Written Comments Provided by GLAAS respondent countries - SECTION A on Governance

March 5, 2015

This written comment compilation includes responses from the following countries:

Afghanistan, Angola, Argentina, Azerbaijan, Bangladesh, Belarus, Benin, Bhutan, Bolivia, Botswana, Brazil, Burkina Faso, Burundi, Cambodia, Cameroon, Central African Republic, Chad, Chile, Colombia, Cook Islands, Costa Rica, Côte d'Ivoire, Cuba, Democratic Republic of the Congo, Dominican Republic, El Salvador, Eritrea, Estonia, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Haiti, Honduras, India, Indonesia, Iran (Islamic Republic of), Jordan, Kazakhstan, Kenya, Kyrgyzstan, Lao People's Democratic Republic, Lebanon, Lesotho, Liberia, Lithuania, Madagascar, Mali, Mauritania, Mexico, Mongolia, Morocco, Mozambique, Myanmar, Nepal, Niger, Nigeria, Oman, Pakistan, Panama, Paraguay, Peru, Philippines, Republic of Moldova, Rwanda, Senegal, Serbia, Sierra Leone, South Africa, South Sudan, Sri Lanka, Sudan, Tajikistan, Thailand, The former Yugoslav Republic of Macedonia, Timor-Leste, Togo, Tonga, Tunisia, Uganda, Ukraine, United Republic of Tanzania, Uruguay, Vanuatu, Viet Nam, West Bank and Gaza Strip, Yemen, Zimbabwe

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Please refer to UN-Water GLAAS 2013/2014 Country Survey for additional context.

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01. Human right to water and sanitation

Question A1c. Please provide title of the law and text of the relevant provision.

Afghanistan: Human right to water and sanitation is only reflected in the Afghanistan Rural WASH policy document 2010-2014

Angola: No comments

Argentina: Constitucion nacional, art. 24 inc. 3 ley n° 26.061 – proteccion derechos niñas, niños y adolescentes

Azerbaijan: Water code of Azerbaijan Republic: Article 11. Subjects of water relations: Water relations are the subjects of the Republic of Azerbaijan, Nakhichevan Autonomous Republic, municipalities, water users and consumers. On behalf of the Republic of Azerbaijan and Nakhichevan Autonomous Republic in the water relations involving the relevant executive authorities in the framework of its powers. The municipalities involved in water relations within the powers granted to the legislative acts that have established their status. The Act on Water and Wastewater Section 4. Rights related to the use of water 1. Natural and legal persons in the manner and subject to the conditions provided for by this law and other normative-legal acts have the right to use water resources and to this end, to build and operate water supply and waste water systems, display sewage and waste.

Bangladesh: 1. Constitution of Bangladesh: 15 (a) the provision of the basic necessities of life including food, clothing, shelter and medical care; (this recognises the water supply & sanitation). 2. Bangladesh Water Act 2013: Clause 3(2): “ Subject to the provision of this Act, water use right in respect of drinking water, cleanliness and sanitation will be treated as most priority” [English translation of Bangla] 3. National Sanitation Strategy-2005 (page 11): Endorse “Access to sanitation should also be considered as human right”

Belarus: The Constitution of the Republic of Belarus, 1994 (registered in the National Register of Legal Acts of the Republic of Belarus, January, 4th, 1999, № 1/0) <http://pravo.by/main.aspx?guid=6351> Article 21. Everyone has the right to a worthy standard of living, including a sufficient food, water supply, clothes, habitation and constant improvement of conditions necessary for it. The Law of the Republic of Belarus from June, 24th, 1999 «About Drinking Water Supply» (registered in the National Register of Legal Acts of the Republic of Belarus, 1999, № 50 2/46). <http://pravo.by/main.aspx?guid=3871&p0=h19900271&p2={NRPA}> Article 5. Main principles of drinking water supply are the state guarantees of prime maintenance with drinking water of physical persons with a view of satisfaction of their vital needs and health protection; Article 19. Consumers of drinking water have the right to maintenance with drinking water from the centralized and non-centralized systems of drinking water supply according to standards for drinking water quality and norms of drinking water consumption.

Benin: Loi n° 2010-44 Portant la gestion de l’eau en République du Bénin Article 6: chaque citoyen béninois a le droit de disposer de l’eau pour ses besoins et les exigences élémentaires de sa vie et de sa dignité

Bhutan: a. Water Act of Bhutan 2011, <http://www.nec.gov.bt/nec1/wp-content/uploads/2013/02/Water-Act-FINAL-printed.pdf> b. In Draft Rural Sanitation and Hygiene Policy, Human Rights to Sanitation is explicitly mentioned

Bolivia: la nueva constitución política del estado (version oficial 25 septiembre 2009) derechos fundamentales y garantías capítulo primero disposiciones generales artículo 16. I. Toda persona tiene derecho al agua y a la alimentación. II. El estado tiene la obligación de garantizar la seguridad alimentaria, a través de una alimentación sana, adecuada y suficiente para toda la población.

Botswana: The penal code criminalises fouling of water under section 189. Public Health Act gives authority to health officers to take all lawful measures to ensure the purity of water meant for drinking and domestic purposes by the public under section 57 and it also prohibits nuisance under section 43 which caters for sanitation

Brazil: a) A) Constituição Federal (05/10/1988) A Constituição Federal, de 1988, estabelece direitos sociais, dentre os quais a saúde e a moradia, e as legislações da área de saúde, desenvolvimento urbano e saneamento, regulamentam os direitos previstos na Constituição Federal. No caso da legislação de saneamento, a Lei de Saneamento Básico (lei no. 11445/2007), sua aprovação é anterior ao reconhecimento da água e do esgotamento sanitário como Direito Humano pela ONU. Contudo, vários dos seus artigos expressam os conteúdos normativos destes direitos, ainda que não seja feita menção explícita a eles. Capítulo dos direitos sociais Art. 6º - São direitos sociais a educação, a saúde, a alimentação, o trabalho, a moradia, o lazer, a segurança, a previdência social, a proteção à maternidade e à infância, a assistência aos desamparados, na forma desta Constituição. Art. 21 - Compete à União: XX - instituir diretrizes para o desenvolvimento urbano, inclusive habitação, saneamento básico e transportes urbanos; Art. 23 – É competência comum da União, dos Estados, do Distrito Federal e dos Municípios: IX - promover programas de construção de moradias e a melhoria das condições habitacionais e de saneamento básico; Art. 196. A saúde é direito de todos e dever do Estado, garantido mediante políticas sociais e econômicas que visem à redução do risco de doença e de outros agravos e ao acesso universal e igualitário às ações e serviços para sua promoção, proteção e recuperação. Art. 198. As ações e serviços públicos de saúde integram uma rede regionalizada e hierarquizada e constituem um sistema único, organizado de acordo com as seguintes diretrizes: I – (XX) II – (blank) III - participação da comunidade. Art. 200. Ao sistema único de saúde compete, além de outras atribuições, nos termos da lei: I –(blank); II - executar as ações de vigilância sanitária e epidemiológica, bem como as de saúde do trabalhador; III - ordenar a formação de recursos humanos na área de saúde; IV - participar da formulação da política e da execução das ações de saneamento básico; V –(blank) VI - fiscalizar e inspecionar alimentos, compreendido o controle de seu teor nutricional, bem como bebidas e águas para consumo humano; VII – (blank)

Burkina Faso: Article 2 de la loi n°002-2001/AN portant la loi d’orientation relative à la gestion de l’eau.

Burundi: La Politique Nationale de l’Eau, le Code de l’eau et la Politique Nationale de l’Assainissement reconnaissent les principes généraux qui concourent en faveur du droit à l’eau et à l’assainissement. Il s’agit notamment de : Principe de bonne gouvernance du secteur, Principe de primauté de la dimension humaine, Principe d’équité, etc.

Cambodia: No comments

Cameroon: La loi n°98/005 du 14 avril 1998 portant régime de l’eau au Cameroun. La Loi N°96/12 du 05 aout 1996 portant loi cadre relative à la gestion de l’environnement Stratégie Nationale d’assainissement liquide MINEE Aout 2011

Central African Republic: Loi portant Code de l’Eau en République Centrafricaine Loi portant Code de l’Hygiène en République Centrafricaine Loi portant code de l’environnement en République Centrafricaine

Chad: Code de L’Eau : Décret N° 016/PR/99; Code de l’Assainissement : 30 Avril 2003; Schémas directeur de l’eau et Assainissent Avril 2003; Code de l’hygiène : ordonnance n° 014/PR/2011 du 28 février 2011; Stratégie Nationale de la croissance et de la Réduction de la Pauvreté (SNRP 2008 – 2011).

Chile: El Código de Aguas establece que las aguas son un bien nacional de uso público. Por otra parte, la Constitución reconoce el derecho a su explotación que concede la autoridad (Dirección General de Aguas). El Ministerio de Salud ha incorporado dentro de las Prioridades Políticas 2013 – 2015 el Mejoramiento de las Capacidades de las Autoridades Sanitarias Regionales en la Vigilancia Sanitaria del Agua Potable.

Colombia: El acceso al agua y saneamiento básico lo define la Constitución (Art s 49,79 y 80) y la Ley como servicios públicos esenciales. Sin embargo, la Corte Constitucional en aplicación de normas que reconocen derechos fundamentales e instrumentos internacionales, les ha dado la categoría de derechos humanos.

Congo: NA

Cook Islands: Article 64 of the Cook Islands Constitution 1965 (right to good health). Also Water Ordinance Act 1962

Costa Rica: No se tiene reconocimiento constitucional específico luego del acuerdo Naciones Unidas sobre derecho humano al agua y el saneamiento. Pero, se cuenta con artículos en la Constitución (como el 50) que garantizan la salud de todas las personas, así con legislación y normativas al respecto. Los derechos de la ciudadanía por el agua y el saneamiento se mencionan en diferentes resoluciones de la Sala Constitucional, como por ejemplo los siguientes votos: No. 7203-01, 4839-02 y 5810-06. (<https://poder-judicial.go.cr/SalaConstitucional/SistemaGestionEnLinea/Publica/wfpConsultaNumeroVoto.aspx>) Y con propósitos semejantes, en el Plan Nacional de Desarrollo se enmarcan acciones por agua y saneamiento cada cuatro años. Ley General de la Salud, 5395, 30 oct. 1973 (SINALEVI <http://www.pgr.go.cr/Sci/>)

Côte d'Ivoire: • Loi 98-755 du 23 décembre 1998 portant le code de l'eau ; Article 60. • Constitution ivoirienne du 23 juillet 2000 ; Article 19.

Cuba: Además, la Ley 41, "Ley de Salud Pública" de 13 de julio de 1983, y el Decreto No 139 "Reglamento de la Ley de Salud Pública" de 22 de febrero de 1988, establecen regulaciones referentes a la protección del ambiente, las aguas, el suelo y la atmósfera, así como de las aguas para consumo público, el control del vertimiento de aguas residuales y desechos sólidos etc. (Continúa en Notas Aclaratorias Adjuntas). Ver Notas Aclaratorias. La Política Nacional Hidráulica aprobada en el año 2012 por el Comité Ejecutivo del Consejo de Ministros es el documento de país más reciente que reconoce el acceso universal al agua potable y al saneamiento como un derecho de toda persona, expresando-página 38 El Estado promueve el principio de equidad en el uso del agua asegurando el acceso a los servicios básicos de agua potable y saneamiento a toda la población urbana y rural, asignar recursos hídricos a través del balance de agua anual para promover el desarrollo social como primera prioridad. Garantizar la cobertura de agua potable en la cantidad y calidad adecuadas, así como, el acceso al saneamiento básico al 100 % de la población cubana constituye una prioridad del Estado.

Democratic Republic of the Congo: La Constitution de la RDC, Article 48 et 53 ; La Loi cadre N° 11/009 du 11 juillet 2011 portant principes fondamentaux relatifs à la protection de l'Environnement, Article 46

Dominican Republic: Constitución Dominicana del 2010, capítulo 4, Artículo 15.

El Salvador: En El Salvador, la modificación de la constitución requiere la intervención de dos periodos legislativos, el primero aprueba la modificación y el segundo lo ratifica. La incorporación del derecho humano al agua fue aprobada en el periodo 2009 – 2011 y aún no ha sido ratificada por el periodo 2012 – 2014.

Eritrea: Proclamation no. 162/2010, Eritrean Water proclamation Article 5

Estonia: The Constitution of the Republic of Estonia declares that everyone has a right to the protection of health. Estonia has also ratified the Protocol on Water and Health to the 1992 Convention on the Protection and Use of Transboundary Watercourses and International Lakes on 9th September 2003. The Protocol on Water and Health honours the basic human right to water.

Ethiopia: The title of the constitution is "The Constitution of the Federal Democratic Republic of Ethiopia 1994". Article 92(1) states that the 'government shall endeavour to ensure that all Ethiopians live in a clean and healthy Environment'. Emanated from this constitution 1994, the health policy also focuses on preventive, promotive, rehabilitative and basic curative components. Similarly, article 90(1) states that "to the extent the country's resources permit, policies shall aim to provide all Ethiopians access to public health and education, Clean water, housing, food and social security." This can be considered as the pioneer constitution in the history of Ethiopia cherishing such human rights.
<http://www.africanlegislaturesproject.org/sites/africanlegislaturesproject.org/files/Constitution%20Ethiopia.pdf>

Fiji: Constitution of the Republic of Fiji 2013, clauses 35 & 36 (see below) Right to housing and sanitation 35.— (1) The State must take reasonable measures within its available resources to achieve the progressive realisation of the right of every person to accessible and adequate housing and sanitation. (2) In applying any right under this section, if the State claims that it does not have the resources to implement the right, it is the responsibility of the State to show that the resources are not available. Right to adequate food and water 36.—(1) The State must take reasonable measures within its available resources to achieve the progressive

realisation of the right of every person to be free from hunger, to have adequate food of acceptable quality and to clean and safe water in adequate quantities. (2) In applying any right under this section, if the State claims that it does not have the resources to implement the right, it is the responsibility of the State to show that the resources are not available.

Gabon: No comments

Gambia: The National Water Policy (2007) states that all human beings have a basic right to adequate safe water supply; Water Bill (2004); Public Health Act (Sanitation-1990).

Georgia: 1. Constitution of Georgia, Accepted in August 24, 1995. article 35 "Everyone shall have the right to healthy environment and the right to timely and full information about the state of environment." 2. Law on Water. 3. Law on Public Health of Georgia. 4. STATE STRATEGY FOR REGIONAL DEVELOPMENT OF GEORGIA FOR 2010 – 2017 TBILISI 2010, Resolution, Government of Georgia, N 172 June 25, 2010 Tbilisi

Ghana: • The National Water Policy (NWP) • On-going Constitutional Review process

Guinea: L'accès à l'eau n'est pas encore reconnu comme un droit fondamentale en Guinée, toutefois la Loi n°L/94/ 005/CTRN du 15 février 1994 portant Code de l'Eau en son Article 6 reconnaît à tout guinéen un droit d'utilisation et d'accès inaliénable. L'assainissement n'est pas clairement reconnu comme un droit de l'homme. Cependant, la constitution guinéenne (2010), en son article 16, reconnaît le droit à un environnement sain à tout citoyen guinéen.

Guinea-Bissau: Abordagem do direito humano a acesso água potável e saneamento é refletida na constituição da República da Guiné – Bissau, e o Código de Água, Decreto Lei nº 5 – A / 92 de 17 de Setembro de 1992.

Haiti: La Loi sur l'Eau et l'Assainissement en 2009 ;

Honduras: De acuerdo a la Constitución de la República de Honduras. Modificación del artículo 145 mediante decreto 270-2011 del 21 de febrero de 2012: "Se reconoce el derecho de protección a la salud. Es deber de todos participar en la promoción y preservación de la salud personal y de la comunidad. El Estado conservará el ambiente adecuado para proteger la salud de las personas. En consecuencia declarase el acceso al agua y saneamiento como un derecho humano. Cuyo aprovechamiento y uso será equitativo preferentemente para el consumo humano. Asimismo se garantiza la preservación de las fuentes de agua a fin de que estas no pongan en riesgo la vida y salud pública." Así también se ratifica lo anterior mediante el Decreto 232-2012.

India: Not Applicable

Indonesia: The title of law is Community-Led Total Sanitation (Sanitasi Total Berbasis Masyarakat) (Kemenkes No.3 Thn 2014) Kemenkes no.852/Menkes/SK/IX/2008 is about National Strategy of STBM STBM is an approach to change behaviour of hygiene and sanitation through the community empowerment by trigger method

Iran (Islamic Republic of): Ministry of Energy's strategy #1 in Water and Sanitation sector: Compilation and implementation of a master plan and accomplishing the national and international indicators for water and wastewater to improve public health and planning to realize access to drinking water and safe wastewater discharge service for all individuals in society according to the national water master plan (as stated in the 20-year outlook plan)

Jordan: Jordan has ratified the Human Rights Council Resolution 15/L.14 (United Nations) - Human Rights and access to safe drinking water and sanitation. The legislations governing the Water and Sanitation Sector in Jordan include: "Water Authority Law No.18-1988 and its amendments" and instruction to connection to water networks issued in accordance to this Law. In addition to, Wastewater Regulation No. 66-1994 and its amendments and the regulations issued in accordance with this law. Connection to water and sewerage networks according to these legislations are services that need to be paid for.

Kazakhstan: Water Code of July 9, 2003 No. 481-II Government Resolution dated November 11, 2010 № 1176 "On approval of the program Ak Bulak"

Kenya: The constitution of Kenya, Article 42 (Environment)- Every person has the right to clean and healthy Environment Article 43 (Economic and Social Rights)- Every person has the right to good housing, water & reasonable Sanitation Article 70 (Enforcement of Environmental Right)

Kyrgyzstan: In sphere of water supply and sewerage there are more than one hundred laws and regulations in the KR. They include: 1.) Constitution of the KR Article 9. 1. The Kyrgyz Republic develops social programs referred to the creation of the appropriate conditions of life and free individual development, promotion of employment. Article 48. 1. Everybody has the right for enabling for life and health environment. 2.) The Law of the KR »About drinking water « From March 25, 1999 № 33 (In wording of the Laws of the KR from 29.09.00 №81; 28.06.03 №118; 20.07.09, №240; 12.11.11, №206, 12.11.2011 №206, 10.10.2012 №170) adopted by the Legislative Assembly of the Jogorku Kenesh of the Kyrgyz Republic on February 19, 1999. Drinking water is the basis of life and activity of the Kyrgyz Republic population; has strategic and economic value and considered to be a good. Article 26. Main principles followed by the Kyrgyz Republic in international collaboration in sphere of the drinking water for population provision, are: acknowledgment of unconditional right of every person for drinking water in sufficient quantity and adequate quality, providing its safety and the state obligations to provide this right. 3.) The Law of the Kyrgyz Republic «Technical regulations «About drinking water safety» Adopted by the Jogorku Kenesh of the Kyrgyz Republic on April 21, 2011. Статья Aims of the Technical regulations «About drinking water safety» are: - protection of health and life of people from unfavorable effects of contaminating agents, containing in water for people use; 4.) Currently the project of National plan on water supply and sewage systems in the Kyrgyz Republic for 2014-2024 is developed; its main strategic aim is the population with adequate drinking water provision, meeting all the safety requirements for health, sewage systems and appropriate sanitation. 5.) The Targets in the context of the Record on water and health problems were established, approved by the joint decree of the Ministry of Agriculture and Land Reclamation of the KR and Ministry of Health of the Kyrgyz Republic № 128/357 from 26.06.2013. 6.) National strategy of the stable development of the KR for 2013-2017. Approved by the President Decree of the Kyrgyz Republic from January 21, 2013 N 11 which is emended by the Kyrgyz Republic President Decree on September 27, 2013, PD № 194 Clause 4.6 «Development of the centralized utility and drinking water supply and sewage». One of the main strategic directions of the social policy of the KR is the population and other consumers with piped water and sewage (canalization) provision; formation of successfully operating system of seamless access for population to safe drinking water and improved sanitary conditions.»

Lao People's Democratic Republic: Law on Water Supply, issued number 076/president, 20 July 2009 Law on Water and Water Resources, issued number 02-96, dated 11 October 1996 Decree to implement the Law on Water and Water Resources, issued number 204/PM, 9 October 2001 Law on Hygiene, Prevention and Health promotion, issued number 08/NA, dated 21 December 2012 - Prime Ministerial Decision on the Management and Development of Water Supply Sector PM37/PM (dated 30/9/1999). - Decision on the Organizational Structure and Roles of the Centre of Environmental Health and Water Supply, Ref. no. 1741 dated 31/10/2011. - The Sixth National Socio-Economic Development Plan (NSEDP) (2006-2010). - The development agenda set out in the Seventh National Socio-Economic Development Plan, (2011-2015) (awaiting ratification), which provides the overall direction, strategic goals, specific targets and requirements for the coming period. - The development trajectory set out in the National Growth and Poverty Eradication Strategy (NGPES), which defines the long-term development objectives of the Government of Lao PDR, including freeing the country from Least-Developed Country status by 2020. - The Partnership Declaration on Enhanced Aid Effectiveness in Lao PDR, the "Vientiane Aid Effectiveness Declaration" signed at the ninth Round Table meeting in November 2006. - The Cooperation Agreement between Ministry of Health's Department of Hygiene and Disease Prevention, Ministry of Health and United Nations Children's Fund (UNICEF), Lao PDR. - Prime Ministerial Decree on the Management and Utilization of Official Development Assistance No. 75/PM (dated 29/3/2009). - Prime Ministerial Decree, Declaring 2008 the National Year for Sanitation. - The Resolution adopted by the 8th plenary meeting of the General Assembly of the United Nations, re the Millennium Declaration 8/9/2000 (United Nations A/RES/55/2). - JEJU Declaration on Environment and Health from the 2nd Ministerial Regional Forum on Environment and Health in Southeast and East Asian Countries. - Declaration of the First East Asia Ministerial Conference on Sanitation and Hygiene, Beppu Japan, 12/2007, (EASAN-I). - Declaration of the Second East Asia Conference on Sanitation and Hygiene,

Manila, the Philippines 2010 (EASAN-II). - Declaration of the third East Asia Conference on Sanitation and Hygiene, Bali, Indonesia, 2012 (EASAN-III).-

Lebanon: The Lebanese constitution and the Human Rights Chart.

Lesotho: Water and sanitation Policy 2007 provide for 30 litres per day per person

Liberia: No comments

Lithuania: The Law on Drinking Water adopted in 2001, last amended in 2010 (Official Gazette 2001, No 64-2327; 2010, No 148-7564). It establishes the conditions of ensuring the safety and quality of drinking water supplied to market and used in food enterprises and individually in households in implementing the right of the population of the Republic of Lithuania to consume healthy and clean drinking water and obtain information concerning the safety and quality thereof. The Law on Drinking Water Supply and Waste Water Management adopted in 2006 (last amended in 2010) (Official Gazette, 2006, No 82-3260; 2010, No 157-7978) establishes the principles of the state management and regulation of drinking water supply and waste water management and regulates legal relationships between water suppliers and subscribers (consumers). This Law ensures uninterrupted functioning of the drinking water supply and waste water management sector as well as development determined by public needs, creating conditions for natural and legal persons to, on acceptable terms, be supplied with suitable quality drinking water and receive good quality waste water management facilities. Planning and organising water supply and waste water management, licencing of water suppliers qualification requirements, pricing and payments procedures as well as spheres of competencies of different state and municipal institutions are described in the Law. Other laws such as Law on Food (Official Gazette 2000, No 32-893), Law on Protection of Consumer Rights (Official Gazette 1994, No 94-1833), Law on Product Safety (Official Gazette, 1999, No 52-1673), The Underground Law (Official Gazette, 1995, No 63-1582), Law on the National Health System (Official Gazette, 1994, No 63-1231) contribute to safeguarding human right to water and sanitation. The Ministry of Health of the Republic of Lithuania pays special attention to population groups consuming water from dug wells for drinking and cooking purposes (pregnant women and infants up to 6 months) because of higher risk of poisonings with nitrites and nitrates. The Minister of Health has issued the order on Diagnosis and Prophylaxis of Poisonings with Nitrites and Nitrates (first issued in 1995, last amendment in 2012).

Madagascar: Ass: Code de l'eau (DAH MINEAU1999) ; Constitution (En 1997 une déclaration de la politique sectorielle) ; PSNA 2008. Il est indiqué dans le code l'eau que l'accès à l'eau est une obligation pour le gouvernement selon CN Eau: Code de l'eau et les 13 décrets d'application, manuel des procédures. Ainsi, il a été convenu à la réunion de vérification, que ces constituaient ensemble déclaration des droits.

Maldives: Constitution of the Republic of Maldives; Chapter 2, article 23-Economic and social rights states that " Every citizen the following rights pursuant to this constitution and the State undertakes to achieve the progressive realization of these rights by reasonable measures within the ability and resources: a) adequate and nutritious food and clean water d) a healthy and ecologically balanced environment f) the establishment of sewerage system of a reasonably adequate standard on every inhabited island

Mali: -Le droit à l'eau n'est pas explicitement inscrit dans la constitution, mais il est indissociable du droit à la vie, à la santé et à l'éducation qui sont dans la constitution. Le droit à l'eau est pris en compte dans la loi n° 02 – 006/P-RM du 31 janvier 2002 portant Code de l'eau et dans la stratégie AEP adoptée en conseil des ministres en novembre 2007. -La constitution de 1992 dans son préambule et à l'article15, la loi n° 01 020 du 30 mai 2001 relative aux pollutions et aux Nuisances.

Mauritania: « L'usage de l'eau constitue un droit reconnu à tous, dans le cadre des lois et règlements en vigueur », Loi n° 2005-030 portant Code de l'eau de la République islamique de Mauritanie, du 2 février 2005 : <http://www.hydraulique.gov.mr/NR/rdonlyres/4AC09D04-ADFA-4FDC-8772-0138619DE96D/0/Codedeeau.pdf>

Mexico: Constitución Política de los Estados Unidos Mexicanos (CPEUM), Artículo 4to adicionado mediante Decreto publicado en el Diario Oficial (DOF) de la Federación el 8 de febrero de 2012. "Toda persona tiene derecho al acceso, disposición y saneamiento de agua para consumo personal y doméstico en forma suficiente, salubre, aceptable y asequible. El estado garantizará este derecho y la Ley definirá las bases, apoyos

y modalidades para el acceso y uso equitativo y sustentable de los recursos hídricos, estableciendo la participación de la Federación, las entidades federativas y los municipios, así como la participación de la ciudadanía para la consecución de dichos fines.”

Mongolia: Constitution of Mongolia <http://www.legalinfo.mn/law/details/367> Law of Mongolia on sanitation-
<http://www.legalinfo.mn/law/details/53?lawid=53> Law of Mongolia on water
<http://www.legalinfo.mn/law/details/8683?lawid=8683>

Morocco: The Moroccan Constitution adopted in 2011

Mozambique: Implicitly the Human Right to Water and Sanitation is recognised in the following legal documents: National Constitution, article 11 – Objectives of the State; article 40 – Right to life; article 42 – Ordinary fundamental rights; Water Law 16/1991, article 26 – under this article, water supply is the primary priority over other uses

Myanmar: But Myanmar always has participated and contribute to the Child Right Convention (CRC) relating to improved water and sanitation for a decade

Nepal: Although right to water and sanitation is not explicitly recognized in the constitution of Nepal, It is indicative towards the right for the Interim Constitution, 2007 includes "Right regarding Environment and Health" in article 16 , Part 3(fundamental Rights).

Niger: Constitution du Niger du 25 novembre 2010: - Article 12: «Chacun a droit à la vie, à la santé, à l'intégrité physique et morale, à une alimentation saine et suffisante, à l'eau potable, à l'éducation et à l'instruction dans les conditions définies par la loi. L'Etat assure à chacun la satisfaction des besoins et services essentiels ainsi qu'un plein Epanouissement. ». - Article 35:«Toute personne a droit à un environnement sain. L'Etat a l'obligation de protéger l'environnement dans l'intérêt des générations présentes et futures. Chacun est tenu de contribuer à la sauvegarde et à l'amélioration de l'environnement dans lequel il vit. L'acquisition, le stockage, la manipulation et l'évacuation des déchets toxiques ou polluants provenant des usines et autres unités industrielles ou artisanales installées sur le territoire national sont réglementés par la loi. Le transit, l'importation, le stockage, l'enfouissement, le déversement sur le territoire national de déchets toxiques ou polluants étrangers, ainsi que tout accord y relatif constituent un crime contre l'humanité, puni par la loi. L'Etat veille à l'évaluation et au contrôle des impacts de tout projet et programme de développement sur l'environnement. ». Ordonnance N° 2010-09 du 1er avril 2010 portant Code de l'Eau au Niger: - Article 4 :« La présente ordonnance reconnaît à chaque citoyen le droit fondamental d'accès à l'eau. Elle consacre le droit de chacun à disposer de l'eau correspondant à la satisfaction de ses besoins personnels et domestiques. Le droit fondamental d'accès à l'eau s'exerce dans le respect des dispositions du titre IX de la présente ordonnance.». - Article 5 : «L'état a l'obligation dans ce domaine de mettre à la disposition de chacun de l'eau en quantité suffisante et de qualité et d'un coût acceptable, à tout temps et partout où besoin sera. ».

Nigeria: Although the right to Water and Sanitation was not listed among the rights in the 1999 Nigeria Constitution, there are International Treaties that Nigeria signed to recognise Water and Sanitation as a Human Right. Decree 101 of 1993 (now ACT of the National Assembly)

Oman: In The White book / The basic law of Sultanate of Oman. There is no any text law recognizing water and sanitation as a human right Related Regulations: Public Authority for Electricity and Water Law(PAEW), (Royal Decree Number (92/2007) There is a proposed National Sanitation Law, still draft, final version will be issued by next year Royal Decree to establish Oman Waste water company(HAYA) to build infrastructure of waste water in Muscat Governorate (created in 2002) Regulation standard for waste water reuse and discharge (145/93), issued by Ministry of Environment and Climate Affairs Royal Decree No. 115/2001: issuing law on Protection of sources of potable water from pollution. Law for Environmental Protection and Pollution Prevention(114/2001) There is a proposed Public Health Law, still draft, final version will be issued next year.

Pakistan: NA

Panama: No comments

Paraguay: Ley de Recursos Hídricos N° 3239/07: Art 3. Inc. b El acceso al agua para la satisfacción de las necesidades básicas es un Derecho Humano y debe ser garantizado por el Estado, en cantidad y calidad adecuada. Art.4.inc.b Garantizar el acceso de todos los habitantes al agua potable dado que es un Derecho Humano.

Peru: No comments

Philippines: Republic Act 9710 (August 2009) Section 4.d. "Marginalized" refers to the basic, disadvantaged, or vulnerable persons or groups who are mostly living in poverty and have little or no access to land and other resources, basic social and economic services such as health care, education, water and sanitation, employment and livelihood opportunities, housing, social security, physical infrastructure; and the justice system. Section 20.b.5 Equal rights to women to the enjoyment, use, and management of land, water, and other natural resources within their communities or ancestral domains. Section 21. Right to Housing. - The State shall develop housing programs for women that are localized, simple, accessible, with potable water, and electricity, secure, with viable employment opportunities and affordable amortization. In this regard, the State shall consult women and involve them in community planning and development, especially in matters pertaining to land use, zoning, and relocation

Republic of Moldova: There are no provisions in existing legislation referring to human right to water, but a special article is included in draft revised version of the National Strategy on Water and Sanitation in Republic of Moldova adopted by GD nr. 662/2007

Rwanda: Article 49 of the Constitution of the Republic of Rwanda Every citizen is entitled to a healthy and satisfying environment. Every person has the duty to protect, safeguard and promote the environment. The State shall protect the environment. The law determines the modalities for protecting, safeguarding and promoting the environment.

Senegal: No comments

Serbia: Constitution of the Republic of Serbia; Article 74, paragraph 1 implicitly recognises water and sanitation as a human right " Everyone shall have the right to healthy environment and the right to timely and full information about the state of environment."

Sierra Leone: The Public Health Ordinance Act of 1960 – Section VI subsection 72- 89 (See document attached)

South Africa: Water Services Act 108 of 1997. Also : The Constitution of South Africa Act 108 of 1996 and its amendments and The National Water Act 36 of 1998.

South Sudan: Water Policy: 2007 4.1 Guiding Principles for Rural Water Supply and Sanitation The following guiding principles build on local experience while taking account of regional and international best practice in delivering rural water supply and sanitation services on an equitable and sustainable basis: 4.1.1 Access to sufficient water of acceptable quality to satisfy basic needs is considered a human right and shall be accorded highest priority in water resources development Transitional Constitution of the Republic of South Sudan (2011) Article 11: Life and Human Dignity Every person has the inherent right to life, dignity and the integrity of his or her person which shall be protected by law; no one shall be arbitrarily deprived of his or her life. Chapter 1; Article 35 (2) This Constitution shall be interpreted and applied to advance the individual dignity and address the particular needs of the people by dedicating public resources and focusing attention on the provision of gainful employment for the people, and improving their lives by building roads, schools, airports, community institutions, hospitals, providing clean water, food security, electric power and telecommunication services to every part of the country. Schedule C: Concurrent Powers Electricity generation and water and waste management. Sanitation: WASH Strategic Framework 2011 4. Sanitation and hygiene sub-sector strategy The Sanitation and Hygiene (S&H) strategic approach is to provide a strong rationale for investment; define minimum standards; prioritize technical options and; propose methods to guide accelerated improvement in basic sanitation and hygiene services for all people. Draft Water Bill 2013 chapter 11 - objectives and principles for the delivery of safe water supply and sanitation services Objectives and principles The following objectives, as set out in the WASH Strategic Framework (2011), of this Act is to promote and

ensure the right of every person in South Sudan to have access to sufficient water of acceptable quality and basic sanitation services by taking into account the following guiding principles, (INCOMPLETE)

Sri Lanka: National Water Supply & Drainage Board ; National Policy on Drinking Water; National Policy on Sanitation Ministry of Local Government & Provincial Councils; No. 61 of 1939 Urban Council ordinance • No. 16 of 1947 Municipal Council ordinance; No. 15 of 1987 Pradeshiya Sabha Act; National Policy on Local Government Ministry of Disaster Management; Sri Lanka Disaster Management Act No. 13 of 2005; National Council for Disaster Management (NCDM).

Sudan: In Sudan constitution it is mentioned that "The people of the Sudan shall have the right to a clean and diverse environment; the State and the citizens have the duty to preserve and promote the country's biodiversity : Article 11 paragraph 1. In article (19) is mentioned that the government shall promote public health and insure that primary health care is deliver free of charge. Environmental Protection Act 2001 Criminal Law 1991 Environmental Health Act 2009 Irrigation and Sewage sanitation Law 1990 Establishment of Water Corporation Act 2007

Tajikistan: The Constitution Article 13 . Land, its subsoil , water , air, flora and fauna and other natural resources are owned by the state and the state guarantees their effective use in the interests of the people Law of the Republic of Tajikistan on "Drinking Water and Drinking Water Supply". Article 15 " The state guarantees the provision of drinking water" State guarantees every person drinking water that meets established standards of quality and quantity corresponding to drinking water standards. Water Code of the Republic of Tajikistan Article 1. "The goals and objectives of the Water Code of the Republic of Tajikistan " The objectives of the Water Code of the Republic of Tajikistan are protection of national water resources and land of national water resources to improve the social conditions of the population and the environment, protection of water from pollution, depletion, prevention and elimination of harmful effects on water, improvement and protection of water bodies, strengthening the rule of law and protection of natural and legal persons in the field of water management.

TFYR Macedonia: The Law on Waters was adopted in 2008 (Official Gazette of the Beneficiary Country No. 87/2008) article 2. It defines the framework for future management of water resources, through transposing the Water Framework Directive (WFD) 2000/60/EC, Directive 1976/160/EC, Directive 91/676/EC, Directive 98/83/EC, Directive 98/83/EC, Directive 91/271/EC, Directive 1976/464/EC and Directive 75/440/EC. Beside the Law on Waters, the most relevant pieces of regulation that are regulating the water sector are: - Law on Environment (Official Gazette) and related by-laws; - The Law on Water Supply, Collection and Treatment of Waste Water (Official Gazette); and - The Law on Food safety *see supporting documents for complete response

Thailand: No comments

Timor-Leste: National Policy of Basic Sanitation (copy iha EHD) Water law (draft, 2012) --- maun careon, unicef

Togo: - Loi 2010-004 du 14 juin 2010 portant Code de l'eau au Togo; - Loi N° 2009-007 du 15 mai 2009 portant code de la santé publique de la république togolaise; - Loi N°2008-005 portant Loi cadre sur l'environnement.

Tonga: Public health act 2008. Tonga water board act 2002 environmental act 2010.

Tunisia: In the new constitution in progress actually, the Article 43 stipulate the right to water and sanitation

Uganda: 1. The Constitution of Uganda, 1995: XIV (Preamble) on General social and economic objectives; The State shall endeavour to fulfill the fundamental rights of all Ugandans to social justice and economic development and shall, in particular, ensure that— (b) all Ugandans enjoy rights and opportunities and access to education, health services, clean and safe water, work, decent shelter, adequate clothing, food security and pension and retirement benefits. 2. The Constitution of Uganda, 1995: Chapter Four: Right to a clean and healthy environment: Every Ugandan has a right to a clean and healthy environment.

Ukraine: Constitution of Ukraine of 28.06.1996 № 254k/96-VR (Revision as of 6/10/2013).
<http://zakon4.rada.gov.ua/laws/show/254k/96-BP> Laws of Ukraine : Law "On Sanitary and Epidemiological

Welfare of the Population" dated 24.02.1994 № 4004 -XII. Currently edition - on 06/12/2012 , reason - Resolution VR № 5395-17; <http://zakon2.rada.gov.ua/laws/show/4004-12> Law "On Drinking Water and Drinking Water Supply" from 10.01.2002 № 2918- III. The current version , on 18/11/2012 , reason Verkhovna Rada Resolution № 5459-17; <http://zakon2.rada.gov.ua/laws/show/2918-14> Law "On Basic Principles (strategy) of the State Environmental Policy of Ukraine till 2020" on December 21, 2010 N 2818 -VI. <http://zakon2.rada.gov.ua/laws/show/2818-17> Law "On Ratification of the Protocol on Water and Health to the Convention on the Protection and Use of Transboundary Watercourses and International Lakes 1992" from 09.07.2003 № 1066 -IV. <http://zakon2.rada.gov.ua/laws/show/1066-15> Law "On Environmental Protection " dated 25.06.1991 № 1264 -XII (Revision of 18/11/2012 , base 5456-17), <http://zakon0.rada.gov.ua/laws/show/1264-12> Law "On Land Development " from 14.01.2000 № 1389 -XIV (Revision of 09/12/2012 , base 5462-17), <http://zakon0.rada.gov.ua/laws/show/1389-14> Law "On the Procedure for reforming the health care system in Vinnytsia, Dnipropetrovsk, Donetsk and Kyiv regions " of 07.07.2011 № 3612 -VI (As amended by the Law N 5081 -VI (5081-17) from 05.07 .2012, BD , 2013 , N 30, st.340), <http://zakon4.rada.gov.ua/laws/show/3612-17> Law "On state regulation of public utilities " from 09.07.2010 № 2479 -VI, (Revision of 04.11.2012 , base 5400-17), <http://zakon1.rada.gov.ua/laws/show/2479-17> Law "On Access to Public Information" from 13.01.2011 № 2939- VI, (as amended on 09.06.2013 , the base 224-18) <http://zakon1.rada.gov.ua/laws/show/2939-17> Law "On Information" from 02.10.1992 № 2657 -XII, (Revision of 10.08.2012 , base 5029-17) <http://zakon1.rada.gov.ua/laws/show/2657-12> Law "On the State Budget of Ukraine for 2012" (Bulletin of the Verkhovna Rada of Ukraine (BVR), 2012 , № 34-35, st.414){ As amended by the Law № 5513 -VI of 04.12.2012}, <http://zakon4.rada.gov.ua/laws/show/4282-17> Decree of the President of Ukraine from November 23, 2011 № 1073 /2011 to establish a "National Commission for Regulation of Public Utilities in Ukraine". <http://nkp.gov.ua/ukr/scms/view/251> Water Code of Ukraine of 06.06.1995 № 213/95-VR <http://zakon3.rada.gov.ua/laws/show/213/95-Bp>. The current version - on 07.27.2013, the base Verkhovna Rada Resolution № 365-18; National Action Plan for Environmental Protection for 2011-2015, approved by the Cabinet of Ministers of Ukraine of 25 May 2011 № 577 -p. {As amended in accordance with the Decree of the Cabinet № 189- r dated 01.04.2013; № 870- r dated 10.02.2013}. <http://zakon2.rada.gov.ua/laws/show/577-2011-p> Order of the Ministry of Ecology and Natural Resources of Ukraine № 324 from 14.09.2011 "On Approval of National Targets Ukraine to the Protocol on Water and Health". <http://www.geol.univ.kiev.ua/pwh/targetset/> , http://zakon.nau.ua/doc/?doc_id=676824 Order of the Ministry of Health of Ukraine of 08.06.2011 № 346 "On Approval of Interim methodological recommendations on the implementation of program- target method of preparation and execution of local budgets in the health care system in the pilot regions". http://www.moz.gov.ua/ua/portal/hsr_reformlaw/?pg=2&cnt=30&sort=docName&order=-1 National programs: National Program "Drinking Water of Ukraine for 2006-2020", approved by the Law of Ukraine on March 3, 2005 № 2455 -IV. { As amended by Law N 3933 -VI (3933-17 on 20.10.2011, BD , 2012 , N 24, st.247 } <http://zakon4.rada.gov.ua/laws/show/2455-15> National program for reform of housing and communal services for 2009-2014 approved by the Law of Ukraine on June 24, 2004 N 1869 -IV. { As amended by the Law N 5469 -VI (5469-17) of 06.11.2012} <http://zakon4.rada.gov.ua/laws/show/1869-15> National Programme on Water Resources Management and Environmental Rehabilitation of the Dnipro River in the period up to 2021, approved by the Law of Ukraine of 24 May 2012 № 4836 -VI. <http://zakon0.rada.gov.ua/laws/show/4836-17> National social program providing primary centralized water villages that use imported water by 2010 , approved by the Cabinet of Ministers of Ukraine of 27.08.2008 № 741. - Continued until 2015. <http://zakon1.rada.gov.ua/laws/show/2278-17> State Program of Ukrainian village until 2015, approved by the Cabinet of Ministers of Ukraine dated 19.09.2007 № 1158 (as amended and supplemented by the Cabinet of Ministers of Ukraine of 28 December 2011 N 1390, on October 17, 2013 N 760). http://search.ligazakon.ua/l_doc2.nsf/link1/KP071158.html Interbranch complex program "Health of the Nation" for 2002-2011, approved by the Cabinet of Ministers of Ukraine № 14 from 10.01.2002, the <http://zakon4.rada.gov.ua/laws/show/14-2002-n> Public health standards and regulations: DSaPiN 2.2.4-171-10 "Hygienic requirements for drinking water intended for human consumption", approved by the Ministry of Health of Ukraine from 12.05.2010 N 400. http://moz.gov.ua/ua/print/dn_20100512_400.html ISO 4808:2007 "Sources of centralized drinking water supply. Hygienic and environmental requirements for water quality rules and selecting" valid from 01.01.2009. <http://lindex.net.ua/ua/shop/bibl/500/doc/3539> DSaPiN 4630-88 "Sanitary rules and norms for the protection of surface waters against pollution", confirmed by Ministry of Health of the USSR from 4 July 1988. <http://zakon4.rada.gov.ua/laws/show/v4630400-88> DBN B.2.5-64: 2012 " Domestic water supply and sewerage. Part I. Design. Part II. Building". http://minregion.gov.ua/attachments/files/.../dbn_v.2.5-64_2012.pdf DBN B.2.5 -74 : 2013 "Water . External networks and facilities. The main provisions of the design". http://www.uvkv.com.ua/pages/dbn_vod.pdf

Links: In accordance with Articles 18, 40 of the Law of Ukraine "On ensuring sanitary and epidemiological welfare of the population" (4004-12) Articles 58, 59, 60 of the Water Code of Ukraine (213/95-VR) articles 26, 28, 30, 43, 44 of the Law of Ukraine "Drinking Water and Water Supply" (2918-14), Articles 3, 13, 16, 49, 50 of the Constitution of Ukraine.

United Republic of Tanzania: National Constitution 2013 Draft (Chapter 40 page number 23). National Water Policy (NAWAPO - 2002)

Uruguay: Constitución de la Republica 1 artículo 47 . " La protección del medio ambiente es de interés general. Las personas deberán abstenerse de cualquier acto que cause depredación, destrucción o contaminación graves al medio ambiente. La ley reglamentará esta disposición y podrá prever sanciones para los transgresores. El agua es un recurso natural esencial para la vida. El acceso al agua potable y el acceso al saneamiento, constituyen derechos humanos fundamentales. 1) La política nacional de aguas y saneamiento estará basada en: a) el ordenamiento del territorio, conservación y protección del Medio Ambiente y la restauración de la naturaleza. b) la gestión sustentable, solidaria con las generaciones futuras, de los recursos hídricos y la preservación del ciclo hidrológico que constituyen asuntos de interés general. Los usuarios y la sociedad civil, participarán en todas las instancias de planificación, gestión y control de recursos hídricos; estableciéndose las cuencas hidrográficas como unidades básicas. c) el establecimiento de prioridades para el uso del agua por regiones, cuencas o partes de ellas, siendo la primera prioridad el abastecimiento de agua potable a poblaciones. d) el principio por el cual la prestación del servicio de agua potable y saneamiento, deberá hacerse anteponiendo las razones de orden social a las de orden económico. Toda autorización, concesión o permiso que de cualquier manera vulnere las disposiciones anteriores deberá ser dejada sin efecto". <http://www.parlamento.gub.uy/constituciones/const004.htm>

Vanuatu: Constitution of the Republic of Vanuatu does not specifically mention water & sanitation. Water Supply Act has recently been reviewed (2014) and states water should be provided to all residents of Vanuatu (urban & rural)

Viet Nam: Human right to access water supply and sanitation is mentioned in the Vietnamese Law on People Health Protection. Term 1 of this Law states that "People have the right to health protection, disease prevention, living in ensured environmental sanitation and hygiene"; Chapter 2 specifies regulations for ensuring hygiene and sanitation in living, working and public place for disease prevention, including water quality for people;

West Bank and Gaza Strip: Palestinian Water Law: Law 3/2002 Article 3

Right of possession: is the right to manage, supervise and regulate all water resources without deterioration of the existing right of usage.

All water resources available in Palestine are considered public property.

Every person shall have the right to obtain his needs of water of suitable quality for his use, and every official or private institution that provides water services must take the necessary steps to insure this right and to make the necessary plans for developing these services. 2013 National Water and Waste water policy and Strategy for Palestine final draft Policy Principles

Water rights: The Palestinians will pursue their interests in connection with obtaining Palestinian water rights, including the fair right-of-access, right-of-control and right-of-use to water resources shared with other countries, in line with international law

Access to water and wastewater services

Water has a unique value for human survival and health. Each citizen has the right to sufficient and affordable water of the required quality for the purpose of use.

Each citizen has the right to hygienic sanitation services.

Environment Quality Authority Law No. 7 for the year 1999 : Article no. 5 Rights guarantees by law , This Law guarantees the right of every human being to live in a sound and clean environment as well as enjoy the highest extent of public health and welfare.

http://environment.pna.ps/ar/cp/plugins/spaw/uploads/files/Legislations/en/Law_No_7_For_The_Year_1999_Concerning_The_Environment.pdf Ministry of Local Government : (Law on Local Authorities for 1997: Article

15: Local council has to provide water with good quality and also to provide sanitation services as basics for human being living (translated from Arabic version).

<http://www.molg.pna.ps/Laws/%D9%82%D8%A7%D9%86%D9%88%D9%86%D8%A8%D8%B4%D8%A3%D9%8>

[6%D8%A7%D9%84%D9%87%D9%8A%D8%A6%D8%A7%D8%AA%D8%A7%D9%84%D9%85%D8%AD%D9%84%D9%8A%D8%A9%D9%84%D8%B9%D8%A7%D9%851997.pdf](#)

Yemen: The current water legislations recognize the right of people to use water resources, *Implicitly; Water law 2002 and its modifications انتظشف نظبحجو ثبنمبء الانتفيع حك لُ خ (in 2006- chapter five Text 27).

Zimbabwe: Zimbabwe Constitution (Amendment No. 20) Chapter 4 Declaration Rights National Water Policy Section 6.2.6

02. Policy/plan development and implementation

Question A2. Additional unsolicited comments provided concerning national policies and plans

Afghanistan: MRRD-MOPH-MOE receives external technical support from UNICEF for the sector review, policy development and capacity building issues.

Angola: No comments

Argentina: No comments

Azerbaijan: No comments

Bangladesh: No comments

Belarus: At the moment in the Republic of Belarus the following State Programs covering tasks of WASH sector are executed: ----- COMMENTS on p. l, j, k. In the Republic of Belarus has established and operates the developed system of hygienic training and education. Hygienic training and education of pupils of educational institutions is carried out during lessons to the extent provided training programs on various subjects "Biology", "Chemistry", "Physics", "Person and the World", "Physical Education and Health", "Labor training", "Russian language", "Belarusian language", on facultative activities, "Basics of life safety" during public events on the subject of healthy lifestyles. Work on hygiene training and education of pupils held by teachers and medical personal involving the representatives of State sanitary inspection service authorities and institutions, other. During training sessions (lessons): With pupils I - IV classes in the accessible form bases are studied and skills of a rational day regimen and a food, the organisation of a workplace, protection of sight and hearing, personal and public hygiene, physical training and health, the prevention of bad habits, accidents, infectious diseases; With pupils V - XI (XII) classes basics of a healthy way of life (bad habits, preventive maintenance of stress, infectious diseases, AIDS, sexual education and another) are studied. Teaching staff are obliged to require pupils and students to fulfill the established sanitary and anti-epidemic regime, regular hand washing and, maintain the cleanliness of premises and territories timely airing classrooms, neatness of clothing and footwear, proper landing at their desks (tables). Questions to student health, sanitary and epidemiological well-being in an educational institution must be constantly monitored and head health workers systematically addressed at the meetings of pedagogical councils. <http://minzdrav.gov.by/ru/static/acts/tehnicheskije/teksty> In addition, contingent workers involved on epidemiologically significant objects (water treatment companies, food industry, educational institutions and medical staff, peoples working in public service organizations, etc.) regularly undergo hygienic training at organizations authorized to conduct public health surveillance. Concept of Realization of a State Policy of Formation of a Healthy Lifestyle of the Population for the period till 2020, approved by the Order of Ministry of Health of the Republic of Belarus from 3/31/2011 № 335 (<http://med.by/normativ/prmz%5C2011%5Cprmz335.pdf>) in order to further develop health activities, to maintain and increase human functional reserves, the set of preventive measures aimed at improving the health of the population of the Republic of Belarus. Public awareness raising by means of visual propaganda, television programs, mass-media, thematic events, etc. 1) State Program on Water Supply and Sanitation «Clear Water» on 2011 - 2015, approved by the decision of Council of Ministers of the Republic of Belarus from 9/15/2011 № 1234 (National Register of Legal Acts of the Republic of Belarus, 2011, № 5/34450). <http://pravo.by/main.aspx?guid=3871&p0=C21101234&p2={NRPA}> The main purposes of the Program - provision of the population with safe drinking water, development of water supply systems and sewerage systems, increase of reliability of their work, creation of supportive and safe living conditions. In the frame of the Program target indicators on increase of the population access to the centralized systems of drinking water supply, improved sewerage systems, and provision with water purification systems are set. Target indicators defined as for country in general, as well for rural and urban areas and in the context of territorial division. Actions and financing sources for achievement of these purposes are defined In the Program. Coordinator of the State Program - Ministry of Housing and Communal Services. The first State Program on Water Supply and Sanitation «Clear Water» for 2002-2005 was developed in 2001 (approved by the decision of Council of Ministers of the Republic of Belarus from January, 17th, 2002 №52). Further on the basis of results of above Program and sector reviews in 2006 and 2011 the subsequent State Programs on Water Supply and Sanitation «Clear Water» have been developed (2-nd (2006-2010) and 3-rd (2011-2015). 2) State Program of a

Sustainable Development of Rural Area for 2011-2015 (National Register of Legal Acts of the Republic of Belarus, August, 3rd, 2011, № 1/12739). Before 2011 - the State Program of a Revival and Development of Rural Area for 2006 – 2010. <http://pravo.by/> Program defines priorities of development of countryside, including provision of the population with drinking water and sanitation, development of schools and medical institutions on rural area, their provision with equipment and maintenance of an appropriate sanitary condition. 3) State Program of Social and Economic Development of the Republic of Belarus for 2011-2015, approved by the Decree of the President of the Republic of Belarus from 4/11/2011 № 136 (National Register of Legal Acts of the Republic of Belarus, 2011, № 1/12462). Before 2011 – the State Program of Social and Economic Development of the Republic of Belarus for 2006 - 2010. <http://www.pravo.by/main.aspx?guid=3871&p0=P31100136&p2={NRPA}> 4) Concept of Realization of a State Policy of Formation of a Healthy Lifestyle of the Population for the period till 2020, approved by the Order of Ministry of Health of the Republic of Belarus from 3/31/2011 № 335. <http://med.by/normativ/prmz%5C2011%5Cprmz335.pdf> Concept developed with a view of the further development of activity on health protection, preservation and increases in functional reserves of the human organisms, realization of a complex of the preventive measures aimed on strengthening of health of the population of the Republic of Belarus. 5) Water Strategy of the Republic of Belarus for the period till 2020, approved by the Decision of the Collegium of the Ministry of natural Resources and Environmental Protection of the Republic of Belarus by 11.08.2011 № 72-P. http://www.minpriroda.gov.by/ru/legislation/new_url_1649710582 Water Strategy consolidate the basic principles of a state policy in the field of use and protection of water resources, preservation of ecosystems, defines the basic lines of activity on protection and use of water resources the Republic of Belarus providing guaranteed supply of the population with safe drinking water; protection of the population and territories against negative influence of waters, decrease in specific water consumption and increase of efficiency of use water resources potential. One of main objectives of Water strategy is provision of the population, industry and agriculture with water of appropriate quality, reduction of negative consequences of flooding and droughts (climate change). 6) State Program of Development of Public Health Services of the Republic of Belarus, <http://www.pravo.by/main.aspx?guid=3871&p0=C20601116&p2={NRPA}> 7) Branch program "Staff for 2011 - 2015" Ministry of Health of the Republic of Belarus, approved by the Decision of the Collegium of the Ministry of Health of the Republic of Belarus by 24.11.2010 № 19.8. <http://www.med.by/normativ/rkmz%5C2010%5Crkmz19.8.pdf>

Benin: Pour les écoles et les centres de santé, il n’y a pas de politiques et stratégies spécifiques d’AEPHA, mais le Bénin a souscrit à des normes qui obligent à réaliser des points d’eau et des ouvrages d’assainissement dans ces établissements

Bhutan: For urban sanitation (a) “ Urban Sanitation Code of Practice” is used. For rural sanitation (b and e) Rural Water supply and Sanitation Sector policy 2002 , www.phed.gov.bt For School (c and g): Sanitation in school is included in the national Education Policy. There is stand alone guideline developed for school. Primary schools water supply and sanitation facilities is included in RWSS sector policy 2002 Rural: Health Promotion Division, MoH is in the process of developing a Nation Health Promotion Strategy I, j and K: Hygiene promotion conducted without written policy

Bolivia: Mediante decreto supremo n° 29741 de fecha 15 de octubre de 2008, se crea el servicio nacional para la sostenibilidad de servicios en saneamiento básico (senasba), como entidad pública descentralizada, con autonomía de gestión administrativa, financiera, legal y técnica bajo tuición del ministerio de medio ambiente y agua, con la misión de constituirse en una entidad de desarrollo de capacidades de las entidades prestadoras de servicios de agua potable y alcantarillado sanitario (epsa), buscando:

- Fortalecer la capacidad de gestión de los operadores, a través de la asistencia técnica y el fortalecimiento institucional para prestar servicios eficientes con enfoque de calidad,
- Implementar la estrategia social del desarrollo comunitario - descom, como proceso fundamental para la sostenibilidad de los servicios en saneamiento básico y la preservación del medio ambiente y
- Promover el desarrollo institucional de las epsa a través de la difusión de conocimientos y transferencia de tecnologías apropiadas e innovadoras en el sector de agua y saneamiento básico la und. Salud ambiental del sedes cochabamba, en el marco del código de salud, tiene la política que todos los hospitales o centros de salud, deben contar con agua potable y saneamiento, además del uso adecuado del recurso, como promoción de higiene

Botswana: National Water and Wastewater Policy has been approved by cabinet in May 2012 and still to be tabled in Parliament in November 2013. National Wastewater & Sanitation Policy together with the National Master plan for Wastewater and Sanitation developed by Ministry of Environment Wildlife & Tourism. Implementation has been made the responsibility of Ministry of Minerals, Energy & Water Resources (Department of Water Affairs and Water Utilities corporation) as a result of the water sector reforms. Inadequate funding for the implementation of the master plans and policy. School Health Policy addresses drinking water as well as hygiene in schools, National Health Policy, Public Health Act and draft Infection control addresses issues insanitation in health facilities

Brazil: O atual estágio da política nacional de saneamento básico é o da oficialização do Plano Nacional de Saneamento Básico (PLANSAB), cuja elaboração foi determinada pela Lei de Saneamento Básico, em 2007. O PLANSAB está aprovado pelas instâncias nacionais de controle social (Conselho das Cidades, do Meio Ambiente, de Recursos Hídricos e de Saúde) e está em fase de aprovação presidencial. Além do PLANSAB, existem planos de outras políticas setoriais que também tratam da provisão de água e esgotamento sanitário. 1) PLANSAB – 2014-2033: estabelece metas, indicadores, programas e investimentos para o saneamento básico (para abastecimento de água potável, esgotamento sanitário, limpeza pública e manejo de resíduos sólidos urbanos e manejo da drenagem pluvial) para o horizonte dos próximos vinte anos (2013 -2033). O PLANSAB tem como princípios a universalização, a equidade, a integralidade, a intersetorialidade e a sustentabilidade dos serviços e prevê a participação e o controle social em todas as fases das políticas de água e saneamento básico, assim como o atendimento das populações de baixa renda, das populações indígenas e tradicionais, buscando superar as desigualdades regionais, de renda, raça, gênero, dentre outros, no acesso ao saneamento básico. O PLANSAB caracteriza e estima o atendimento dos componentes abastecimento de água, esgotamento sanitário e manejo de resíduos sólidos por meio de três categorias: a) atendimento adequado; b) atendimento precário e c) sem atendimento, considerando os dois últimos como déficit que deve ser superado para o pleno exercício do direito ao saneamento básico. Cabe destacar que o PLANSAB já encontra-se em execução por intermédio de programas e ações do PPA (Plano Plurianual) do Governo Federal para o período 2012-2015, o qual inclui boa parte das propostas do PLANSAB, muitas delas pertencentes ao maior Programa de investimentos em saneamento no país que é o PAC/saneamento, que integra o Programa de Aceleração do Crescimento, na área de saneamento. <http://www.cidades.gov.br/index.php/plano-nacional-de-saneamento-basico-plansab.html> 2) Programa de Aceleração do Crescimento (DECRETO NO. 6025/2007): institui programa de desenvolvimento com medidas de estímulo ao investimento privado e aumento dos investimento público em infraestrutura, dentre outras, para melhoria das condições de vida da população. Um dos eixos do Programa é o de Infraestrutura, onde estão incluídos os investimentos e obras de saneamento básico. O eixo Cidade Melhor – Saneamento tem como objetivo “aumentar a cobertura de coleta e tratamento de esgoto, proteção dos mananciais, despoluição de cursos d’água e no tratamento de resíduos sólidos”. Para efeitos de seleção de projetos/financiamento, os municípios foram divididos em três grupos: a) Grupo 1: grandes regiões metropolitanas do país, municípios com mais de 70 mil habitantes nas regiões Norte, Nordeste e Centro-Oeste e acima de 100 mil nas regiões Sul e Sudeste; b) Grupo 2: municípios com população entre 50 mil e 70 mil nas regiões Norte, Nordeste e Centro-Oeste e municípios com população entre 50 mil e 100 mil habitantes nas regiões Sul e Sudeste; c) Grupo 3: municípios com menos de 50 mil habitantes coordenados pela Funasa”. O eixo Água em áreas urbanas tem como objetivo “melhorar e expandir o abastecimento de água da população das áreas urbanas com adutoras, estações de tratamento, reservatórios, regularização da distribuição, aumento da produção e cobertura”. <http://www.pac.gov.br/sobre-o-pac> <http://www.pac.gov.br/cidade-melhor/saneamento> <http://www.pac.gov.br/agua-e-luz-para-todos/agua-em-areas-urbanas> 3) Plano Brasil Sem Miséria (PBSM) (DECRETO No. 7492/2011): objetiva a superação da pobreza e da extrema pobreza por meio da articulação de políticas e programas setoriais, tendo como diretrizes, dentre outras, o acesso das populações nesta condição à direitos sociais e serviços públicos, inclusive água e esgotamento sanitário. Integra este plano especialmente, o Programa Água para Todos (ação de segurança alimentar) para universalização da oferta de água para consumo humano, por meio de cisternas para captação de água de chuva, para populações em situação de pobreza, residentes em áreas rurais, em regiões com escassez de água (região do semiárido). http://www.planalto.gov.br/ccivil_03/_Ato2011-2014/2011/Decreto/D7492.htm <http://www.mds.gov.br/> segurancaalimentar 4) Plano Mais Brasil – Mais desenvolvimento, Mais igualdade, Mais participação - Plano Plurianual do Governo Federal - 2012- 2015 (DECRETO No. 12593/2012): estima receitas e fixa despesas para o período, com caráter de planejamento plurianual do governo federal para o período. Agenda Água – agenda transversal de programas, ações, metas e investimentos do governo federal para oferta de água para consumo humano, esgotamento sanitário, produção de água e proteção de recursos hídricos, promoção da saúde, com definição de objetivos, metas e orçamento para ações de água e

saneamento básico nos diversos órgãos do governo federal.

http://www.planejamento.gov.br/secretarias/upload/Arquivos/spi/PPA/2012/111206_agendas_transversais.pdf 5) Plano Nacional de Políticas para as Mulheres - 2013-2015 (DECRETO No. 7.959/2013): componente da Política Nacional para as Mulheres. O capítulo 6 trata do desenvolvimento sustentável (promoção do acesso das mulheres à moradia digna, garantindo qualidade e acesso à infraestrutura de bens, serviços públicos e equipamentos sociais, incluindo oferta de água e coleta e tratamento de esgotamento sanitário).

http://www.planalto.gov.br/CCIVIL_03/_Ato2011-2014/2013/Decreto/D7959.htm

<http://spm.gov.br/pnpm/pnpm> 6) Plano Nacional de Saúde (2012- 2015) – define diretrizes e metas para a saúde durante o período de referência. Meta 6 - implementação do subsistema de saúde indígena, com implantação de sistemas de abastecimento de água em aldeias indígenas; Meta 7 - redução de riscos e agravos à saúde por meio das ações de promoção e vigilância em saúde, que incluem a melhoria do controle da qualidade da água, implantação de obras de saneamento, implantação de melhorias sanitárias domiciliares, contratação de projetos de engenharia para sistemas de abastecimento de água e esgotamento sanitário em cidades com menos de 50 mil habitantes, comunidades remanescentes de quilombolas, comunidades rurais, tradicionais e especiais (assentamentos de reforma agrária, populações ribeirinhas, reservas extrativistas).

http://conselho.saude.gov.br/biblioteca/Relatorios/plano_nacional_saude_2012_2015.pdf 7) Política Nacional de Atenção Básica (PORTARIA do Ministério da Saúde, No. 2488, DE 21/10/2011) – Define princípios, papéis e responsabilidades institucionais dos três níveis de governo (federal, estadual e municipal), atribuições das equipes e infraestrutura para a atenção básica em saúde no território nacional. A infraestrutura mínima inclui a obrigatoriedade de banheiros públicos nas Unidades Básicas de Saúde. O processo de trabalho das equipes de Atenção Básica prioriza intervenções clínicas e sanitárias nos problemas de saúde segundo critérios de frequência, risco, vulnerabilidade e resiliência da população. A estratégia Agentes Comunitários de Saúde inclui visitas domiciliares e ações educativas individuais e coletivas, nos domicílios e comunidades, para desenvolver atividades de promoção da saúde, de prevenção das doenças e agravos e de vigilância à saúde. Programa Saúde na Escola Programa Saúde na Escola (DECRETO nº 6.286, 05/12/2007) institui política intersetorial entre os Ministérios da Saúde e da Educação. Atenção integral (promoção, prevenção, diagnóstico e recuperação da saúde e formação) à saúde de crianças, adolescentes e jovens do ensino público básico, no âmbito das escolas e unidades básicas de saúde. Inclui, ainda, estratégias para atenção à saúde de populações de rua e comunidades ribeirinhas e fluviais

<http://dab.saude.gov.br/portaldab/biblioteca.php?conteudo=publicacoes/pnab> 8) Política Nacional de Saúde Integral das Populações do Campo e da Floresta (PORTARIA Nº 2.866, DE 02/12/2011): estabelece objetivos, papéis e responsabilidades no âmbito do Sistema Único de Saúde para promoção da saúde das populações do campo e da floresta, por meio de ações e iniciativas que reconheçam as especificidades de gênero, geração, raça/cor, etnia e orientação sexual e religiosa, visando ao acesso aos serviços de saúde; a redução de riscos e agravos à saúde decorrente dos processos de trabalho e das tecnologias agrícolas; e a melhoria dos indicadores de saúde e da qualidade de vida. Inclui ações intersetoriais para promover a saúde, envolvendo ações de saneamento e meio ambiente, especialmente para a redução de riscos sobre a saúde humana.

http://portal.saude.gov.br/portal/arquivos/pdf/Politica_Campo_Floresta.pdf 9) Política Nacional de Atenção à Saúde dos Povos Indígenas (PORTARIA Ministério da Saúde no. 254, de 31/01/2012): institui a política, determina os propósitos, papéis e responsabilidades dos agentes do Governo Federal e o Distrito Sanitário Especial Indígena, em articulação com o Sistema Único de Saúde, para organização da prestação de atenção à saúde indígena. Inclui diretriz relativa a promoção de ambientes saudáveis e proteção a saúde indígena que contempla “ a preservação das fontes de água limpa, construção de poços ou captação à distância nas comunidades que não dispõem de água potável; a construção de sistema de esgotamento sanitário e destinação final do lixo nas comunidades mais populosas; a reposição de espécies utilizadas pela medicina tradicional; e o controle de poluição de nascentes e cursos d’água situados acima das terras indígenas.”

http://189.28.128.100/dab/docs/geral/politica_nacional_saude_indigena.pdf 10) Plano Nacional de Educação – 2011 -2020 (em fase de aprovação pelo Congresso Nacional): estabelece objetivos e metas para a educação durante o período em referência e prevê a implantação de infraestrutura sanitária escolar (banheiros, água tratada e saneamento básico) e atendimento em saúde (programas de prevenção, promoção e atenção à saúde) como parte das ações para a adequada oferta de educação em tempo integral, universalização e melhoria da qualidade do ensino, permanência do estudante na escola e melhoria das condições de trabalho dos profissionais da educação. Programa Dinheiro Direto na Escola/Água nas Escolas /Campo – (RESOLUÇÃO CD/Fundo Nacional de Desenvolvimento da Educação – FNDE - nº. 32/2012) transferência de recursos financeiros de custeio e de capital para escolas públicas da educação básica localizadas no campo para construção de infraestrutura de abastecimento de água, em condições apropriadas para consumo humano, e

de esgotamento sanitário. http://portal.mec.gov.br/index.php?option=com_content&id=16478&Itemid=1107
http://portal.mec.gov.br/index.php?option=com_content&view=article&id=18777&Itemid=817

Burkina Faso: Le Programme national d'approvisionnement en eau potable et d'assainissement (PN-AEPA) a été adopté en conseil des ministres en 2006. La politique et stratégie d'assainissement a été adoptée en 2006 et comme plan il y a les documents d'opérationnalisation approuvés en 2009. Concernant l'hygiène, la politique nationale de l'hygiène publique a été adoptée en 2004. Le code de l'hygiène publique

Burundi: La Politique Nationale de l'Eau adoptée en 2009 et sa stratégie de mise en œuvre adoptée en 2011. La Politique Nationale d'Assainissement (Hygiène et Assainissement) et sa stratégie de mise en œuvre adoptée en Septembre 2013, Certaines activités des plans d'action sont en cours d'exécution

Cambodia: 1. National Water and Sanitation Policy developed and publically disseminated in 2003. The policy is now 10 years old and need to be updated to meet current development trend of the sector. 2. National Hygiene Guideline developed to support promotion of behaviour change practice under overall National Water and Sanitation Policy. 3. School-Community WASH guideline was jointly developed in 2010 by Ministry of Rural Development and Ministry of Education, Youth and Sport to guide school WASH intervention.

Cameroon: Plans sectoriels élaborés, mais pas formellement adoptés ou ont besoin d'une meilleure mise en œuvre. Absence d'un Plan Global en matière d'Hygiène

Central African Republic: Le document de politique et stratégies nationales de l'Assainissement et de l'hygiène élaboré en 2012 a été validé et en cours de promulgation.

Chad: Plusieurs documents ont été élaborés à savoir le code d'hygiène, code de l'eau et politique nationale et stratégie d'assainissement mais la législation des déchets biomédicaux n'est pas vulgarisée jusqu'aujourd'hui.

Chile: No comments

Colombia: No comments

Congo:NA

Cook Islands: National Sanitation Policy and solid waste strategy has been developed, integrated Water Master under development and due for public submissions soon

Costa Rica: Observaciones: El AyA presentó propuesta de políticas públicas en saneamiento a nivel nacional, para todos los operadores, sujeta a aprobación del Gobierno Central; El decreto ejecutivo para fundamentar lo de abastecimiento de agua potable en zonas urbanas y rurales es el No. 33953-S-MINAE publicado en la Gaceta No. 175 del 12 de setiembre 2007. Reglamento para la Implementación y Desarrollo del Programa Nacional de Mejoramiento y Sostenibilidad de Calidad de los Servicios de Agua Potable Período 2007-2015" (PNMCSAP); "Política propia institucional: Ver una CCSS renovada hacia el 2025", política específica 2.2.1 <http://www.ccss.sa.cr/normativa?pagina=6>

Côte d'Ivoire: Existence d'un plan national de développement (Plan national de Développement 2012-2015) Arrêté ministériel N°69/MEN/DESAC du 12 août 2011 portant création d'une cellule d'encadrement et de suivi de l'assainissement scolaire Sur instruction de Mme le Ministre de l'Education Nationale et de l'Enseignement Technique, des journées de salubrité sont instituées en milieu scolaire (DVS) Les plans existent mais c'est leur mise en œuvre qui est confrontée à des problèmes financiers (DGIHH). Existence d'un Plan National de Développement Sanitaire (PNDS 2012-2015) qui définit la Stratégie en matière de Santé et d'Hygiène L'élaboration des Documents de Politique et de Stratégie Nationale d'Hygiène Communautaire est envisagée dans le cadre du PADEHA (Projet d'Appui à l'Accélération de l'Accès à l'Eau, l'Hygiène et l'Assainissement) : 1 Document de Politique Nationale en Sécurité des injections et Gestion des Déchets Médicaux ; 1 Document de référence en Hygiène Hospitalière et Lutte contre les infections nosocomiales. Deux (02) Plans Stratégiques ont été élaborés: le Plan national de gestion des déchets Médicaux (PNGDM 2009-2011); le Plan National d'Hygiène Hospitalière, de sécurité des injections et de Gestion des Déchets Sanitaires (PNHHSIGDS 2013-2015).

Cuba: No comments

Democratic Republic of the Congo: En RDC il existe plusieurs documents des politiques et des stratégies nationales qui donnent des orientations du secteur EHA, notamment : - le document de la Stratégie de Croissance et de Réduction de la Pauvreté (DSCR2), - Programme d'Action du Gouvernement (PAG) de la RDC; Révolution de la modernité. A ce jour, les documents des politiques d'hygiène et d'Assainissement en cours d'actualisation.

Dominican Republic: No comments

El Salvador: Existen planes y política parcial de carácter institucional: ANDA, MINSAL, MARN, FISDL ANDA. Plan Anual Operativo Administración Nacional de Acueductos y Alcantarillados. ANDA 2013 MINSAL. Política de Salud. Agua y Saneamiento. Ministerio de Salud. MARN. Estrategia Nacional de Saneamiento Ambiental, Ministerio de Medio Ambiente y Recursos Naturales, MARN 2013 MARN. Estrategia Nacional de Recursos Hídricos, Ministerio de Medio Ambiente y Recursos Naturales 2013 FISDL. Plan Estratégico Institucional 2011 - 2014. Fondo de Inversión Social para el Desarrollo Local. A la fecha se encuentra en ejecución la elaboración de las políticas, estrategias de agua potable y saneamiento en coordinación de Secretaría Técnica de la Presidencia, STP, ANDA, MARN, MINSAL, FISDL

Eritrea: - Rural Sanitation Policy and Strategy directions for Eritrea is available but not gazetted ; -Water policy is not gazetted, however it is a working instrument; Legal notice prepared but not implemented; Water law proclaimed but not fully enforced

Estonia: The development of public water supply and sewage is based on the public water supply and sewage plans. Local authorities are responsible for arranging and coordinating of the development of such plans, and each authority has its administrative territory, where it applies. The plan describes: 1) information about information about the current situation of the water supply and sewage, 2) future actions, 3) technical solutions, 3) cost of investments, 4) timetable of the actions to be taken etc. Targets for drinking water quality and control are set in directive 98/83/EU, which have been transposed to Estonian legislation. Concerning drinking water, there are also targets in Estonian National Health Plan (ERTA). ERTA is designed to ensure that the people of Estonia live longer, happier, healthier lives. The targets of collection and treatment of waste water are set in directive 91/271/EEC and HELCOM's action plan for the Baltic sea. The requirements and recommendations set in directives and HELCOM's action plan are transposed into Estonian legislation and competent authorities are constantly carrying out surveillance monitoring over these requirements. In addition, „Operational programme 2007-2013: “Development of Living Environment” has been developed for the purpose of prioritising the usage of the funds from the EU. We have national legislation and requirements for hygiene in different facilities (kindergartens, schools, residential institutions for children, there are also standards for hospital hygiene etc). Hygiene promotion projects are done by National Institute for Health Development.

Ethiopia: School and health facility WASH services are addressed as components of health policy of 1994 and water policy of 1999 of the country. Based on this, the School and Health Facility WASH design manuals with detail costs were prepared and on use. Regarding sanitation, under the priorities of the Health Policy 1993, it is indicated in section 2 sub sections 2.2 and 2.3 that the promotion of occupational Health and Safety and the development of Environmental Health issues. In its General Strategies it also mentioned that accelerating the provision of safe and adequate water for urban and rural population, developing safe disposal of human, household, agricultural and industrial wastes, and encouragement of recycling, developing measures to improve the quality of housing and work premises for health. Based on these policy directives in the health sector, the National Hygiene and Sanitation Strategy 2005 and Protocol 2006 were in place. Moreover, National Hygiene and Sanitation Strategic Action Plan (SAP) 2012-2015 is developed. On top of these all, Community-Led Total Sanitation and Hygiene Implementation and verification Guideline (CLTSH) was developed and also One WASH National Program (OWNP) document prepared and launched by the signatory government sectors i.e. Ministry of Water and Energy, Health, Education, Finance and Economic Development and Development Partners.

Fiji: Presently reviewing legislation to strengthen its impact (giving it teeth), particularly the Public Health Act. Other important plans/policies/legislation includes: Peoples Charter for change, peace & progress 2008 Roadmap for democracy and sustainable socio economic development 2010 - 2014 Water Authority Fiji Promulgation Act 2007 (urban water) Rural Water & Sanitation Policy 2012 (rural water & rural sanitation) School health policies / health promoting schools Safe hospital guidelines Building codes (require safe water) Fiji National Drinking Water Quality Standard 2011 WASH Minimum Standards in Schools National Climate Change Policy

Gabon: PSGE PNDS Plan santé et environnement DSCR Plan spécifique de mise en œuvre en cours d'élaboration dans certaines rubriques

Gambia: The draft sanitation policy has been developed and extensively discussed with stakeholders and now awaits final approval. In the meantime interventions are taking place on the lines proposed by the draft. Although no national policy exist on urban sanitation NAWEC's actions are guided by the company's policy which supports on site disposal systems with their construction and operations controlled and monitored by the health officers.

Georgia: No comments

Ghana: Sanitation and drinking water in schools is part of other policies and strategies of government and is implemented under the auspices of School Health Education Programme (SHEP) of the Ministry of Education. It is also embedded in the National Environmental Sanitation Strategy and Action Plan (NESSAP) as well as our national sanitation, water and education policies.

Guinea: En matière d'assainissement, il n'existe pas une politique spécifique dans les écoles ni dans les centres de santé. La politique nationale de l'assainissement a été élaborée en 2011 (la création d'une direction nationale de l'assainissement est récente) donc ne connaît pas encore une mise en œuvre poussée. Deux stratégies nationales (gestion des eaux usées ; gestion des déchets) ont été élaborées à partir de cette politique. Le plan de mise en œuvre de ces stratégies ont une durée de 5 à 10 ans et sont en cours de mise en œuvre. S'agissant de l'eau potable, la politique nationale de l'eau est en cours d'élaboration. Toutefois il existe un programme nationale d'alimentation en eau potable et assainissement en milieu rural à l'horizon 2015 et une stratégie nationale de développement du service public de l'eau en milieu rural qui a été approuvé en 2013. Aussi, en milieu urbain, un plan de renforcement de la société des Eaux de Guinée a été récemment (juin 2013) validé avec un plan d'investissement à l'horizon 2030. La politique nationale de promotion de l'hygiène en milieu scolaire est en cours d'élaboration (prévue pour 2014) La stratégie nationale de promotion de l'hygiène est en cours d'élaboration

Guinea-Bissau: No comments

Haiti: No comments

Honduras: No comments

India: No comments

Indonesia: The Proportion of drinking-water in Indonesian Households Survey was improved until 66.8 per cent (urban: 64.3%; rural: 69.4%). The highest proportion of drinking-water based on the households survey in the five provinces are Bali (82.0%), Central (81.7%), East Java (77.9%), Central Java (77.8%), and North Maluku (75.3%). While, the lowest proportion of drinking-water based on the households survey in the five provinces are Riau Islands is the lowest (24.0%), East Kalimantan (35.2%), Pacific Islands (44.3), Riau (45.5%), and Papua (45.7%). (RISKESDAS, 2013)

Iran (Islamic Republic of): No comments

Jordan: No comments

Kazakhstan: No comments

Kenya: The ODF road is being implemented with support from donor funds and the National Steering committees meet on quarterly basis to Review.

Kyrgyzstan: No comments

Lao People's Democratic Republic: Based on the Law on Hygiene, Prevention and Health promotion, issued number 08/NA, dated 21 December 2012 as well as the Rural WASH Sector Strategy approved in 1997 and 2004 and the latest one called National Plan of Action for Rural WASH approved by minister of health in September 2012 which was launching and consultation meeting on 17 September 2013 to introduce the purpose and scope, what has changed since the last strategy, building the case for the RWASH in Lao PDR, roles and responsibilities of government and follow-up and implementation. After the launching, some of the planned activities include for the next step such as (1) Orientation to the operational guidelines for rural sanitation (2) Increased training for Community Led Total Sanitation (3) water safety planning in rural settings (4) Government staff capacity building in delivering effective community awareness activities (5) Community dialogue for village level (6) WASH in school and health facilities (7) Close coordination with external partners in planning and investment in the sector.

Lebanon: Schools and health facilities domestic water supply and sanitation are part of the domestic sanitation and drinking water supply.

Lesotho: The water and sanitation policy 2007 states under the principles that "All the Basotho are entitled to have access to a sustainable supply of potable water and to the provision of basic sanitation services at an affordable cost." The same policy document under the glossary of terms provides the following definition "Social good: water as a commodity to which social value is attached, arising from the fact that water is an essential building block for life, the universal right of all to have access to water is generally accepted." Water and sanitation interim strategy 2010-2012: Policy statement 2: "Ensure access to a sustainable supply of potable water and basic sanitation services for all Basotho". (Strategy extended to 2014) The water and sanitation policy indicates that all Basotho have a right to 30lcd but mechanisms for implementation of this policy are not in place. The right to basic sanitation is also outlined in the policy but it is not defined and mechanisms or plans for achieving this statement are not fully developed. There is however a drive towards improving access to both water and sanitation although access to all will take a long time to achieve. Hygiene promotion contained in the National Health Policy (2011): Section 1.10 Health needs and priorities and 5.1.5 Environmental Health.

Liberia: Urban drinking water supply implementation plan is being developed. Policy: Water and Sanitation Supply (April 2009), National Integrated Water Resources Management Policy (November 2007), National Health & Social Welfare Policy & Plan, 2011-2021, National Environmental & Occupational Health Policy (August 2010)

Lithuania: In addition to "National policy formally approved and gazetted through formal public announcement" for items a-k, the applicant also indicated "Implementation plan developed based on approved policy" for items a-k.

Madagascar: Ass : Les détails ont besoin d'être actualise Hyg : Le sous-secteur hygiène dispose déjà une politique nationale officiellement approuvée et publiée par une annonce officielle.

Maldives: No formal policy gazetted but as working rule and policy each Health facility is accommodated with sanitation and drinking water supply. School Water, Sanitation Hygiene Education Policy. FINAL DRAFT Distributed to sector policy level people for comments

Mali: La politique Nationale de l'assainissement a été élaborée et adoptée en Conseil des Ministres le 28 janvier 2009 avec ces 5 plans stratégiques qui sont: la stratégie de gestion des déchets solides, la stratégie de gestion des déchets liquides, la stratégie de gestion des eaux pluviales, la stratégie de gestion des déchets spéciaux, et la stratégie de transfert de compétences. -L' Eau potable dans les écoles et dans établissements de santé est systématique maintenue lors de leur construction, mais il n'existe pas en tant que tel un document de politiques ou de plan uniquement pour l'Eau potable dans les écoles et dans établissements de

santé. Le Mali dispose d'un document de politique Santé et Environnement qui décrit les domaines relatifs à la promotion de l'hygiène. A partir des axes stratégiques définis dans ce document de politique, le Mali a élaboré les plans suivants: Plan de gestion des déchets biomédicaux, Plan stratégique de prévention et de contrôle des infections associées aux soins plan stratégique d'éducation à l'hygiène en milieu scolaire, plan stratégique des pratiques d'hygiène à grands impacts, plan stratégique de prévention et de prise en charge des intoxications liées aux produits chimiques. Cependant ces plans ne sont que partiellement mis en œuvre à cause de l'insuffisance du financement.

Mauritania: le secteur de l'eau et assainissement est doté d'une stratégie du développement qui a été élaborée pour la période 2012-2015 et dont la mise en œuvre est en cours. Cette stratégie porte sur les quatre axes prioritaires suivant : AXE 1: Connaître, mobiliser et protéger les ressources en eau AXE 2 : Améliorer l'accès à l'eau potable AXE 3 : Améliorer l'accès à l'assainissement AXE 4 : améliorer la Gouvernance du secteur Aussi, une stratégie nationale de gestion intégrée des ressources en eau est en cours d'élaboration à l'horizon de 2030. Pour l'assainissement, il ya un document de politique et stratégie nationales qui a été élaboré et validé par le gouvernement En ce qui concerne l'hygiène il ya une stratégie nationale en cours d'élaboration pour laquelle la procédure du recrutement d'un expert national et international est entamée.

Mexico: Como se mencionó anteriormente, la atribución de proveer los servicios de agua potable y saneamiento corresponde a los gobiernos municipales, sin embargo el gobierno federal establece pautas en este respecto a través del Plan Nacional de Desarrollo (PND) 2013-2018 y se refieren principalmente a la mejora e incremento de las coberturas de agua y saneamiento. Al momento el Programa Nacional Hídrico (PNH) 2013-2018 está en elaboración. En los niveles estatal y municipal se encuentran planes y programas del sector agua que plantean el tema del abastecimiento de los servicios de agua y saneamiento. Estos instrumentos se encuentran principalmente en el nivel estatal y su vigencia coincide con el período de gobierno del estado. Debe mencionarse que las coberturas de agua y saneamiento desagregadas en los niveles urbano, periurbano y rural no son medidas en México por los gobiernos estatales y municipales; a nivel federal esta información es captada por el Instituto Nacional de Estadística y Geografía (INEGI) durante los Conteos y Censos de Población y Vivienda, adicionalmente existe información sectorial para los temas de agua, salud, educación y otros.

Mongolia: No comments

Morocco: A national liquid sanitation program in rural areas is being developed

Mozambique: Under schools, sanitation and drinking water facilities are challenged for the schools that are in the remote areas where electricity grid does not cover the area. The situation also applies when there no water supply schemes in the locality of the school. Significant number of primary school lacks those facilities. However, most of the school beneficiate of hygiene promotion through several WASH teams working in rural areas including the teachers.

Myanmar: No comments

Nepal: Sanitation and Hygiene are considered in a single packaged program. Hence it is difficult to have disaggregated data on Hygiene promotion only. However the share of hygiene promotional activities and sanitation program can be estimated in the sanitation program as 10%- Hygiene promotional activities-specially handwashing with soap; and 90% for construction of sanitary facilities and awareness raising programs.

Niger: Assainissement urbain et rural: Des termes de références sont en cours de validation en vue de l'élaboration d'un document de politique nationale spécifique à l'assainissement. Assainissement de base (urbain et rural): Il existe : i) Un document de Stratégie Opérationnel de Promotion de l'Hygiène et d'Assainissement de Base (SOPHAB) est élaboré, validé et mis dans le circuit en vue de son adoption par le Gouvernement ; ii) le Programme National d'Alimentation en eau Potable (PNAEPA) 2011-2015 adopté par le Gouvernement en Décembre 2011. Assainissement dans les écoles et établissements de santé : Malgré l'absence de politique et de plans spécifiques et du fait que la question est de plus en plus évoquée par les autorités, les partenaires et la population, certains Projets et ONGs ont adopté le principe de doter les écoles et établissements de santé d'ouvrages d'assainissement de base ou de mener des actions de communication pour un changement de comportement en faveur de l'hygiène et de l'assainissement au niveau de ces

structures, notamment par la mise en œuvre de l'Approche « Assainissement Total Piloté par les Communautés ». Eau potable en zone urbaine : Il existe: i) une lettre de politique sectorielle de l'Hydraulique Urbaine adoptée par le gouvernement le 21 Décembre 1999; ii) une lettre de politique sectorielle de l'Hydraulique Rurale adoptée par le gouvernement le 08 Mars 2001 ; iii) le Programme National d'Alimentation en eau Potable et d'Assainissement (PNAEPA) 2011-2015 adopté par le Gouvernement en Décembre 2011. Eau potable dans les écoles et établissements de santé: A l'instar, de l'assainissement il n'existe pas de document officiel y relatif. Cependant, du fait que la question est de plus en plus évoquée par les autorités, les partenaires et la population, certains Projets et ONGs ont adopté le principe de raccorder les écoles et établissements de santé au réseau d'eau potable si la localité en dispose. Promotion de l'hygiène: i) Lavage des mains au savon, journée de salubrité Promotion de l'hygiène dans les écoles et établissements de santé: Dans quelques établissements, la sensibilisation pour un changement de comportement en faveur de l'hygiène est faite. Ce, à travers l'appui de certains projets et ONGs.

Nigeria: Note:1. National Water Resources Master Plan 2013 is being developed 2. Hygiene improvement framework is being developed. 3. National Policy on Water Supply and Sanitation (2000) under review. 4. Key performance Indicators 2013. 5. Water Resources Road Map. 6. Transformation Agenda.

Oman: Haya water working according to master plan and concision agreement and targeted to connect 80% of Muscat governances to the sewer network and to receive sewage water by tanker includes residential, commercial, hospitals and schools

Pakistan: After 18th amendement in 2011, the provinces in Pakistan are entitled to develop their respective water and sanitation policies and strategies hence provinces are working for developing scaling up of national policies with their respective strategies

Panama: No comments

Paraguay: No comments

Peru: No comments

Philippines: List of relevant Plans and programs: -Philippine Development Plan 2011-2016 -Philippine Water Supply Sector Roadmap 2012 – provides the over-all framework to achieve universal access to safe water by 2025 -Philippine Sustainable Sanitation Sector Roadmap 2011 – provides the over-all framework to achieve universal access to sanitation by 2028. Serves as basis for policy development or reforms and program/projects development. -National Sewerage and Septage Management Plan 2012- provides the strategies and targets for provision of sewerage systems and septage management program in highly urbanized cities and non-HUC, respectively.

Republic of Moldova: No comments

Rwanda: The Plan is not fully implemented because of limited funds

Senegal: Le niveau de l'allocation des ressources au Service national de l'Hygiène ne permet pas la mise en œuvre complète des aspects Hygiène dans les PTA (Plan de Travail Annuel) dans le cadre du Plan National de Développement Sanitaire (PNDS). La promotion de l'Hygiène dans les établissements de Santé est prise en compte aussi dans le Programme national de Lutte contre les Infections nosocomiales (PRONALIN) logées à la Direction des Etablissements de Santé (DES) du au Ministère de la Santé et de l'Action sociale.

Serbia: No comments

Sierra Leone: 1. The Government should create a clear budget line for Environmental Sanitation and generally increase budget allocation to the WASH Sector to enhance implementation of Sector Policies.

South Africa: The Strategic Framework for Water Services (2003) provides policy for Water Services provision. The National Water Resource Strategy (2013) defines water rights and water resource management strategy.

South Sudan: Beside the South Sudan Development Plan (SSDP) and South Sudan Development Initiative (SSDI), there is a unified policy for Water sector, WASH Strategic Framework, Urban WASH subsector Investment and Implementation plan and the Rural WASH Action and Investment plan, which address Rural and Urban water supply, Sanitation and hygiene. In addition, there is a Draft Water Bill for the whole WASH sector.

Sri Lanka: No comments

Sudan: No comments

Tajikistan: National Development Strategy of the Republic of Tajikistan until 2015 Poverty Reduction Strategy Water Sector Development Strategy of Republic of Tajikistan National Development Strategy of Water Supply and Sanitation in Tajikistan for the period 2006-2015 Programme on improvement of water supply to the population of the Republic of Tajikistan with clean drinking water for the period of 2007-2020. The concept of housing reforms for the Republic of Tajikistan for 2010 - 2025 years. National Health strategy of the population of Republic of Tajikistan for 2010-2020 has been approved by the Resolution of the Government of Republic of Tajikistan

TFYR Macedonia: see supporting documents

Thailand: No comments

Timor-Leste: Water law include water supply in both rural and urban areas

Togo: - Existence d'une politique nationale de l'eau (cette politique prend en compte le secteur de l'eau et d'assainissement en milieux urbain et rural). - Le Plan d'Action National pour le Secteur de l'Eau et Assainissement (PANSEA) découle de la politique nationale de l'eau. Ce plan est partiellement mis en œuvre. Aussi une politique nationale d'hygiène et assainissement pour le Togo (PNHAT) est élaboré mais non encore adoptée. Se référant à la recommandation du PNHAT, une politique sous sectorielle de l'assainissement collectif et deux plan d'action à savoir: plan d'assainissement collectif et plan d'assainissement ont été élaboré et validé. - La politique sous-sectorielle d'approvisionnement en eau potable et assainissement en milieu rural et semi urbain - Loi portant organisation des services publics d'eau potable en milieu urbain et assainissement collectif des eaux usées domestiques Il n'existe pas de documents de politiques et stratégies orientées vers des groupes cibles comme les écoles et centres de santé. Néanmoins des actions WASH se mènent dans groupes cibles sur financement de l'Etat et surtout avec les partenaires en développement comme l'UNICEF- Plan National de Développement Sanitaire (PNDS) - Politique Nationale de Santé (PNS)

Tonga: No comments

Tunisia: National Policies and Plans: National policies and plans are expressed in the strategic studies as well as in the five-year development plans Strategic Studies - Implementation of several strategic studies concerning the water sector and sanitation, the most recent ones entitled the water sector in 2030, completed in 1999 and treated 10 themes which are the following i) The approaches based on prediction models of water demand ii) public expenditure in the water sector iii) follow-up assessment of water resources iv) management of groundwater v) analysis of the problems of water pollution vi) the economic demand for water in agriculture and cost recovery vii) Strengthening the legal framework dealing with water sector viii) institutional strengthening and evaluation of the institutional and legal framework for the management and operation of Water Users Associations ix) development of a strategy to promote the reuse of treated wastewater in agriculture and other x) Capacity building in the water sector. Elaboration of strategic studies dealing with water sector and sanitation, namely: i) the prospects drinking water supply study in rural areas by 2020 conducted in 2000 ii) The strategic study of rural sanitation by 2015 conducted in 1999 iii) Study to ensure the drinking water supply in urban areas (coastal and Sfax areas by 2030) iv) Retrospective study on the national neighbourhoods sanitation program and the strategy remains to be done v) costs study and management scheme of sanitation in rural areas with more than 4000 inhabitants vi) strategic sanitation study of 80 municipalities with less than 10,000 inhabitants; Five-Year Development Plans Five Year Plans for Economic and Social Development are prepared every five years in the WASH sector and the most recent one is the XII Plan covering the period 2010-2014. NB : The Government has no specific policy for schools and

health institutions and these institutions are supplied in the frame of conventional water supply and sanitation projects, otherwise individual solutions are implemented such as (water harvesting systems or trusted tanks for water supply / septic tanks for sanitation)

Uganda: The sector has good plans and strategies. However, funding for the sector is low and declining in normal terms. The current budget allocation is less than half of the Sector investment plan targets. The situation is worse for Hygiene and sanitation (0.001% of the national budget) Hence policy and plans are being partially implemented. For example, there are inadequate resources to create demand for sanitation in the rural areas. The sewerage coverage in urban areas is less than 10

Ukraine: 1. Basic principles of the strategy the State Environmental Policy of Ukraine for the period till 2020 of 21 December 2010 № 2818 -VI. 2. National Action Plan for Environmental Protection for 2011-2015. Approved by the Resolution of the Cabinet of Ukraine № 577 dated 25 May 2011. 3. National Action Plan for the development and implementation of a mechanism to stimulate the development of centralized drinking water, domestic sewage and Sewerage in the countryside (paragraph 140). 4. Government social program primary provision of centralized water supply of villages that use imported water by 2010. Approved by the Cabinet of Ministers of Ukraine 27.08.08 № 741. Established national targets to the Protocol on Water and Health, adopted by the instruction of the Cabinet of Ministers of Ukraine dated 26.09.2011 to the order of the Ministry of Environment of 14.09.2011 № 324 pursuant to the Law of Ukraine of 09.07.2003 № 1066 -IV «On Ratification of the Protocol on Water and health to the Convention on the Protection and use of Transboundary watercourses and international Lakes 1992". On the concept and development of national targets working professionals who were part of the Interagency Working Group on Implementation of the Protocol on Water and Health, approved by the Ministry of Environmental Protection of 12.05.2006 № 243 and to be renewed in 2013 for further work in this direction and the plan of implementation of these indicators by the executive. The responsibilities are defined and distributed among authorities in positions of government agencies, legislative and normative acts approved by presidential decree, the Cabinet of Ministers of Ukraine, National targets Protocol on Water and Health to the Convention on the Protection and Use of Transboundary Watercourses and international Lakes, 1992. However, on issues of equal access of the population, including persons belonging to low income and vulnerable groups and lumpen element to water and sewage meets several authorities, which significantly affects the resolution of these issues. State guarantees the right of free access to information, namely, the Constitution of Ukraine (Articles 34, 102), Laws of Ukraine "On Information" (from 02.10.1992), "On Access to Public Information" (from 13.01.2011), "On Appeal citizens" (from 02.10.1996), "Drinking Water and Water Supply" (from 10.01.2002 № 2918 -III) and so on. Emerging national reports and other information that are placed on the sites of ministries and departments. There are public discussions at meetings with community councils and ministries with the participation of civil society organizations, as well as seminars and conferences of the non-governmental organizations (NGO "MAMA -86"). existing mechanisms to enable the competent authorities to hold discussions and coordinate Meetings, meetings of ministries and departments, which discusses certain issues, the meeting of the Working Group on the implementation of national targets Protocol on Water and Health to the Convention on the Protection and Use of Transboundary Watercourses and International Lakes in 1992 by the Ministry of Environment of Ukraine. Hearing on the meetings of the regional administrations, including Committees technogenic and ecological safety and emergencies, state of emergency anti-epidemic commission at regional state administrations and more. Public consultations - Public Council under the ministries and agencies, non-governmental organization (NGO "MAMA- 86", etc.) to ensure the openness of executive power in Ukraine consolidation of democracy and civil society.

United Republic of Tanzania: Rating of the above responses is based on Water policy, Health policy and Education policy of Tanzania

Uruguay: Aclaraciones a preguntas A2 y A3-Política Nacional de Aguas. El país cuenta con una política Nacional de Aguas que incluye el agua potable y el saneamiento y se ha aprobado y publicado oficialmente en el año 2009 (<http://archivo.presidencia.gub.uy/web/leyes/2009/10/CM844%20.pdf>) No existe una política nacional por áreas. Su artículo 14 establece que: “ El objetivo de la política en agua potable y saneamiento es asegurar la universalidad del acceso a los mismos, sobre la base de que las razones de orden social priman por sobre las de orden económico. El saneamiento comprende el alcantarillado sanitario u otros sistemas para la evacuación, tratamiento o disposición de las aguas servidas”. El país ha adoptado también como política el cumplimiento de los Objetivos de Desarrollo del Milenio; y ya se han cumplido los mismos en materia de agua

potable y saneamiento (ver pregunta D10). Formulación de planes de ejecución basados en políticas aprobadas. No existe en el país un plan de ejecución único para el abastecimiento de agua potable y el saneamiento (en sus concepciones amplias de acceso mejorado) en atención a las características de la institucionalidad y su evolución (ver pregunta A9). Sin embargo existen a nivel país y numerosos planes y actividades que apuntan al mejora del acceso, a la mejora de la calidad del servicio que se ha de prestar (extensión de la cobertura de población con servicios a través de redes), con inversiones realmente importantes para el país. Se han recopilado algunos de ellos, se han identificado varios planes y programas vinculados a la mejora de la vivienda con impacto sobre el acceso al agua y al saneamiento y se han unificado las metas de cobertura al año 2015 (año en el que se produce el cambio de autoridades nacionales y departamentales y se procede a la elaboración de nuevos planes quinquenales para el siguiente período de gobierno). Se mencionan a su vez algunos planes o proyectos importantes que están en ejecución, que se han de extender más allá del año 2015 y cuentan con financiamiento a través de préstamos internacionales, enfatizando en su influencia en el aumento de la cobertura. Saneamiento en zonas urbanas: La Intendencia de Montevideo- prestador oficial único del servicio de saneamiento por redes en la capital del país (a través de su División Saneamiento), cuenta desde varios años atrás con un Plan Director de Saneamiento (o Plan Maestro que incluye el drenaje pluvial), con un horizonte temporal que llega al año 2035 y que ha de actualizarse próximamente. Este se ha ejecutado por etapas que se han identificado como: Plan de Saneamiento Urbano (PSU) I, II y III. Actualmente se está llevando a cabo la etapa IV (en adelante PSU IV) que concluiría en el año 2017. Estos planes se están llevando a cabo con apoyo financiero del Banco Interamericano de Desarrollo (en adelante BID). Se cuenta además con un convenio con el BID en la modalidad CCLIP (Línea Condicional de Préstamo para Proyectos de Inversión), que prevé préstamos para los Planes de Saneamiento V y VI, los que permitirían alcanzar la cobertura universal con redes para el área urbana de Montevideo, aproximadamente al año 2025.

(<http://www.montevideo.gub.uy/ciudadania/desarrollo-ambiental/saneamiento>

<http://www.montevideo.gub.uy/ciudadania/desarrollo-ambiental/saneamiento/psu-iv/linea-de-credito-condicional-cclip>) El PSU IV consiste: en un paquete de obras de saneamiento (incluyendo obras de drenaje pluvial) y de medidas de fortalecimiento institucional y mejora de gestión de la División Saneamiento de la Intendencia de Montevideo; y actualización del Plan Director de Saneamiento Urbano y Drenaje Pluvial de Montevideo. Las erogaciones previstas en este plan son de aprox. 220 millones de dólares - 3 préstamos BID U\$S 182 millones - Una contraparte local U\$S 38 millones. El PSU IV permitirá que: - 38000 personas (33000 en barrios pobres; aprox. 3% de la población urbana de Montevideo según el censo 2011) cuenten con redes de alcantarillado frente a su vivienda y se construirán las conexiones domiciliarias al menos hasta la línea de propiedad o hasta la cámara final de las instalaciones sanitarias internas de las viviendas si éstas están en condiciones reglamentarias y listas para entrar en operación. El servicio para estas personas podrá hacerse efectivo cuando se finalicen las obras de tratamiento y disposición final lo que ocurrirá unos meses después del año 2015 - Se facilite la conexión al saneamiento de hogares desfavorecidos. El PSU IV incluye, como modo de hacer factible su conexión efectiva. un Fondo Rotatorio de Conexiones que tiene por objeto subsidiar y financiar las instalaciones sanitarias internas de los hogares de escasos recursos, además de eximir del pago de la conexión. - Toda el área urbana cuente con un tratamiento adecuado de las aguas residuales al incluir un segundo sistema de tratamiento y disposición final de las aguas residuales de la capital, también consistente en un pretratamiento de las aguas residuales y un emisario largo con difusores, con importante externalidades positivas en la recuperación de playas, de la calidad del agua de la Bahía de Montevideo y de diversos cursos de agua de la capital. Obras Sanitarias del Estado (OSE) - empresa pública, con el cometido y facultad de la prestación del servicio de agua potable y del servicio de saneamiento por redes en todo el país excepto Montevideo (presta el servicio de agua potable por redes a más del 99 % de la población permanente del país que cuenta con dicho servicio y de saneamiento por redes a más del 99 % de la población permanente del país excluyendo la de Montevideo, que dispone de ese servicio). OSE cuenta con una Planificación Estratégica y Planes de Acción anuales. (www.ose.com.uy/descargas/publicaciones/pda_2013.pdf), La planificación tiene 9 temas estratégicos, siendo el primero de ellos Universalización de los servicios e inclusión social y las metas para la cobertura al año 2015 han sido tomados de la misma. Existen algunos importantes proyectos que tienen financiamiento internacional y que se extienden más allá del año 2015. Entre los que se pueden destacar por su impacto en la cobertura es el proyecto integrado de Ciudad de la Costa cuyo componente de saneamiento se prevé finalizará al año 2017. La Ciudad de la Costa es una ciudad contigua a Montevideo formando parte de su área metropolitana con una población según el censo de 2011 de 113000 habitantes. Este proyecto permitirá que se conecten al saneamiento hasta unas 55000 personas al 2017 con un incremento de la cobertura de saneamiento por redes del país en áreas urbanas en el entorno del 1 al 2 % (dependiendo de las personas que se conecten a esa fecha, para lo cual se cuenta con una línea de

financiamiento). La componente de saneamiento del proyecto es de U\$S 89 millones con préstamos BID que cubren del orden del 60 % del programa. La componente de saneamiento incluye el tratamiento de las aguas residuales para una zona más amplia y la interconexión de la ciudad de Pando y de los camiones barométricas que vacían los pozos negros y no han de contar con servicio por red en este proyecto. Otro Programa importante con financiamiento es el de Mejora y Rehabilitación de Los Sistemas de Agua Potable y Saneamiento de OSE. Se trata de un programa de U\$S 143 con U\$S 100 de financiamiento CAF y el resto aporte local de OSE. Se extiende hasta el año 2016. En su componente de saneamiento incluye: i) sustantivo aumento de la cobertura de tratamiento (los datos se presentan en la pregunta B6), ii) obras de rehabilitación y construcción de redes y iii) Apoyo al Plan Nacional de Conexiones al Saneamiento Este último plan lo lleva a cabo OSE en conjunto con el Ministerio de Vivienda, Ordenamiento Territorial y Medio Ambiente, y al igual que el Fondo Rotatorio de Conexiones de la intendencia de Montevideo, tiene por objeto subsidiar y financiar las instalaciones sanitarias internas de los hogares de escasos recursos, además de eximir del pago de la conexión. Este Programa aporta significativamente en los niveles de cobertura previstos para el año 2015 y permitirá un incremento adicional al año 2017 conjuntamente con las acciones de la Intendencia de Montevideo, de algo más del 1 % la cobertura prevista para año 2015. Existen otra serie de programas que construyen obras de agua potable y saneamiento por redes vinculados a programas de viviendas y de regularización de asentamientos irregulares o espontáneos con influencia en la cobertura, especialmente de los grupos más desfavorecidos y que quedan detallados más adelante (preguntas A8 y A9) Agua Potable y Saneamiento en zonas rurales. Se trata básicamente de población dispersa. De todos modos existe un plan de abastecimiento de agua a escuelas rurales y pequeños nucleamientos asociados (por lo general no urbanos) al que se hace referencia posteriormente en el punto de Acceso Universal de los Grupos desfavorecidos, al igual que los programas de MEVIR (véase también preguntas A8 y A9). Promoción de la Higiene: Se analiza la situación en las aclaraciones complementarias.

Vanuatu: National Policy and Strategy for Health Islands 2011-2015, National Environmental Health Policy & Strategy 2012-2016, Vanuatu National Water Strategy 2008 –2018

Viet Nam: No comments

West Bank and Gaza Strip: National Water and Waste water policy and Strategy for Palestine final draft has been submitted for endorsement. The National Water Policy and Strategy is in line with the Strategy for the Water and Wastewater Sector (2011-2013), the Draft Water Resources Management Strategy (1997), the National Water Policy (1995), Water Sector Strategy Planning Study (WSSPS, 2000), Water National Plan (NWP) 2000 and Coastal Aquifer Management Plan (CAMP)1999-2004. The strategy will consider: short term: 2014-2017, Mid term – 2011 and the long term Strategy up to 2032. An action plan for this strategy will be developed according to the new strategy: Water and Wastewater Sector Strategy (2011-2013). United Nation Development Assistance framework for the state of Palestine (UNDAF 2013) strategic plan related to human right (2014-2016) is prepared but not yet implemented. When preparing the policies and strategies at PWA, it takes into consideration all people living in Palestine, In the MOH and MOEHE there should be clear strategies for school and health centers for provision of water and sanitation services as priorities. For the Hygiene: No policies or strategies are clearly defined, there are programs and projects that take place BUT No Policies, in the MEHE they have like Guidance documents Not Policies.

Yemen: No comments

Zimbabwe: In the National Water Policy, there are policy pronouncements with regards sanitation and hygiene. However, there is need to develop a stand-alone National Sanitation and Hygiene Policy

03. Definition of sanitation facilities considered in target coverage

Question A4i. Please indicate what types of sanitation facilities are considered in your target coverage.

Afghanistan: Flash latrine, pour flash latrine, double vault latrine, VIP latrine, pit latrine, eco san double vault latrine

Angola: Casas de Banho munidas de sanitas; Fossas sépticas; Latrinas.

Argentina: Por red publica – no obstante se censan otros criterios (a camara septica y pozo ciego, a pozo ciego, arroyo, excavacion en la tierra, etc)

Azerbaijan: Mechanical treatment facilities; biological treatment facilities

Bangladesh: Individual or shared latrines of the following types: Flushed and pour-flushed toilet/latrines to piped sewer system or septic tank; Pit latrines with slab and water seal or lid or flap; Pit latrines with slab but no water seal, lid or flap; Ventilated improved pit latrines; Composting latrines.

Belarus: provision population centralized and local systems for household sanitation – connection to the systems of mechanical and biological wastewater treatment

Benin: Latrines VIP à double fosses, latrines à dalle sans plat, latrines Mozambique de type CREPA, Les puits perdus au niveau des ménages ruraux, les fosses septiques, les latrines modernes à chasse d'eau, latrine de type ECOSAN. 1 cabine= 50 élèves dans les écoles 1 cabine= 1 ménage. Inventaire de tous les ménages ayant réalisé des latrines à travers des fiches de renseignement, des enquêtes complémentaires, des rapports mensuels réalisés par des agents (Agents d'hygiène, animateurs de structures d'intermédiation sociale) Intégration des données recueillies dans la base de données construite à cet effet.

Bhutan: 1. Pour Flush Toilet 2. Ventilated Improved Pit (VIP) Toilet 3. EcoSan Toilet 4. Compact Centralized Treatment System 5. Waste Stabilization Pond.

Bolivia: el saneamiento mejorado es aquel que cumple criterios de uso y mantenimiento. Instalaciones consideradas: urbano: o redes de alcantarillado sanitario o camara septica o baño ecologico rural: o redes de alcantarillado sanitario o camara septica o pozos absorbentes o letrina de pozo con loza o baño ecologico (baño de compostaje

Botswana: Centralised sewerage schemes – off-site sanitation; Wet and dry on-site sanitation; Schemes are chosen based on prevailing on-site conditions (water availability, ground water vulnerability, availability of sewerage services);

Brazil: Atendimento adequado: rede coletora com tratamento e fossa séptica com destino adequado do efluente líquido e do lodo (ligada ou não à rede coletora), rural ou urbano.

Burkina Faso: En milieu rural, sont pris en compte: Les latrines améliorées: latrine VIP, EcoSan, Toilette à Chasse d'eau Manuelle (TCM), toilette à chasse d'eau mécanique. Dans le critère de calcul, le nombre total d'utilisateurs quotidiens par ouvrage doit être au plus égal à 10. En milieu urbain, sont pris en compte: Les latrines améliorées: latrine VIP, Toilette à Chasse d'eau Manuelle (TCM), latrine réhabilitée, fosse septique ou raccordement au service collectif. Dans le critère de calcul, on considère 10 personnes par ouvrage. La population considérée est celle des centres desservis en eau par l'ONEA.

Burundi: WC raccordé à : 1) l'égout, 2) la fosse septique, 3) la fosse étanche; -Latrine améliorée ventilée; - Latrine améliorée; -Latrine simple; -Latrine à compost.

Cambodia: Improved facilities are counted: Flush or pour flush to sewerage; Flush or pour flush to septic tank; Pit latrine with slab

Cameroon: Latrines améliorées ; Station de traitement des boues de vidange ; Stations d'épuration des eaux usées ; Stations de traitement des ordures ménagères ; Systèmes de transport des eaux pluviales... ; Réseaux pour ramassages ordures ménagères ; Réseaux d'assainissement collectif ; Latrines mobiles

Central African Republic: 1. Latrine améliorée à fosse ventilée 2. Dispositif lave main 3. Fosse à ordures 4. Latrine traditionnelle améliorée 5. Puits perdus

Chad: L'Assainissement prend en compte les latrines améliorées dans les écoles et centre de santé et l'évacuation des eaux usées dans les grands centres urbains.

Chile: Sector urbano: Conexión a red de alcantarillado Sector rural: Sistema domiciliario de fosa séptica y pozo absorbente

Colombia: En Colombia los siguientes métodos de saneamiento se consideran adecuados: a) Inodoro conectado a alcantarillado. Instalación para eliminación de excretas a través de la presión del agua que circula por tubería hacia una alcantarilla principal, usualmente de servicio público. (DANE, 2009). b) Inodoro conectado a pozo séptico. Es un pozo subterráneo al que están conectados uno o varios sanitarios y en el cual quedan depositados los excrementos o aguas negras. Funciona mediante un sistema de agua corriente. (DANE, 2009). c) Letrina. Es un pozo o hueco subterráneo para la acumulación y eliminación de excretas en el cual no interviene un sistema de agua corriente (DANE, 2009).

Congo: Raccordement au tout-à- l'égoût; raccordement à une fosse septique ;latrines à fosse améliorée et auto-ventilée; latrines écologiques(ECOSAN), la toilette à chasse manuelle.

Cook Islands: There are no central wastewater treatment facilities in the Cook Islands. Sanitation facilities relate to septic tanks and other on-site waste water disposal methods.

Costa Rica: Mayoritariamente se usa la técnica del tanque séptico a nivel individual y como tratamiento in situ. Otro grupo importante de la población se encuentra conectado a alcantarillados sanitarios, pero, no todos al final del tubo cuentan con planta para el tratamiento de las aguas residuales.

Côte d'Ivoire: Latrines VIP; Fosses septiques; Réseau collectif d'égouts; LSDU (Latrines Sèches à déviation d'Urine)

Cuba: Alcantarillado público, fosas sépticas y letrinas sanitarias

Democratic Republic of the Congo: - Installations améliorées : cfr atlas 2010 ; - latrines hygiéniques ; - Systèmes de gestion intégrés des déchets (liquides, solides et gazeux).

Dominican Republic: No comments

El Salvador: Alcantarillado sanitario y tratamiento en zonas urbanas y soluciones a base de letrinas, fosa séptica y otras opciones descentralizadas en zonas rurales dispersas.

Eritrea: Ventilated Improved Pit (VIP) latrine is a pit with ventilation tube, concrete floor and locally materials made superstructure and hand washing facility with soap; Pit latrine is a pit with concrete floor and locally materials made superstructure and hand washing facility with soap; Flush toilet is a toilet of water carriage system and could be connected to sewer line or septic tank

Estonia: Target coverage incorporates the connection with the public sewage and the treatment of waste water which meets national regulation requirements. If there is no public sewage available, then it incorporates collection and treatment on sight with the help of individual solutions.

Ethiopia: Ethiopia concurs and uses JMP definitions for improved sanitation. However, the definition is adopted to the context of the country and it is defined as a sanitation system that is safe, clean and cleanable, sealed to discourage exposure to the flies, other animals and the environment as well as promote dignity and privacy.

Fiji: For urban: connection to sewage treatment plants and septic tanks. For rural (outside Water Authority of Fiji reticulation system): flush/water seal/ compost toilet/community & commercial reticulation systems

Gabon: En zone urbaine: Assainissement collectif en zone rural: Assainissement autonome

Gambia: Flush or pour flush to a piped sewer system, septic tank, or latrine; ventilated improved pit latrine, pit latrine with slab, and composting toilet.

Georgia: Progress on sanitation and drinking-water - 2013 update JMP Report definitions on improved and unimproved sanitation facilities

Ghana: Water Closet (WC), Ventilated Improved Pit (VIP) latrine, Pour Flush, Aqua Privy and any facility which bars faeces from flies and animals.

Guinea: Latrines VIP; latrines SanPlat ; latrines ECOSAN ; toilette à chasse manuelle ; station de traitement des boues de vidange ; réseau d'égout.

Guinea-Bissau: No comments

Haiti: N/A

Honduras: De acuerdo a la Ley Marco de Agua Potable y Saneamiento, DECRETO No. 118-2003, Publicado En Diario Oficial La Gaceta el día 8 de Octubre de 2003, se encuentran entre las instalaciones para el saneamiento, los sistemas de colección, tratamiento y disposición de agua servidas y sus residuos, incluyendo el manejo de letrinas y el vertido de otras sustancias que pudieran contaminar los acuíferos o las corrientes de aguas. En los ODM, el indicador, proporción de las viviendas con acceso a servicios de saneamiento mejorados, se refiere al "porcentaje de las viviendas con acceso a instalaciones adecuadas para la eliminación de excretas, como la conexión a inodoros, desagües o sistemas de fosa séptica, letrinas de cisterna, letrinas de fosa simple o letrinas mejoradas de fosa ventilada mejorada". Pag.41. Manual de indicadores, Plan de Nación, Honduras. Octubre 2013.

India: The following type of sanitation facilities are considered as adequate; Flush/pour flush with septic tank, pit; connected to sewer; Pit latrine with slab; Ventilated Improved Pit; Composting Toilet

Indonesia: Improved sanitation for instance; healthy latrine/ water-closet, sewerage system, on-site system with septage management.

Iran (Islamic Republic of): Execution of collection networks and wastewater treatment works in cities and villages

Jordan: Sanitation refers to population connected to sewerage network

Kazakhstan: Centralized and decentralized sewer, septic tank, cesspool

Kenya: Improved sanitation means safe disposal and management of waste to prevent human exposure and environmental hazards. An improved sanitation facility is one that hygienically separates human excreta from all other types of waste, thus creating barriers to prevent the transmission of diseases. To be effective the facility must be correctly constructed and properly maintained in a way that confers maximum health benefits to the user. An improved sanitation facility 1. Flush/pour flush to: Piped sewer system, Septic tank, Pit latrine. 2. Ventilated improved pit (VIP) latrine. 3. Composting toilet

Kyrgyzstan: Central canalization connection (number of subscribers to the total number of population) Dump wells usage (review of household) According to the Integrated Selecting observation of household budgets and work force hold by the National Statistic Committee of the KR, the questionnaire includes the following questions (once a year): 16. About presence of utilities: canalization 31. What type of toilet is primarily used in household? Toilet with central canalization system, Toilet with individual canalization system, Toilets with

dump well, Other Toilet is absent. 32. Where is a toilet or lavatory located? In house (apartment)? In courtyard, At street. 33. Is this toilet used only by your household or jointly with other? Only by one household, Jointly with other. According to the distributed data on the territory of the republic and their correspondence with the number of population residing on this territory, give a notion about the access of the population to canalization. To organize three processing and one mobile laboratories of DWSSD for processing control of drinking water quality in rural settlements. Construction and restoration of water-supply facilities in 425 villages and canalization construction in 27 villages- regional centers.

Lao People's Democratic Republic: Piped sewer system; septic tanks; pit latrines; ventilated improved pit latrine; pit latrine with slab; composting toilet.

Lebanon: Networks – Lifting Stations – Sewage Treatment Plants – Connection to Sewage treatment plants.

Lesotho: Urban: 1. Ventilated Improved Pit Latrines (VIP) 2. Waterborne system connected to septic/conservancy tanks 3. Waterborne system connected to sewer system. Rural: 1. Ventilated Improved Pit Latrines (VIP) 2. Waterborne system connected to septic/conservancy tanks

Liberia: -Covered Pit latrines - Connection to Septic Tank - Connection to sewer lines

Lithuania: Water services must be provided after evaluation of economical and environment protection aspects. For the provision of water services centralised, individual or systems for group of objects can be installed.

Madagascar: C'est le même que le JMP définitions - avec le contrôle de Comite de réconciliation JMP en tenant compte de livret d'assainissement pris en compte.

Maldives: Human excreta disposal (with /without treatment) through sewer network.

Mali: Les Latrines traditionnelles améliorées ATPC(Assainissement Total Piloté par la Communauté), les Latrines dalles san-plats, Latrines à fosse unique ou multiples, Latrines ECOSAN, Latrines bio digesteur, Latrines mobiles, fosses sceptiques, Puisards, Lavoirs, égouts, mini égouts, les stations d'épurations mono-bloc, les caniveaux, les collecteurs, et les stations boue de décantations.

Mauritania: - Réseau d'égout - Latrine LTCM - Latrine VIP

Mexico: Con drenaje conectado a la red pública; Con drenaje a fosa séptica; Con drenaje a barranca o grieta; Con drenaje a río, lago y/o mar.

Mongolia: Sanitation facilities are considered as adequate when treated waste water followed requirements of discharge standard level to the environment. Sanitation facilities are considered as adequate following types: 1.A drain pipes centralized system. 2. A drain pipes decentralized system. 3. Waste water pipe. 4. Standard, simple pit latrines. 5. Bio latrines

Morocco: Access to sewerage is by connecting to a household sewage system witch can be: - Connecting to the network of sewage collection - Autonomous system (septic tank)

Mozambique: • Connection to the sewer network • Septic tank • Improved latrine • Traditional Improved Latrine

Myanmar: Population Coverage (6x100xTotal toilet/total population) Flush or pour-flush to: • piped sewer system • septic tank • pit latrine Ventilated improved pit latrine (VIP) Pit latrine with slab Composting toilet (1) Connection to treatment facility. (2) Self supply by individual households. (3) Protective pit latrine / fresh toilet

Nepal: Improved sanitation services/facilities refer to flush/pour flush toilet linked to pit or septic tank or sewer system; ventilated improved pit latrine; pit latrine with slab; compost toilet and ecosan toilet (urine diverting toilet)

Niger: Assainissement autonome (EcoSan, VIP, TCM, édicules publics, fosses septiques, lavoir puisards, douche puisard, urinoir, dispositif de lavage des mains) N.B: Les raccordements à des infrastructures de traitement ne sont pas pris en compte ; En outre, il n'existe pas de mécanisme de calcul des indicateurs si ce n'est les enquêtes effectuées périodiquement par l'Institut National de la Statistique qui dégage le taux de personnes ayant accès à des «toilettes hygiéniques».

Nigeria: Limited Central Sewerage Services in Universities and Towns, Water Closet System, Pour-Flush, VIP Latrines, San-Plat Latrine Pit Latrine with Cover.

Oman: Sanitation Network Septic Tanks Sewage Treatment Plants centralize or package

Pakistan: Facilitating the processes for improved access to hygienic and affordable sanitation facilities leading to healthy and liveable environment for all citizens, in all cities, towns and villages of the province Sewerage / Drainage in Urban areas and Drainage in Rural areas The definition of improved sanitation being used in Pakistan includes: Flush toilet Drains, Piped sewer system and pavement Septic tank Flush/pour flush to pit latrine Ventilated improved pit latrine (VIP) Pit latrine with slab Composting toilet Special case (JMP 2010) Determining Access Standard definitions of latrine use are utilized in the national surveys e.g. Pakistan Social and Living Standards Measurement survey. However, there is need for using one definition, as national statistics are not yet fully aligned with global definitions. Access to proper sanitation services is a human right, as declared by the United Nations, in order to improve public health and quality of life. It is widely recognized and documented that lack of access to this essential basic service is associated with adverse impact on public health and environmental problems.

Panama: En los datos de los censos del INEC se establecen los siguientes tipos de servicio: conectado a alcantarillado, conectado a tanque séptico o de hueco o letrina, pero no existe una diferenciación en este último rubro.

Paraguay: Con arrastre de agua con red de alcantarillado sanitario,

Peru: URBANO Red de alcantarillado convencional con conexión domiciliaria Red de alcantarillado condominial con conexión domiciliaria. RURAL Red de alcantarillado convencional con conexión domiciliaria Red de alcantarillado condominial con conexión domiciliaria Letrina: con arrastre hidráulico con tanque séptico Letrina seca con separación de orina Letrina seca de pozo ventilado, RM No. 184-2012-Vivienda, Incluye inodoro o losa turca.

Philippines: Refer to NEDA board 12, 1995 APPROVED TYPES of TOILET FACILITIES Type I a. Facilities requiring small amount of water to wash excreta into the receiving space/pit. e.g. pour-flush toilets. b. Non-water carriage toilet facility requiring no water to wash excreta into the receiving space/pit. e.g. ventilated improved pit latrine, sanitary pit privy. Type II. Water carriage type having a pour-flush or flush-type toilet facility and a septic vault/tank as the disposal facility. Type III Water carriage type with pour-flush or flush type toilet facilities connected to septic tanks and/or to sewerage system to treatment plants. 1. Flush - type of toilet facility with a water-sealed toilet bowl or water closet and a mechanical device used to wash excreta into the receiving public sewer or any private sewage disposal plants/units by the use of flushing water with traps to provide "water seal". 2. Pour Flush - type of toilet facility with a water-sealed toilet bowl that is flushed by manually pouring water to wash excreta into the receiving space/pit. 3. Ventilated Improve Pit - refers to an on-site toilet facility wherein the pit receives excreta directly from the user and therefore does not required water for flushing; it comprises a lined pit, vent pipe with a fly screen, cover slab and a superstructure which allows entry of fresh air into the pit. 4. Sanitary Pit Privy - type of toilet facility without using any amount of water, with a pit of at least 1-2 meters depth, a hole of one square meter, provided with a floor covering, a riser, seat with cover which are all fly and rodent proof and a building for privacy.

Republic of Moldova: In our target coverage we consider access to improved sanitation. As a definition of improved sanitation we use JMP definition. Access to sanitation is calculated as a percentage of the population that has constant access to the centralized and small decentralized sewer systems, septic tanks, dry toilets and safe disposal of human waste of the total population. Centralized statistics in this sector represents only data

about the access to centralized sewerage systems, data on access to other improved sanitation systems are received following the results of population studies.

Rwanda: % of people with access to a private sanitation facility of one of the following types: Flush or pour-flush to piped sewer system, septic tank or pit latrine, ventilated improved pit latrine (VIP), pit latrine with slab, composting toilet, or other ECOSAN toilet.

(http://mininfra.gov.rw/index.php?option=com_docman&task=cat_view&gid=97&Itemid=319)

Senegal: Pour l'assainissement individuel Latrine Sanplat, latrine VIP à fosse unique, latrine VIP à double fosse, Toilette à chasse manuelle, fosse septique suivi de puits perdu. Pour l'assainissement collectif Raccordement à un réseau d'égout semi-collectif (petit diamètre), Raccordement à un réseau d'égout conventionnel (classique). Le raccordement du réseau d'égout à une station d'épuration n'est pas pris en compte dans le taux d'accès. Ce critère est plutôt considéré par deux autres paramètres : - Taux de traitement des eaux usées : Dans un périmètre donné, c'est le volume d'eau traité par la ou les station(s) d'épuration recevant les eaux usées de ce périmètre et le volume d'eaux usées collecté dans le réseau collectif, semi collectif et la ou les dépositrice(s) de boues qui y sont raccordées. - Taux de dépollution des eaux usées : Pour une station d'épuration, il est égal au taux de traitement que multiplie le rendement épuratoire (%DB05). Pour un ensemble de stations d'épuration, le taux de dépollution global est le taux de dépollution de chacune d'elles, pondéré par le volume traité correspondant.

Serbia: Regulation on the protection of population from communicable diseases (Official gazette 29/2002) with Programme on the protection of population from communicable diseases from 2002 to 2010 prescribed following aim referred to sanitation: "Wastewater disposal in a hygienically safe manner". Regulation on limit values of emission of pollutants in water and deadlines for their achievement (Official Gazette of RS, 67/2011) and Amendments on Regulation on limit values of emission of pollutants in water and deadlines for their achievement (Official Gazette of RS, 48/2012) is prescribing that all waste waters should be treated before discharged by the end of 2045 (for industrial waters deadline is 2030, for urban waste waters from the settlements exceeding 2.000 EC is the end of 2045, for urban waste waters from the settlements smaller than 2.000 EC is in compliance with Water Management Plan and for IPPC establishments it is in compliance with the specific law). That indirectly prescribes that the systems for the collection of urban waste waters should also be in place till the end of 2045. These deadlines are expected to be revised during 2014.

Sierra Leone: Improved Sanitation Facilities- flush toilet, improved pit latrine, and latrine with a slab. Other criteria considered include accessibility.

South Africa: Facility: The infrastructure necessary to provide a sanitation facility which is safe, reliable, private, protected from the weather and ventilated, keeps smells to the minimum, is easy to keep clean, minimises the risk of the spread of sanitation-related diseases by facilitating the appropriate control of disease carrying flies and pests, and enables safe and appropriate treatment and/or removal of human waste and wastewater in an environmentally sound manner. Service: The provision of a basic sanitation facility which is easily accessible to a household, the sustainable operation of the facility, including the safe removal of human waste and wastewater from the premises where this is appropriate and necessary, and the communication of good sanitation, hygiene and related practices.

South Sudan: Includes flushed to piped sewer system, flushed to septic tanks, flushed to pit latrines, flushed to unknown place, ventilated improved latrine (VIP) and pit latrine with slab.

Sri Lanka: • Flush or Poor flush to piped sewer system, septic tank or pit latrine • Ventilated improved pit latrine • Pit latrine with slab • Composting toilet

Sudan: Improved latrine and septic tank in urban as well as sewerage system (coverage of sewage in Khartoum State 7%)

Tajikistan: In cities and towns, the construction of improved flushing toilets, i.e connected to sewerage systems is foreseen. In rural areas, mainly pit toilets are being constructed

TFYR Macedonia: Universal sanitary facilities.

Thailand: No comments

Timor-Leste: Basic sanitation: 1. Hygienic latrine 2. Waste management 3. Drainage 4.

Togo: - Assainissement de base et hygiène en milieu rural, semi urbain et urbain: le système d'évacuation des excréta (VIP, TCM, Fosse étanche, ECOSAN, Fosse septique) - Assainissement collectif des ménages: (eau usée et pluviales) : assainissement de base sus-cité, les stations d'épuration des eaux usées (STEP), stations de traitement des boues de vidange, canaux, égouts, stations de pompes (eaux usées et pluviales), bassins de rétention des eaux pluviales,

Tonga: -all connected to treatment facility (urban area)-samples are taken for testing. If ecoli is found, they will chlorinate (rural area).

Tunisia: Connection rate: Number of households connected to public sewerage (common network) / total number of households. N.B. For Rural Sanitation: All rural households have latrines with septic drain or cesspool built by the beneficiaries themselves. The National Sanitation Utility (ONAS) developed a strategy for rural areas (peri-urban) for the grouped populations between 3000 and 4000 inhabitants (common network). For the rest (remote rural areas), the institutional aspect remains to be defined. The treated wastewater systems consist, for information, on the use of networks for collection and transfer, pumping stations, settling ponds, waste water treatment stations and so on.

Uganda: A latrine whether shared or not with a clean, safe floor, roof and privacy.

Ukraine: The centralized system of drainage and sewerage - transmission and distribution pipelines, pumping stations, reservoirs, canals, sewage treatment plant. Decentralized wastewater and sewerage - channels, trays and facilities for the collection and treatment of waste water, latrines, etc..

United Republic of Tanzania: 1. Improved Pit Latrine (Installed with SanPlat or floor finished with cement mortar or any material washable with water). 2. VIP Latrine. 3. Pour Flush/ flush Toilet (Connected to the pit, septic tank or sewer) 4. Ecosan toilets (Urine Diversion Dehydration Toilets). 5. Household connected to Sewer.

Uruguay: En materia de saneamiento a partir de la definición de indicadores en relación al compromiso país del cumplimiento de los objetivos del milenio se ha adoptado el siguiente criterio en relación a la cobertura: Un hogar o sus integrantes cuentan con saneamiento mejorado si se cumplen las siguientes condiciones; El hogar dispone de un servicio higiénico (también se indica como servicio sanitario o baño, La evacuación de las aguas residuales se lleva a cabo a través de una red general de saneamiento (alcantarillado sanitario o unitario) o a través de un pozo negro o fosa séptica. Resulta necesario aclarar lo que se entiende por pozo negro o fosa séptica. El pozo negro o fosa séptica en las áreas urbanas son: depósitos impermeables donde se almacenan las aguas residuales, que cuando llegan a su nivel máximo se han de vaciar mediante camiones barométricos (denominación en Uruguay de camiones o carros cisternas que succionan las aguas residuales (o lodos), en otros países tanques atmosféricos). Corresponde mencionar que en Uruguay no está permitido por la normativa nacional vigente, Decreto del Poder Ejecutivo 253/079 y modificativos, la infiltración al suelo de aguas residuales en áreas urbanas. El pozo negro o fosa séptica en las áreas rurales son por lo general: - depósitos que tienen por objetivo la retención de sólidos y material flotante (incluyendo grasas y aceites) y en una segunda etapa se procede a la infiltración de aguas residuales efluentes en el terreno, mediante un pozo absorbente, un sistema con drenes o directamente desde el depósito. Periódicamente resulta necesario remover los lodos conformados, por los sólidos y material flotante retenido (que incorporan inevitablemente algo de aguas residuales), mediante camiones barométricos.

Vanuatu: VIP, Water seal, water tanks, compost toilets and septic tanks

Viet Nam: Hygienic latrines are latrines that meet criteria mentioned in the national standards QCVN 01:2011/BYT. This standard set includes criteria for four kinds of latrine: 1) Septic tank latrine; 2) Water flushing latrine; 3) Ventilated improved pit latrine; 4) Double vaults latrine.

West Bank and Gaza Strip: - Improved sanitation facilities: Facilities that ensure hygienic separation of human excreta from human contact. They include: Porous Cesspit, Tight Cesspit, and public waste water network - types of sanitation facilities: Wastewater collection systems/sewage pipes, Centralized/decentralized wastewater treatment plants, Wastewater collection and storage ponds, Grey water treatment plants, Small scale wastewater treatment plants, Wastewater Treatment: Process to render wastewater fit to meet environmental standards or other quality norms. Three broad types of treatment may be distinguished: mechanical, biological, and advanced. Mechanical Treatment for (waste water): Wastewater treatment of physical and mechanical nature that results in decanted effluents and Separate Sludge. Mechanical treatment processes are also used in combination with biological and advanced unit operations. Mechanical treatment includes Processes such as sedimentation and flotation. Biological Treatment: Wastewater treatment employing aerobic and anaerobic microorganisms that result in decanted effluents and separate sludge containing microbial mass together with pollutants. Biological treatment processes are also used in combination or in conjunction with mechanical and advanced unit operations. Chemical Treatment: Treatment methods that are used to effect the complete breakdown of hazardous waste in to non-toxic gases or, more frequently, to modify the chemical properties of the waste, for example, through reduction of water solubility or neutralization of acidity or alkalinity. Public Sewage System: This category applies to housing units connected to public sewage system belonging to the municipalities, municipal councils, or a special entity. Sewage Network: System of collectors, pipelines, conduits and pumps to evacuate wastewater (rainwater, domestic and other wastewater) from any of the location paces generation either to municipal sewage treatment plant or to a location place where wastewater is discharged. Cesspit: This category applies when there is a cesspit. Tight Cesspit: A well or a pit in which night soil and other refuse is stored, constructed with tight walls. Porous Cesspit: A well or a pit in which night soil and other refuse is stored, constructed with porous walls. Toilet with Piped Water: This category applies when there is a toilet connected to water resources or when there is a water tap in the toilet. Septic tanks. Mobile latrines. MOEHE improved sanitation at school refers to: 25 Student for ONE Opening in Toilet.

http://www.pcbs.gov.ps/Portals/_PCBS/Downloads/Book1991.pdf

Yemen: Urban water supply and sanitation services are defined as being affordable to the poor, safe, sustainable and properly regulated. Rural water supply services are defined as being safe, sustainable, affordable and equitable water along with appropriate sanitation systems. Sanitation Facilities considered are as follows: Connection to a public sewer, Connection to a septic system, Pour-flush latrine, Simple pit latrine, Ventilated improved pit latrines

Zimbabwe: Urban Areas: Flush or pour flush to piped sewer system, flush or pour flush to septic tank. Rural Areas: Flush or pour flush to piped sewer system. Flush or pour flush to septic tank. Flush or pour flush to pit latrine. Blair Ventilated Improved Pit (BVIP) Latrine. Upgradable Blair Ventilated Improved Pit (UBVIP). Latrine Improved sanitation means safe disposal and management of waste to prevent human exposure and environmental hazards. An improved sanitation facility is one that hygienically separates human excreta from all other types of waste, thus creating barriers to prevent the transmission of diseases. To be effective the facility must be correctly constructed and properly maintained. A person is regarded as having access to an improved sanitation facility if he or she uses a toilet that is: shared by family members (6 persons per household in rural areas and 12 persons per household in urban areas) or is a communally shared latrine (up to 25 persons per squat/water closet); a public/community toilet in a high-density low income area serving 25 users per cubicle and is less than 100 meters away from the household; continuously providing sanitation services for, 24 hours per a day; 7 days a week; regulated in terms of quality (hygiene), minimum technical standards and tariff/fee; combined with a permanent run-to-waste hand washing facility; accessible to all people, including the aged, the disabled, children, and the sick; culturally acceptable to the users in terms of separation of males and females (for public and school latrines), and provision of requisite anal cleansing material if required and providing users dignity, privacy, safety; embedded in a functioning sanitation system, where the excreta from the toilet is properly stored, transported, treated, disposed or reused in a manner which is not hazardous to human health and not detrimental to the environment; accounts for less than 5% of monthly household income.

04. Definition of drinking-water facilities considered in target coverage

Question A4ii. Please indicate what types of drinking-water facilities are considered in your target coverage.

Afghanistan: Bore wells with hand pump, protected hand dug wells, pipe schemes, protected springs, deep wells with submersible pumps, and Availability of 25LPCD, maximum 20 household to be covered by one water point, safe access to water within 250m of residence and not take up more than 60 minutes per round trip.

Angola: Rede Domiciliar; Pequenos Sistemas de Abastecimento de Água; Fontanários / Chafarizes.

Argentina: por red publica, no obstante se censan otros criterio (perf. C/bomba motora, perf c / bomba manual, pozo, transp. Por cisterna, agua de lluvia, etc.)

Azerbaijan: Purification by silica filtration using sand; disinfecting chlorination; ultraviolet irradiation

Bangladesh: Individual or shared water supply facilities of the following types: Urban and Rural Piped water supply to households with multiple taps, yard connections or shared connections; public standpipe shared by all most 100 persons; Safe water points like handpump tubewells, ring wells, pond sand filters, protected dug wells, protected springs and rain water harvesting system; public water points are shared by at most 100 persons and private water points by 5 persons on an average.

Belarus: provision population centralized drinking water supply systems– access to piped drinking water on premises

Benin: Forages à Pompe à Motricité Humaine, Adductions d'Eau Villageoise, Poste d'Eau Autonome 1 FPM =250 personnes 1 branchement pour 12 personnes

Bhutan: 1. Gravity Fed System (100m Horizontal Distance and 25m vertical height) 2. Rainwater Harvesting 3. Pumping System 4. Infiltration Galley 5. Dug Well Rural: 45 l/person/day Urban: 200l/person/day

Bolivia: Agua potable mejorada es aquella que cumple con criterios de cantidad, calidad y continuidad. Urbano: a) Cañería de red fuera de la vivienda b) Cañería de red fuera de la vivienda pero dentro del lote o terreno c) Pileta publica d) Pozo entubado/perforado rural: a) Cañería de red fuera de la vivienda b) Cañería de red fuera de la vivienda pero dentro del lote o terreno c) Pileta publica d) Pozo entubado/perforado e) pozo excavado/protegido f) Manantial o vertiente protegida cobertura urbana= ((No Habitantes con (a+b+c+d))/Total habitantes)x100 cobertura rural= ((No habitantes con (a+b+c+d+e+f))/Total habitantes)x100

Botswana: Public Standpipes at 400m radius; Yard connections

Brazil: Atendimento adequado: fornecimento de água potável por rede de distribuição, com canalização interna, ou por poço, nascente ou cisterna, com canalização interna, em qualquer caso, sem intermitência prolongada ou racionamentos e com instalações hidrossanitárias (IHS) em cada domicílio, rural ou urbano.

Burkina Faso: En milieu rural, sont pris en compte dans le calcul : Les Points d'Eau Modernes (PEM) composés des forages équipés de pompes et des puits modernes fonctionnels. Les PEM des écoles et des centres de santé ne sont pas pris en compte. Critère de distance et de population pour les PEM : le PEM doit être à moins de 1 000 m d'un quartier ou d'un hameau de résidence. Un PEM dessert 300 personnes au maximum. Les Bornes fontaines et Postes d'eau autonome (PEA) fonctionnels. Critère de distance et de population pour les bornes fontaines et les PEA : la borne fontaine ou le PEA doit être à moins de 500 m d'un quartier ou d'un hameau de résidence. Une borne fontaine ou un PEA dessert 500 personnes au maximum. Normes de qualité des eaux considérées sont : Teneur en Nitrates : inférieure ou égale à 50 mg/l, Conductivité : inférieure ou égale à 1 000 micro siemens. En milieu urbain, sont pris en compte dans le calcul : Les bornes fontaines et les branchements privés. Les critères de calcul sont les suivants : 250 personnes par bornes fontaines pour le centre de Ouagadougou et 300 personnes pour les autres centres ; 09 personnes par branchement privé.

Burundi: - Source Aménagée (SA), - Branchement privé(BP) ; - Borne Fontaine (BF) ; - Puits Protégé/Forage

Cambodia: For urban water supply, drinking-water facilities includes only piped water system. For rural water supply, drinking-water facilities consider improved water sources which there are: Piped into dwelling, plot or yard; Public tap/standpipe; Tube well/borehole; Protected dug well; Improved rainwater reservoir (definition: the rainwater catchment tank should be completely closed, tap to withdraw water, and storage capacity at least 3,000 litres); Pond connect to water filter (The pond water will be treated by simple treatment either at the source (such as slow sand filter) or at point of use (household filters such as ceramic filter, bio-sand filter)) * Distant within premise (Cambodia Socio-Economic Survey) * MRD guideline distant to improved water source <=150m

Cameroon: Adductions d'Eau Potable, Forages productifs, Puits Aménagés, Bâches pour approvisionnement en eau Sources Aménagées, Mini réseau d'AEP, Barrages et retenues colinéaires, Impluviums ...

Central African Republic: Système AEP : centre urbain de plus de 10 000 habitants (BF pour 500 personnes ; BP pour 8personnes) forage d'eau : centre rural distance inférieure ou égale à 500 mètres, 25 l/hab/jour 1. Forages 2. Branchement au réseau SODECA

Chad: Le pompes à motricité Humaine (PMH) ; le s AEP ; les UPH. Pour les PMH la distance c'est 700 mètres. Le volume doit être supérieur ou égal 500 litres.

Chile: Sector urbano: Conexión a red de Agua Potable Sector rural concentrado y semiconcentrado: Instalaciones con fuente superficial o subterránea, desinfección, estanque de distribución y red de distribución.

Colombia: En Colombia y de acuerdo a la fuente de información, los siguientes métodos de abastecimiento se consideran adecuados: Acueducto por tubería. Cuando existe conexión con una red pública, comunal o particular por medio de tubos (independiente de que exista contador) (DANE, 2009). Otra fuente por tubería. Cuando existe conexión por medio de tubos, mangueras, guaduas, etc., a una fuente diferente de un acueducto público. Generalmente este tipo de instalaciones son de uso particular de la vivienda (DANE, 2009). Pozo con bomba. Cuando el agua es extraída de una fuente subterránea mediante bomba. Incluye tanto el caso del hogar que debe dirigirse al pozo para traer el agua utilizando recipientes, como el caso del hogar que haya construido un sistema de conducción para uso particular, de forma tal, que el agua es transportada desde el pozo por guadua, cañas, etc. hasta la vivienda (DANE, 2009). De pila pública. Es un sitio comunal ubicado fuera de la vivienda de la que se aprovisionan varios hogares. (DANE, 2009).

Congo: NA

Cook Islands: Community UV Treated water outlets, Schools, Sports facilities, Businesses and Households

Costa Rica: La mayoría de los sistemas comunales aprovechan aguas subterráneas provenientes de manantiales (nacientes). También se cuenta con sistemas de bombeo, al usar agua de pozos. Otras instalaciones captan agua superficial, donde pocas cuentan con plantas potabilizadoras. El criterio interno que se utiliza en Costa Rica para determinar el servicio mejorado en agua potable, es cuando los hogares disponen de agua apta para el consumo humano dentro de las viviendas, procedente de un acueducto atendido por un operador que puede ser: el Instituto Costarricense de Acueductos y Alcantarillados, los comunales/rurales, los municipales y las empresas de servicios públicos o cooperativas. 1. Acueducto del A y A: el servicio de agua proviene de una red pública administrada por el AyA, el cual es el ente rector del agua potable y alcantarillado sanitario. 2. Acueducto rural: el servicio de agua proviene de una red pública administrada por un Comité Administrador de Acueductos Rural y las Asociaciones Administradoras de Acueductos y Alcantarillados Rurales. (ASADAS). 3. Acueducto municipal: el servicio de agua es suministrado por la Municipalidad correspondiente. 4. Una empresa o cooperativa: si el servicio de agua es suministrado por una empresa como ESPH, o una cooperativa

Côte d'Ivoire: • Système hydraulique villageoise (HV) : forage équipé de pompe à motricité humaine (PMH) • Système hydraulique villageoise amélioré (HVA) : mini adduction d'eau + bornes fontaines (BF) • Système hydraulique urbaine (HU) : Alimentation en Eau Potable (EAP) complète / Branchement individuel

Cuba: Acueducto público con tratamiento obligatorio, fácil acceso a fuentes de agua y depósitos de agua, situados a menos de 200-300 metros de las viviendas, según sector urbano o rural, así como el servicio público de agua potable mediante carros cisternas

Democratic Republic of the Congo: En milieu rural : - Forage avec pompe manuelle moins de 1000 habitants ; - Forage avec mini réseau pour plus de 2.500 habitants ; - Faire le captage avec réseau de distribution pour les sources aménagées ayant un grand débit. En milieu urbain : - Robinet, grâce au Réseau de distribution d'eau potable par la REGIDESO - Forage avec pompe manuelle moins de 1000 habitants

Dominican Republic: No comments

El Salvador: Conexión domiciliar

Eritrea: • Improved water systems: water source with hand pump, sanitary bucket ; -.maximum distance from house 500 meters • In Urban areas mainly house connection plus fountains; In Rural areas depending on population number and yield of source water – fountain or hand pump (maxi dist 500 meters 20liters /capita/day in rural areas and in urban areas 40 lts /capita/day)

Estonia: Target coverage incorporates the connection with the public water supply.

Ethiopia: Ethiopia concurs and uses JMP definitions for Improved Drinking Water Supply. However, the definition is adopted to the context of the country and it is defined as the use of piped water into dwelling yard or plot, public tap, or standpipe, tube-well or bore hole or protected spring, protected dug well and rain water harvesting. In the UAP II, 20 litres per capita per day within 0.5 kms for urban and 15 litres per capita per day within 1.5 kms for rural areas (source: UAP II 2010, OWN 2013).

Fiji: For urban: Water Authority of Fiji supply connection. For rural (outside Water Authority of Fiji reticulation system): Establishing that it is safe and available 24/7, Rain water harvesting, borehole, spring, river, ponds, de-salinization.

Gabon: Réseaux d'AEP en zone urbaine Mini AEP pour village d'au moins 300hbt Point d'eau pour les villages de moins de 300 hbt

Gambia: Piped water (into dwelling, compound, yard or plot, public tap/standpipe), concrete-line wells, tube well/borehole fitted with hand pumps/ provided with solar/ diesel powered reticulation system, protected well, protected spring, and rainwater collection. Bottled water is considered as an improved water source only if the household is using an improved water source for other purposes, such as hand washing and cooking.

Georgia: Progress on sanitation and drinking-water - 2013 update JMP Report definitions on Unimproved and Improved drinking water facilities

Ghana: Pipe network, Small Towns Water System, Limited Mechanised System, Water Kiosk, Boreholes, Hand-Dug Well fitted with hand pump, rainwater harvesting, protected springs Approved hand-pumps: India Mk. II- Ghana modified, Afridev, Nira AF-85, vergnet (foot pump)

Guinea: Installations : Forage équipé de pompe manuelle ; poste d'eau autonome ; adduction d'eau potable ; Borne fontaine ; Branchement privé ; Source gravitaire ; Puits moderne. Normes : 300 personnes/point d'eau ; 20L/hbt/J en milieu rural. 50L/hbt/J en milieu urbain

Guinea-Bissau: No comments

Haiti: N/A

Honduras: De acuerdo a la Ley Marco de Agua Potable y Saneamiento, DECRETO No. 118-2003, Publicado En Diario Oficial La Gaceta el día 8 de Octubre de 2003, se encuentran entre las instalaciones para el agua potable, los sistemas de entrega domiciliaria o inmediata de agua por medio de cañerías, así como el tratamiento de los efluentes y otras descargas contaminantes en cuerpos de agua. En los ODM se menciona el

indicador, proporción de viviendas con acceso a fuentes mejoradas de abastecimiento de agua, se refiere al “porcentaje de cobertura del servicio en las viviendas con acceso razonable a cualquiera de los siguientes tipos de fuentes de agua potable: conexiones residenciales, fuentes públicas, pozos perforados, pozos excavados protegidos, manantiales protegidos y depósitos de agua”. Pag.39. Manual de indicadores, Plan de Nación, Honduras. Octubre 2013.

India: Pipe water supply with house hold connection Distance of the source: within 50 meters Potable drinking water, free from all types of contamination

Indonesia: The group of drinking-water provision system, for instance: the provision drinking-water of piping network based on institution and community (PDAM), Water Depot, individual sources of drinking-water (shallow wells, artesian well, well spring, rainwater harvesting, provision of drinking-water in households, and drinking-water vendors).

Iran (Islamic Republic of): Execution of water transmission, distribution and treatment and reservoirs in cities and villages

Jordan: Adequate water supplies refer to access to water network with water quality according Jordanian Water Quality Standards

Kazakhstan: Centralized and decentralized water, delivered water, bottled water, water from wellpoint systems

Kenya: Piped water into dwelling, public standpipe, tube well/borehole, protected dug well, protected spring, rainwater harvesting At least 20 litres per person per day, a distance of 2km or less than in rural areas and a collection time of 30 minutes or less in urban areas

Kyrgyzstan: The centralized utility and drinking water supply is subject to recording. The annual reports data of the Territorial Centers of Disease Prevention and State Committee for Sanitary and Epidemiological Oversight of the MH KR, water canals and Rural Public Association of Drinking water consumers; according to the number of concluded agreements, National Statistic Committee holds integral sampling observation of household budget and labour power. Agency of development and funding of associations (ADFA) provides inventorying of main installations and water supply equipment via domestic and yard connections and stand-pipes, within a radius of 100 meters from households, in accordance with the requirements of the Law of the Kyrgyz Republic « technical regulations «About drinking water safety»

Lao People's Democratic Republic: Piped water into dwelling, into yard/plot, to neighbour, public tap/standpipe; Tube well/borehole; protected well; protected spring; rain-water collection; bottled water.

Lebanon: Networks – Pumping Stations – Transmission Lines – Dams – Boreholes – Potable Water Treatment Plants.

Lesotho: Urban Piped water - House connections Piped water - Yard connection Public standpipes operated on pre-paid basis with each household issued an individual token for purchase of water Rural Piped water - Public stand pipes Piped water - Yard connection House connection

Liberia: -Hand Pump on protected well - Protected Spring Catchment - Stand Taps (from Elevated tanks or pipelines) - Rainwater Harvesting -Household connection to public water supply pipelines

Lithuania: Water services must be provided after evaluation of economical and environment protection aspects. For the provision of water services centralised, individual or systems for group of objects can be installed.

Madagascar: C'est le même que le JMP définitions - Voir la section 1.1.1 du document de planification pour le secteur; livret eau potable pris en compte.

Maldives: Treated water (usually desalinated water) and rain water collected and supplied to the consumers through piped water supply system.

Mali: Pompes à Motricité Humaine (PMH) ; Puits Modernes (PM) ; Puits Citernes (PC) ; Bornes Fontaines (BF) ; Branchements Privés ou particuliers (BP) ; Systèmes Hydrauliques Villageois Améliorés (SHVA) ; Systèmes Hydrauliques Pastoraux Améliorés (SHPA). 1PMH=1PM=1PC=1BF=1EPEM, 1SHVA=1SHPA=2EPEM, 40 BP=1EPEM, 1EPEM=400 habitants en milieu rural et 200 habitants en milieu urbain.

Mauritania: robinet (branchement domestique) - borne fontaine -forage - puits moderne -AEP -source protégée

Mexico: Con agua dentro de la vivienda; Con agua dentro del terreno; Con agua de llave pública e hidrante; Con agua de otra vivienda.

Mongolia: 1. Centralized drinking-water 2. Water station supplies. 3. Protected well. 4. Protected spring-well

Morocco: Access to drinking water is defined as the percentage of the population with access to safe drinking water at home or from a water point serving within 200 m in urban area and 500 m in rural area. The drinking water facilities are: Individual connection to the public network of drinking water; Hydrant; Source water fitted and protected.

Mozambique: • Bore or borehole with a manual pump • Protected springs • Stand pipe • Connection to the water supply network.

Myanmar: Tap water into the dwellings, Public stand pipe , Deep tube wells, Protected shallow wells (tube wells & surface wells) Protected ponds, Protected rain water collection tank, Purified Bottle water According to the WHO Standard Distance, Household connection Volume, 180 Lpcd (Urban), 112.5 Lpcd (Rural)

Nepal: Improved sources of drinking water refer to piped water brought to dwelling or plot or yard; public tap stand, tube well / boreholes; protected spring, protected dug well; and rainwater collection systems. Water services have been categorized into 3 levels; basic, medium and high on the basis of quantity, quality, accessibility, duration of supply and reliability. The basic service level includes min of 45 litres per head per day (Quantity); quality conforms to National Drinking Water Quality Standards, 2006; tap stand should be within 100 m walking distance, min 4 hour of supply and water available continuously throughout the year.

Niger: Les types d'installations en hydraulique rurale pris en compte pour l'indicateur ciblé d'accès théorique à l'eau potable:puits cimentés (PC), Forages équipés de Pompe à Motricité Humaine (FPMH), Robinets de Mini-Adductions d'Eau Potable (AEP) ayant comme sources d'eau de(s) forage(s), comprenant des stations de pompage d'eau, de(s) réservoirs de stockage d'eau, des réseaux de canalisations, des branchements particuliers (BP) dans certains cas, des Bornes fontaines (BF), les Stations de Pompage Pastorales (SPP) et éventuellement leurs robinets, Les robinets des Postes d'Eau Autonomes. Les critères applicables en hydraulique rurale: 1 robinet ou 1 PC ou 1 FMH ou 1 SPP pour 250 personnes. Le mode de calcul du taux d'accès théorique à l'eau potable en hydraulique rurale: rapport en % entre la population desservie et la population totale de la zone considérée. Les types d'installations en hydraulique urbaine pris en compte pour l'indicateur ciblé de desserte en eau potable : Adduction d'Eau Potable (AEP) ayant comme sources d'eau de(s) forage(s) ou eau de surface (fleuve Niger), comprenant des stations de pompage et de traitement d'eau, de(s) réservoirs de stockage d'eau, des réseaux de canalisations, des branchements particuliers (BP), des Bornes fontaines (BF). Les critères applicables en hydraulique urbaine : Un (1) BP pour 10 personnes et une (1) BF (avec 2 robinets) pour 500 personnes Le mode de calcul du taux de desserte en eau potable en milieu urbain : Rapport en % entre la population desservie et la population résidant dans le périmètre urbain.

Nigeria: Pipe Borne Water, Boreholes, Protected Hand dug well, Rain Water Harvesting, and Protected Spring.

Oman: Water Network Tanker (Drinking Water Tanker) / Drinking Water Ship

Pakistan: Provision of safe drinking water of adequate quantity at an affordable cost through equitable, efficient and sustainable services to all citizens Piped water for Urban and Rural areas. An improved drinking-

water source is defined as piped water into dwelling, plot or yard; public tap; stand-pipe; tubewell; borehole; protected dug well; protected spring and rain water collection. Standard definitions are used in national surveys

Panama: Según el “Atlas Social: Desigualdades en el acceso y uso del agua potable en Panamá” elaborado por el Ministerio de Economía y Finanzas en nuestro país se presentan las siguientes fuentes de abastecimiento: Suministros Construidos: Aquellos que por la intervención activa del hombre están protegidos contra la contaminación, principalmente de materia fecal. Esta categoría incluye el acueducto público del IDAAN, el de la comunidad y el particular. Suministros Mejorados: Suministrado a través de carro cisterna y agua embotellada. También indican que cumplen en su análisis de cobertura con el Programa Conjunto de Monitoreo de la Organización Mundial de la Salud y el Fondo de las Naciones Unidas para la infancia que definen el agua potable como aquella que es utilizada para los fines domésticos y la higiene personal, así como para beber y cocinar. Se tiene acceso al agua potable si la fuente se encuentra a menos de 1 kilómetro de distancia del lugar de utilización y si una puede obtener de manera fiable al menos 20 litros diarios para cada miembro de la familia. En el GLASS 2011 se indicó que agua potable es: “Agua que proviene de un río, quebradas o, lagos, de pozo perforado o escavado, manantial o agua lluvia y son procesadas por filtro o Planta Potabilizadora y recibe algún tratamiento de desinfección”.

Paraguay: Redes de abastecimientos

Peru: URBANO Red de distribución con conexión domiciliaria Red de distribución y piletas públicas RURAL* Red de distribución con conexión domiciliaria Red de distribución con piletas públicas Protección de manantial con surtidor público Protección de pozo con bomba manual * RM No.184-2012-Vivienda

Philippines: Refer to NEDA Board resolution no. 12, 1995. Access to Water Supply Facilities - access to water supply is categorized as follows: Level I - the farthest user is not more than 250 meters from the point source Level II -the farthest house is not more than 25 meters from the communal faucet system. Level III-the house has service connection from the system. Adequately Served - refers to those with access to safe water in accordance with the following rate of consumption: Level I at least 20/liters/capita/day Level II at least 60 liters/capita/day Level III at least 100 liters/capita/day. Refer to Census Questionnaires, National Statistics Office. Hygienic : Own use, faucet, community water systems ; Shared, faucet, community water system; Own use, tubed/piped deep well; Shared tubed/piped deep well; Tubed/piped shallow well Unhygienic; Dug well; Spring, lake, river, rain, etc; Bottled water; Peddler NDHS, NSO Hygienic; Piped into dwelling, yard. Plot; Public tap; Tubewell or borehole; Protected dug well; Semi-protected dug well; Unprotected dug well •Protected spring

Republic of Moldova: In our target coverage we consider access to improved Access to water-supply services is defined (JMP definition) as the availability of at least 20 litres per person per day from an “improved” source within 1 kilometre of the user’s dwelling. An “improved” source is one that is likely to provide “safe” water, such as a household connection, a borehole, a public standpipe or a protected dug well.

Rwanda: Percentage of people with access to an improved source of drinking water within 500 metres (rural) and 200 meters (urban). This access should be reliable, affordable, and provide an adequate quantity (minimum 20 litres per person per day) within a reasonable time. Improved water sources are piped water, protected wells and springs, as well as rainwater collection. Water quality is assumed to be acceptable for improved water sources but shall be tested for compliance with national and WHO standards for potable water.

Senegal: Borne fontaine, Pompe à motricité humaine, Puits moderne, Branchement individuel (domiciliaire)

Serbia: Regulation on the protection of population from communicable diseases (Official gazette 29/2002) with Programme on the protection of population from communicable diseases from 2002 to 2010 prescribed following priority and specific aims referred to drinking water: Priority aim: “Providing population with safe drinking water”; Specific aim: “ To provide population with safe drinking water achieving the required safety of drinking water facilities, that eliminates risk of water-related outbreaks”.

Sierra Leone: Improved Water Sources include, Water from pipe/tap, from protected well, protected spring and rainwater, protected Boreholes, Gravity Fed Systems and Spring development, Water Treatment Plants.

South Africa: a) Basic level defined as 25 litres/person/day (or at least 6000 litres/household/month), supplied at: A minimum flow rate of 10 litres per minute; A standpipe within 200 metres of a household; Interruptions of < 48 hours at any one time, and a cumulative interruption of <15 days per year; and At a potable standard (SANS 241). b) A higher level of supply is supply exceeding basic; however government's aim is to eventually give all households 50 to 60 litres per person per day via an individual connection. c) An interim level of supply is defined as: 10 litres/person/day, within 500 metres of a household and at a potable standard (SANS 241); and no consumer without water for more than 7 full days in any year and no more than 3 consecutive days.

South Sudan: Includes water that is piped into compound, yard or plot, public tap/standpipe, hand pump, protected/covered well, protected spring, filtered water and bottled water.

Sri Lanka: Piped water in to dwelling plot or yard, Public tap/ stand pipe, Tube well/ bore hole, Protected dug well, Protected spring, Rain water Collection.

Sudan: The distance to access water supply 500-1000 Metre in rural areas while in Urban area connected with pipe at household level.

Tajikistan: Centralized and decentralized water supply system. Small-scale water supply systems (soak springs, wells, small tubular wells)

TFYR Macedonia: Public water supplying systems Drilled wells

Thailand: No comments

Timor-Leste: Protected water sources: tap, protected well, hand-pump,

Togo: Les ouvrages d'eau potable sont: forage ou puits moderne équipés de pompes, les systèmes d'AEP (Poste d'eau autonome, aménagement de source, Mini AEP, AEP complets). Le taux de desserte est défini comme le pourcentage de population desservie par ces ouvrages d'eau potable suivant les normes ou critères en vigueur. Comme critères utilisés: Distance par rapport à l'ouvrage : inférieure ou égale 500 m des usagers dans la mesure du possible, Volume : 20l/j/hbt en milieu rural et 30 l/j/hbt en milieu semi urbain et 50l/j/hbt en milieu urbain, Données de la Population (population estimée de chaque localité) , capacité des ouvrages (un forage ou puits équipé de pompe à motricité humaine dessert au maximum 250 personnes, une borne fontaine : 500 personne et un Poste d'Eau Autonome : 1000 personnes) NB : L'organisation du sous-secteur distingue trois milieux que sont : le milieu rural (les localités ayant une population inférieure à 1500 habitants), le milieu semi-urbain (les localités de 1 500 habitants et plus), excepté les chefs lieux de préfecture et de sous préfecture et, le milieu urbain (les chefs lieux de préfectures et de sous prefectures).

Tonga: Every household is well covered

Tunisia: Coverage rate: the population served by public drinking water / total population of the area. The coverage rate is 83.1 in 2012 at the national level, 100% in urban areas and 93.4% in rural areas (shared as follows 43.7% by the Rural Engineering services and 49.7% by SONEDE) -Is considered as covered by to a drinking water supply network in rural areas, a person that travels a distance of 3 km by foot (equivalent to an hour of walking) to find drinking water in compliance with the national quality. This distance has been reduced over time and it is only an average of 500 m at present. The water is consumed through individual connection in urban areas, however, in rural areas the water is provided by standpipes and individual connections. Connection rate: Is defined as the number of households with individual connection / Total households. This rate is currently 85.8% (2012) at national level (98.9% in urban areas and 56% in Rural Areas). The water supply systems considered in the coverage rate consist for information, of a water point (drilling, connection to an existing network), treatment plant (surface water, desalination), pumping stations, water transport and distribution networks, standpipes or individual connections)

Uganda: Rural & Urban: Protected springs, shallow wells, boreholes, piped water supply schemes, rainwater harvesting, Connections to piped water supply systems Distance:1km (rural), 0.2km(urban) Volume: minimum of 6000 litres/cubic metres/tank for rain water harvesting

Ukraine: Centralized drinking water - water intake and water treatment plants, pumping stations, transmission and distribution pipelines, intermediate station piping and feeding drinking water to places of consumption. Decentralised Water Supply - wells, capturing, deep wells and milkotrubchati more.

United Republic of Tanzania: 1. Household piped water supply connection 2. Public stand water points (within 400m) 3. Borehole with handpumps (within 400m) 4. Rain water harvesting tanks 5. Protected dug wells (within 400m) 6. Volume: Water use of 25litres/cap/day (Rural areas) and 75litres/ca/day (Urban areas)

Uruguay: Agua potable- fuentes mejoradas En materia de agua potable se han utilizado dos criterios en relación a la cobertura: Un hogar o sus integrantes cuentan con cobertura de agua potable a través de una fuente de agua mejorada si: Criterio 1 - El origen es una red general de suministro de agua potable. - El origen del agua es un pozo surgente protegido. Pozo surgente protegido - perforación vertical en la tierra hasta una profundidad suficiente para alcanzar una reserva de agua subterránea, con paredes cubiertas de un material impermeable y con tapa o cerramiento superior. Criterio 2 (El considerado como indicador para el cumplimiento de los objetivos del milenio). - Cumple con el criterio 1. - El agua llega por cañería dentro de la vivienda.

Vanuatu: Rural supplies – number of standpipes and water tanks, for rural providing an adequate supply of water to all population at all times

Viet Nam: 1) Piped water (from a water scheme); 2) Rain water; 3) Slow sand filtered groundwater; 4) Deep drilled groundwater. The quality of drinking water should meet national standards QCVN 01:2009/BYT if provided from facilities with capacity higher than 1,000m³/day and night, and QCVN 02:2009/BYT if provided from facilities with capacity lower than 1,000m³/day and night.

West Bank and Gaza Strip: Improved drinking water sources: The category 'improved drinking water sources' includes sources that, by nature of their construction or through active intervention, are protected from outside contamination, particularly faecal matter. It comprises piped water on premises such as piped household water connection located inside the user's dwelling, plot or yard. Other improved drinking water sources include public taps or standpipes, tube wells or boreholes, protected dug wells, protected springs and rainwater collection. Public Water Network: A net of pipes for the purpose of providing clean water to households. It normally belongs to a municipality, the council or to a private company Public Network: This category applies to Housing units connected to public water networks belonging to the water company, municipalities, or municipal councils. Private System: This category applies to Housing units connected to a private water resource providing the household with water. Usually, this type is owned by a group of persons: Groundwater pumping wells / Ground water: It refers to water (fresh or brackish) beneath earth surface (usually in aquifers) supplying wells and springs. Artesian Wells: Those wells are being dug to reach the ground water, for pumped and exploited as a source of water for multiple purposes of drinking or irrigation. Spring: It refers to water that discharged from the ground at an intersection point between the topographic surface and the ground water table, it could be permanent or seasonal; Tankers trucks/Water Tanks; Using water from vehicles that distribute and transfer water; Rain Water Harvesting Cisterns/ Collection Water Wells; Wells are being dug and lined the purpose of collecting and storing rainwater them. Other terms used but has no definitions: Desalination treatment plants Slow Sand Filtration Treatment Plant Pumping stations Filling points Reservoirs MOEHE - improved drinking water sources at school refers to 25 Student for One Foundation in schools. http://www.pcbs.gov.ps/Portals/_PCBS/Downloads/Book1991.pdf

Yemen: It should be safe, costly reasonable, available, and regulated. House connections: Household connection, Public standpipe, Borehole, Protected dug well, Protected spring, Rainwater collection, Tanker supply.

Zimbabwe: Urban Areas: Piped water into dwelling, plot or yard supplied by local authority or a licensed service provider; Public tap/standpipe/water kiosk/pre-paid standpipe supplied by a local authority or a licensed service provider; Borehole Rural Areas: Piped water into dwelling, plot or yard supplied by local

authority or a licensed service provider; Public tap/standpipe/water kiosk/pre-paid standpipe supplied by a local authority or a licensed service provider; Borehole; Protected deep well; Protected shallow well (community level); Protected dug well (upgraded family well); Protected spring; Rainwater harvesting facility; Sand abstraction; Artesian well A person is counted as having access to a potable/safe water source if he or she has access to a drinking water source that: is provided by a licensed/authorised water service provider who is certified by a licensed authority or competent body; is less than 500 meters (rural) and 250 meters (urban) away from the household and takes less than 30 minutes to use (round trip); continuously offers a minimum of 20 litres of potable water per head for at least 6 hours per day between 6am and 6pm; has sufficient water pressure at domestic connections and provides at least 17 litres per minute at a public tap; if it is a public outlet, is accessible for all people including people with disabilities and people of different age groups; accounts for less than 5% of the average monthly household minimum income (including sanitation); continuously provides water free from substances hazardous to human health, as required by the Environmental Management Act. meets the minimum SAZ national water quality standards and technical guidelines.

05. Hygiene promotion activities considered in target coverage

Question A5. Please indicate what types of hygiene promotion activities are considered in your target coverage.

Afghanistan: Training community influential leaders (Religious leaders, village elders, CDC members, teachers...), establishing and training Family Health Action Groups (FHAGs) who are mother of children less than five years of age, school based hygiene knowledge competitions, hygiene campaign at village level, use of Information Education Communication (IEC) materials.

Angola: Promoção de Campanhas Educativas através da Implementação do Programa de Saneamento Total liderado pelas Comunidades e Escolas, bem como a utilização de Meios de Comunicação Social com a vinculação de mensagens de sensibilização («Lave as Mãos com Água e Sabão», «Não Usar a Mesma Roupa Todos os Dias», «Lavar o Cabelo pelo Menos Duas Vezes por Semana», e «Não Defecar ao Ar Livre», « Consumo de Água Tratada», «Escovar os Dentes» e «Uso Correcto da Latrinas»).

Argentina: No comments

Azerbaijan: Visual propaganda: the publication of posters, leaflets, brochures for social mobilization. In the structure of health care, education, and public organizations in accordance with the theme slogan of the World Health Organization, every year on April 7 in the "World Health Day" is held informational and educational work. In the process of learning in schools, institutions of higher learning are being introduced hygiene standards.

Bangladesh: Following hygiene promotion activities are considered: 1. Safe disposal of human faeces; 2. Protection of safe water sources; 3. Personal hygiene; 4. Food hygiene and 5. Environmental hygiene. The most common activities include washing hand with soap after defecation and simple rinsing hands with clean water prior to preparation of food.

Belarus: Provision of hygienic training and education, the formation of hygienic habits, informing of the population about the risks of unsafe water consumption, protection of water bodies. Concept of Realization of a State Policy of Formation of a Healthy Lifestyle of the Population for the period till 2020, approved by the Order of Ministry of Health of the Republic of Belarus from 3/31/2011 № 335 in order to further develop health activities, to maintain and increase human functional reserves , the set of preventive measures aimed at improving the health of the population of the Republic of Belarus (<http://med.by/normativ/prmz%5C2011%5Cprmz335.pdf>).

Benin: 1. Le lavage des mains à l'eau et au savon. 2. L'utilisation et l'entretien des latrines. 3. L'hygiène du milieu. 4. L'hygiène de l'eau de boisson. 5. L'hygiène des denrées alimentaires.

Bhutan: 1. Handwashing at critical juncture. 2. How to use toilet 3. Handling of water use and storage. 4. School Health Club. 5. Advocacy by Village Health Workers. 6. IEC materials.

Bolivia: El servicio nacional para la sostenibilidad de servicios en saneamiento básico senasba: en el campo de la promoción de la higiene y en el marco de las competencias del senasba normadas a través del decreto supremo no 29741 de 15 de octubre de 2008, se vienen implementando procesos de desarrollo comunitario que supone la ejecución de actividades relacionadas con la promoción de la higiene; al respecto, la guía de desarrollo comunitario aprobada por la resolución ministerial no 075 de fecha 25 de agosto de 2013, establece que los ejes de acción del descom son los procesos sustanciales que deben ejecutarse ineludiblemente considerando las características socio culturales del ambito de aplicación, así como la demanda en que se inscribe esta acción. Entre estos ejes se encuentran (i) el proceso social participativo, (ii) prevención y manejo de conflictos, (iii) desarrollo de capacidades, (iv) comunicación y (v) educación sanitaria y ambiental/salud e higiene; ésta última está ligada a un proceso de aprendizaje que promueve el cambio interno en las personas hacia comportamientos saludables en relación al uso y efecto de los servicios de agua y/o saneamiento. El eje de educación sanitaria y ambiental promueve que todos los actores del sector educativo y de salud asuman acciones de movilización social y educación sanitaria y ambiental, para que en acción conjunta con el descom,

la población genere nuevos conocimientos, valores, hábitos, costumbres, comportamientos, tanto en las personas, familia, comunidad, como en las instituciones y organizaciones sociales sobre cuidados y prevención de enfermedades causadas por el mal uso y manipuleo del agua, por la contaminación del agua a nivel domiciliario, medio ambiente y otros en relación al saneamiento, y que mujeres y varones representantes de las instituciones y de la población en general apoyen la consolidación de una cultura de cambio, adquiriendo nuevas costumbres o fortaleciendo los buenos hábitos de higiene y preservando la salud y el medio ambiente. El fondo nacional de inversión productiva y social fps, desarrolla los siguientes programas (anexo i) programa: “promoción de la higiene en escuelas, con relación al uso adecuado del agua y saneamiento” las líneas de acción dentro de los programas miagua yappc corresponden: capacitación de hábitos de higiene en las escuelas destinadas a niños entre 7 a 12 años, capacitación de hábitos de higiene en las escuelas destinadas a niños entre 12 a 17 años, ferias educativas, campañas de limpieza y forestación el resultado del programa contribuyó a 196.000 familias cuestionario nacional de los sectores del saneamiento, el agua potable y la promoción de la higiene 2013 página 11- versión de 10 de junio del 2013 (v33) programa “desarrollo comunitario y fortalecimiento de recursos humanos relacionados a las empresas de agua o comités de agua que administran los servicios”, promoción de la organización y movilización de la comunidad beneficiaria, socialización de conocimientos a través de la capacitación, toma de decisiones de los beneficiarios de manera informada hasta mediados del 2014, se prevé que 400 EPS o CAPYS, sean inscritas ante la AAPS cumpliendo sus requisitos para su normal desenvolvimiento.

Botswana: Washing hands after using sanitation facilities. Hand-washing, Household hygiene surveys. Ensuring provision of sanitary facilities and promotion of cleanliness in households, institutions and commercial establishments.

Brazil: Elaboração e distribuição de cartilhas e folders com orientações sobre: a) tratamento domiciliar utilizando filtros domésticos, fervura da água e desinfecção com solução de hipoclorito de sódio a 2,5%; b) limpeza de cisternas e outros reservatórios de água para consumo humano; c) limpeza e manutenção de veículos transportadores de água para consumo humano.

Burkina Faso: Lavage des mains au savon L'entretien et l'utilisation des latrines L'évacuation hygiénique des selles des enfants

Burundi: En cours d'élaboration.

Cambodia: Hygiene promotion aims to change behavioural practice toward drink safe water, use latrine and wash hand with soap.

Cameroon: Campagnes d'hygiène et salubrité, Modules de formation en matière d'hygiène, Pratique régulière du lavage des mains avec de l'eau et du savon, Protection des points d'eau, Techniques simples de potabilisation de l'eau.

Central African Republic: 1. Lavage des mains. 2. Gestion des excréta. 3. Gestion E.U domestiques. 4. Gestion des ordures ménagères. 5. Hygiène en milieu scolaire. 6. Hygiène individuelle. 7. Entretien des ouvrages.

Chad: Promotion de l'hygiène dans les écoles, centre de santé et dans les communautés (sensibilisation sur les bonnes pratiques d'hygiène avec l'accent particulier sur le lavage des mains avec l'eau propre et du savon

Chile: No comments

Colombia: Hacen parte de la promoción de higiene, los siguientes programas: 1. Estrategia de Entornos Saludables, Escuela Saludable y Vivienda Saludable. 2. Lavado de manos. En Colombia, a través del Ministerio de Vivienda, Ciudad y Territorio, adelanta campañas de lavado de manos y cultura del agua con el fin de capacitar a las comunidades para hacer un uso racional del recurso y promoción de hábitos de higiene. En el marco de estos programas se publicó la cartilla Saneamiento Básico e Higiene por parte del Ministerio de Ambiente, Vivienda y Desarrollo Territorial.

Congo:NA

Cook Islands: Handwashing and hygiene promotion, vector control, safe drinking water, currently a Chlamydia vaccination campaign underway for all 15-34 year old women.

Costa Rica: Programas como: El lavado de manos de la CCSS y MINSA; Vigilantes del Agua del AyA; Bandera Azul Ecológica, (Programa País); Sello de Calidad Sanitaria del AyA, Campañas de la CCSS institucionales en los 29 hospitales para promover la higiene y lavado de manos. Además se realizan charlas a los usuarios y otras actividades, como la celebración del Día de la Higiene. Estrategias de marketing multimedios para el lavado de manos (cine, radio, televisión y prensa escrita) y atención a solicitudes individuales de escuelas y colegios. Alianzas estratégicas con empresa privada para el insumo de productos de lavado de manos para la realización de las campañas “Manitas limpias” en escuelas y colegios.

Côte d'Ivoire: DGIHH/ONEP : Réalisations des superstructures (clôtures, margelle, etc.) en HV et HVA; Sensibilisation de la population bénéficiaire à l'hygiène dans l'utilisation de l'eau et au niveau du périmètre rapproché; Entretien régulier des infrastructures hydrauliques DHP: hygiène hospitalière; le plaidoyer auprès des autorités administratives, politiques et collectivités territoriales; la sensibilisation des agents de santé, de la communauté et administrateurs des services de santé; la formation des formateurs en HHSIGDS (Hygiène Hospitalière, Sécurité des Injections, Gestion des Déchets Sanitaires); Formation des agents de santé et des collectivités; Mise en place de cellules focales en HHSIGDS; Réactivation des CHLIN (Comités d'Hygiène, de Lutte contre les Infections Nosocomiales) ; Visites de terrain ; Supervision avec les DD (Directions Départementales); Promotion des matériels de Gestion séparée des Déchets Médicaux (poubelles, Sacs poubelles, Boite de sécurité, seringues de sécurité, chariots et suivi de l'installation et de l'utilisation des incinérateurs). Hygiène communautaire; Activités de prévention du Cholera (Communication, Mobilisation communautaire, distribution de Kit d'hygiène); Activités de promotion du Lavage des Mains au savon, à l'école et dans la Communauté

Cuba: Acciones intersectoriales de coordinación y educación no solo con los organismos involucrados en el suministro y el control del agua, sino también otros donde los aspectos de garantía de la calidad del agua es imprescindible alimentaria tales como: Industria Alimenticia, turismo, salud, educación, órganos del Poder Popular a todos los niveles, centros de trabajadores tanto individual como colectivo, dirigida a los individuos, las familias y las comunidades. Destacando como el agua es imprescindible para la vida puede ser causa de enfermedades y muertes si esta contaminada por lo que es necesario mantener el control higiénico sanitario. (Continuación en Notas Aclaratorias Adjuntas). Ver Notas Aclaratorias.

Democratic Republic of the Congo: Activités de Communication pour le changement social et de comportement (campagnes de sensibilisation, production d'émissions radio et télédiffusées, etc). Education sanitaire ☐ Promotion des pratiques clés en eau, hygiène et assainissement. Appuyer et accompagner l'organisation des communautés en Comité d'hygiène (villages, formation sanitaires, écoles, etc)

Dominican Republic: No comments

El Salvador: Enfoque hacia grupos específicos como escuelas y establecimientos de salud, municipios en pobreza extrema, manipulación de alimentos.

Eritrea: Water handling and use; Food hygiene and safety; Latrine handling and use; Hand and face washing and personal hygiene; Cleanliness of the home environment

Estonia: Reconstruction and development of public sewage, also reconstruction and development of waste water treatment plants to achieve waste water treatment that meets the requirements. Constant surveillance monitoring is being done – requirements must conform all the time.

Ethiopia: In Ethiopian context, hygiene refers to practices associated with ensuring good health and cleanliness. This includes hand washing with soap or substitute and water at critical times most notably after defecation or before contact with food and strict observation of the safe drinking water chain.

Fiji: Health promotion including hand-washing and community outreach programmes e.g. food storage.

Gabon: IEC aux populations Formation Constats et controles. Suivi évaluation Appui et expertises aux populations. Plaidoyer et lobbying auprès des politiques et des Partenaires au développement

Gambia: Hand washing with soap at critical times; Safe disposal of children faeces; Menstrual hygiene; Establishment of hand washing stations; Personal hygiene and general cleanliness; Food hygiene; Proper water storage and handling .

Georgia: Public awareness program

Ghana: Methods: Community, household and school sessions; Home, community and school inspection; Mass campaigns topics: Safe excreta disposal; Hand washing with soap or ash; Household water treatment and safe storage; Environmental hygiene; Food hygiene; Personal hygiene; Menstrual hygiene.

Guinea: Assainissement Totale Piloté par la Communauté (ATPC); intermédiation sociale (lavage des mains; Traitement de l'Eau à Domicile (TED); promotion des bonnes pratiques d'hygiène); plaidoyer; communication; renforcement de capacité.

Guinea-Bissau: No comments

Haiti: N/A

Honduras: De acuerdo a la Política del Sector de Agua y Saneamiento de abril 2013 (Pag.35), “bajo la coordinación de la Secretaría de Salud, la Secretaría de Educación y el CONASA se establece un comité de coordinación de promoción de higiene.” Se ha elaborado una estrategia nacional de promoción de higiene y el uso de soluciones sanitarias individuales, diferenciado entre la zona rural y peri-urbana, incluyendo roles y responsabilidades, mecanismos de financiamiento, metodologías, materiales, manuales, guías, mensajes, canales de comunicación y otros. Los ejemplos actuales de tipos de actividades son los siguientes: Promoción de la salud (Secretaría de Salud), Escuela y casas saludables (SANAA), Iniciativa de lavado de manos (UGSA), Día internacional de lavado de manos (UNICEF), Agua para todos (CCIT), Campaña educativa nacional del ahorro del agua y educación ambiental (SANAA, Escuela PROHECO); y, Lavado de manos de niños en las escuelas (Water for People).

India: Mass media campaign „ Mobile media campaign „ Engaging social media „ Promotion through Brand Ambassador Interpersonal communication „ Community mobilisation „ Multi-media campaigns including mid media and traditional media

Indonesia: The fifth target from STBM are BABS Stop (Stop Defecation not in suitable place), Wash hands with soap (CTPS), Managing drinking-water and food safety (PAMM RT), Manage waste properly, and manage domestic wastewater safely.

Iran (Islamic Republic of): No comments

Jordan: Hygiene promotion includes: Programs and awareness campaigns; Campaigns and awareness-raising activities in schools; Health initiatives such as health accreditation for schools and interactive activities at these schools; Initiatives such as healthy schools programme

Kazakhstan: Hygienic regimen and skills in school (washbasins, soap), health education of children at home, school, kindergarten, and practical exercises in anatomy and physiology classes, visual demonstration, talks, lectures, films, bulletins, etc.

Kenya: Hand washing with soap at critical times Techniques/ access enhancement

Kyrgyzstan: Trainings for the representatives of local association Social mobilization of local association Yard revision on the level of village Monitoring According to the data of the Republic center of health promotion of the MH KR and Ministry of education and science of the KR, rural health committees (RHC), the investigation on the number of revised households, evaluation of training efficiency is held. The «Healthy schools», program subject to the improvement of pupils' sensitization on health safety and promotion issues are held.

According to the data of joint investigation of the WHO and UNICEF, 75% of urban and 51% of rural population of the republic have an access to the appropriate sanitation facilities. Personal toilets with water tanks are used by 51% of urban population and just 3% of rural population; 97% of rural population use outdoor toilets with dump wells. A number of experts offer possible improvement of criteria defined the quality of sanitation facilities. - In rural area is % for all the households – improved ventilated dump well toilets; primary for public buildings (schools) – toilets connected to the regularly emptying septic tanks; In cities: improved hygienic ventilated toilets with covered dump wells; flush toilets connected to the canalization system; in public buildings – flush toilets connected whether to canalization system, or emptying septic tank.

Lao People's Democratic Republic: National Plan of Action for Rural Water Supply, sanitation and Hygiene Targets, issued date 6 September 2012 by Minister of Health: 1. By 2015, hand washing with soap at critical times is being practiced by 50 per cent of the rural population. 2. By 2015, 1,000 rural primary schools have their WASH facilities improved (increase in coverage from 30 per cent to 50 per cent). 3. By 2015, 200 rural health centres have their WASH facilities improved. 4. More hand washing devices, home-based water treatment and water supply options made available, that are affordable and durable for rural conditions. 5. Percentage of rural population practicing hand washing at critical times. 6. Rural Sanitation and Hygiene sector financing secured (Kip ... per year) and at least ... per cent spent. 7. Provinces have been allocated at least per cent of the overall annual budgets on rural water, rural sanitation , hygiene. 8. At least ...per cent of the rural villages are Open Defecation Free. 9 per cent of the rural people practicing hand washing with soap at critical times such as before eating, after defecation, before food preparation. 10. Number of Model Healthy Villages recognised, as per cent of total number of villages.

Lebanon: Training – Training Materials – Advertising.

Lesotho: Though there are no set targets on hygiene promotion, the following activities are conducted to promote hygiene: House to house visits Addressing public gatherings Focus group discussions Application of Participatory Hygiene and Sanitation Transformation (PHAST) approaches Mass media

Liberia: -School Health Clubs -Household Water treatment -Electronic and Print Media publications and training -Community hygiene promoters

Lithuania: Hygiene promotion activities are considered on education and training, abidance of legal standards. Health education is included in the curriculum through health education programs in schools. The health specialist is participating in personal hygiene skills training.

Madagascar: Activités classiques: IEC, VAD (visite à domicile) ... Célébration journée mondial lavage des mains, campagne d'éducation WASH. Il y a aussi la campagne d'éducation sanitaire (émission radiophonique, établissement de santé). PRESTATION

Maldives: Hygiene promotion IEC materials printed through funds by WHO and UNICEF. -Global Hand Washing day celebrated.

Mali: Promotion du lavage des mains au savon, le traitement et la bonne conservation de l'eau de boisson à l'échelle familiale et communautaire, l'élimination sûre des excréta, formation et sensibilisation des agents de santé sur les bonnes pratiques d'hygiène en milieu de soins, Promotion de l'hygiène des aliments, Campagne annuelle de désinsectisation, et de dératisation.

Mauritania: L'Assainissement total piloté par les communautés (ATPC), Pratiques Familiales Essentielles (PFE). En ce qui concerne l'Hygiène Publique, les taux de couverture seront fixés dans la stratégie nationale d'Hygiène en cours d'élaboration.

Mexico: Las establecidas en el Programa de Acción Específico 2007-2012 de la COFEPRIS; Establecimiento de modelo operativo de higiene; Evidencia y manejo de riesgos sanitarios; Fomento sanitario (distribución de material impresión, electrónico, asesorías, pláticas, cursos); Se desarrollan las Semanas Estatales de Protección contra Riesgos Sanitarios y de Saneamiento Básico; Actividades conjuntas con los municipios de fomento sanitario, saneamiento y vigilancia sanitaria. Esto se lleva a cabo en cada entidad federative; Autorización sanitaria; Operación sanitaria; Control analítico y ampliación de cobertura; Las establecidas en el Programa de

Acción Específico 2007-2012 “Escuela y Salud” *Asegurar la colaboración efectiva entre los sectores salud y educación; Concentrar esfuerzos en la modificación de los determinantes; Garantizar la vinculación con los programas prioritarios de salud; Extender la cobertura de higiene. Las establecidas en el Programa de Acción Específico 2007-2012 “Entornos y Comunidades Saludables”; Organización comunitaria para la salud (se trabaja con los comités municipales de la salud y coordinadores médicos municipales); Entornos favorables a la salud; Estructuración y establecimiento de responsabilidades; Acciones a través de la Rede de Municipios por la Salud; Acciones de mejora.

Mongolia: To reduce community, nature and biological factors that influence on health of population

Morocco: - Awareness and education on hygiene water at public institutions (schools, health clinics ...) and households - Quality control of drinking water - Training and supervision of users of drinking water and sanitation associations

Mozambique: Use sanitation facilities; Importance of drinking water (transport, treatment and conservation); The need of washing hands with soap or ash at critical moments (after use of toilets, before preparing food, before eating and after handling children fezzes); Packing and management of solid waste

Myanmar: Clean Hand, Clean Food, Clean Water and Clean Toilet plus Clean Environment (5 Clean activities) are implemented in all basic education schools. Personal Hygiene is one of the area for healthy life style and practice for children. Mass Movement such as School Health Week, Nutrition Weeks, Global Hand Washing Day Activities, Oral Health promotion activities, Milk provision activities etc are implement in Basic Education Sector.

Nepal: Hand washing with soap and water facilities like place for hand washing, availability of soap, distance between latrine and hand washing place and the practices of hand washing with soap

Niger: - ATPC, SARAR, PHAST - Campagnes IEC / CCC; - journée de lavage des mains au savon, le 15 Octobre de chaque année - caravane d’animation sensibilisation, - SANIMARKET ; - Théâtres forums, campagnes de sensibilisation sur les média

Nigeria: Campaign against Open Defecation, Hand washing Campaign, Campaign against indiscriminate waste disposal, Community Led Total Sanitation

Oman: National awareness /program/media -Community support groups; behavioural changes; Health education material; control program; school health program; HSE in hospital.

Pakistan: Healthy and livable environment (Open Defecation free environment and household hygiene) but it is not included in the targets.

Panama: Actividades: Práctica de lavado de manos en niños y niñas de III grado Capacitación a docentes facilitadores Capacitación a Padres de Familia Capacitación a la población en los Centros de Salud por medio de los Promotores Comunitarios.

Paraguay: Escuelas y Juntas de Saneamientos: programa de lavado de mano e higiene.

Peru: Educación sanitaria Estrategias sanitaria de lavado de manos

Philippines: -Personal hygiene -Handwashing

Republic of Moldova: In our target coverage are considered the following types of hygiene promotion activities: - Public awareness campaigns on hygiene, water and sanitation in general population, Public awareness campaigns on hygiene, water and sanitation in schools, Creation the networks of “Health promoting schools” and “Health promoting hospitals”

Rwanda: Percentage of Food establishments with satisfactory hygiene standards, % Villages with functional Community Health Clubs (CHCs) meeting at least twice a month), % Health Facilities with effective waste

management systems and percentage of households drinking treatment water. Community Based Environmental Health Promotion Programme within the Ministry of Health uses the Community Health Club approach at Village level for hygiene promotion. District reports have shown that fully functional CHCs are reported at 20%.

Senegal: - Les programmes d'eau potable et d'assainissement sont accompagnés de campagnes de sensibilisation visant: (i) à créer la demande en ouvrages d'eau potable et d'assainissement, (ii) à amener les populations à adopter les bons comportements en matière d'hygiène (gestion des excréta, lavage des mains, propreté des concessions et des rues, conservation des aliments, etc.). Contrôle de la qualité de l'eau ; Amélioration de la sécurité sanitaire des aliments ; Couverture des événements de masse/spéciaux ; - Mise en œuvre de l'Assainissement total piloté par les communautés (ATPC) en zone rurale (100 villages couverts en 2013) avec un paquet d'activités comprenant : la promotion du lavage des mains, Promotion du traitement de l'eau à domicile, la protection des puits, la construction de latrines, la mise en œuvre d'investissements humains « s'étal » pour l'amélioration de la propreté des concessions et des rues ; Lutte intégrée contre les vecteurs de maladies (couverture des demandes de désinsectisation et de désinfection).

Serbia: - Informing population about the importance of personal and collective hygiene, usage of safe drinking water, adequate waste disposal through the: cooperation with the media, health forums, view of the exhibition, health campaigns; - Organized teaching and learning that contribute to the formation of positive habits and attitudes about personal and collective hygiene, usage of safe drinking water, adequate waste disposal through the: health lecture, discussion (individual, planned, additional), working in small group, organized meetings, seminars and individual counselling, multimedia access (educational television and radio programs, articles in newspapers and magazines, Internet); Changing attitudes and behaviours related to personal and collective hygiene, usage of safe drinking water, adequate waste disposal through the: formation of networks and committees, developing educators programmes, community mobilization, active teaching methods (creative workshops, playing others' roles), environmental demonstrations, individual counselling.

Sierra Leone: Hand Washing with Soap, Cholera awareness raising programs, School Health Clubs, Mother's Health Clubs, Jingles- Media Promotion, role plays, drama.

South Africa: No comments

South Sudan: Hand washing, CLTS, House to house visits, school Hygiene clubs, Talk show (Radio Messages), posters, hygiene promotion sessions (community and schools)

Sri Lanka: To strengthen leaderships for health promotion at all levels and all sectors through advocacy; To mobilize the society and create nationwide health promotion actions; To develop and implement effective comprehensive holistic and multisectoral approach health promotion interventions; To establish an effective system and mechanism for health promotion management and coordination at all levels; To build capacity for health promotion at all levels and across sectors; To improve financing and resources allocation and utilization for health promotion; To establish an evidence base for health promotion effectiveness.

Sudan: Hand washing with soap after defecation and before eating, Control of flies and insects, Household Campaign Food safety

Tajikistan: The issues of hygiene and sanitation are included into the school curriculum, and the issues of environmental health, including issues of water and sanitation and the prevention of disease, transmitted by water are taught in institutions and universities. The series of seminars, round tables for different groups of population are conducted as a part of the implementation of Government programmes and strategies. The local NGOs and civil society organizations (Water Users Association), etc are actively engaged into the implementation of the adopted National Programmes and Strategies

TFYR Macedonia: Universal hygiene standards and activities to promote them are considered. The Ministry of Health in collaboration with the Ministry of education and science, according to the National Strategy for prevention of oral diseases in children of 0-14 years in the country for the period 2008-2018, has started promotional activities / presentations on oral hygiene for students in first and fourth grade of primary education

Thailand: No comments

Timor-Leste: Hand washing with soap (HWWS), use of latrine through demand creation approach (PAKSI. CLTS), hygiene education and promotion in school (curriculum,

Togo: - le traitement et le stockage de l'eau de boisson dans les ménages, - promotion de l'hygiène par l'assainissement environnemental centré sur les ménages, - déclenchement, suivi et marketing social de la latrinitisation par l'assainissement total piloté par la communauté, - suivi de la gestion des déchets de soins médicaux, - promotion du lavage des mains, - promotion de la sécurité sanitaire des aliments.

Tonga: Urban Areas- Public awareness programs Rural Areas- Tonga Water Safety Project is covered in 18 villages

Tunisia: Health coverage rate : the number of inspected establishments at least once per year / total number of establishments -The national program for prevention of waterborne diseases : risk management for drinking water in urban and rural areas; In urban areas: measurement of free chlorine residual with a coverage rate of 1 operation / point / day and production of bacteriological analyzes, once analysis / point / 15 days; In rural areas: measurement of free chlorine residual with a coverage rate of 1 operation / point / 7 days and performing bacteriological analyzes, once analysis / point / month -The sanitary control of raw sewage and treated with a coverage of one analysis / treatment plant / 15 days. The types of activities: i) verification of hygiene conditions in the establishments open to public ii) Monitoring the quality of drinking waters and wastewater iii) hand washing in hospitals iv) fight antivenereal v) education medical transportation, water storage, disinfecting vegetables, waste management, etc...

Uganda: Our hygiene coverage only looks at hand washing with soap in households and schools

Ukraine: Drinking water intended for human consumption must meet the following hygiene requirements : be safe in the epidemic and radiation terms, have favorable organoleptic properties and harmless chemical composition. Hygienic evaluation of the safety and quality of drinking water by conducting epidemiologic indicators of safety (microbiological, parasitological) , sanitation chemicals (sensory , physical, chemical , sanitary and toxicological) and radiological parameters. State Sanitary and Epidemiological Service of Ukraine carried out the state sanitary and epidemiological supervision selective audits of compliance with health legislation and laboratory quality control of drinking water in the ground water intake on water plants and networks, centralized drinking water supply in compliance with the State Sanitary Rules and Norms 2.4- 171- 10 " Hygienic requirements for drinking water intended for human consumption " and sanitary rules and norms of 4630-88 with the use of appropriate measures in case of violations .

United Republic of Tanzania: 1. Hand washing with soap by using running water. 2. Drying utensils using dish racks (rural areas). 3. Personal hygiene (Oral hygiene etc)

Uruguay: No comments

Vanuatu: Schools and healthcare facilities

Viet Nam: Hand washing with soap at critical points is considered as hygiene promotion in Vietnam. Currently, there is no official national definition; however, hygiene promotion is recognized as "Positive actions to reduce the incidence of risks to human health related to poor hygiene practices"

West Bank and Gaza Strip: Hand Washing Campaigns Behaviour and Practice Change Campaigns. Media Campaigns. Education and Learning Programs in Schools, production of a guidance manual for schools Education and learning programs in communities. Rainwater harvesting cistern cleaning and disinfection Awareness campaigns: dialogue with communities about hygiene and related health problems, to encourage improved hygiene practices. Operating and maintaining water and sanitation facilities. Distribution of hygiene kits. Hygiene Life Skills, Personal and Public Hygiene

Yemen: Practically, It is always implied within the sanitation in the strategy; the clearest statement in this regard is: "The NWSSIP Update investment programme provides for an average 10% of every project value to be allocated to sanitation investment, along with the appropriate health and hygiene education, so that sanitation investments can be made that are appropriate to each community situation and expressed need." So, in the reality, it is absent within the government activities. It is mainly promoted by international NGOs.

Zimbabwe: A person is considered to have access to improved personal hygiene at the household level if he/she has access to the following: a hand washing facility with water, and soap or ash; a bathing facility with water which ensures privacy for the users; a water transport and storage container that is closed to prevent contamination and is elevated at least 50 cm above the ground; a water withdrawal instrument that is non-corrosive and has a handle that is at least 30 centimetres long to minimize contamination; a lined refuse pit or a closable refuse bin; at least weekly collection of refuse (urban); an improved pot rack (rural areas) and a sink with a draining board for drying utensils (urban areas)

06. Service provision by institutional type

Question A6. Additional comments on this question.

Afghanistan: No comments

Angola: No comments

Argentina: No comments

Azerbaijan: No comments

Bangladesh: Note: Total Population 160 million. 30% in urban=48 million, 70% in rural= 112 million. Average coverage of individual household tubewell= 5 person per well

Belarus: In the Republic of Belarus all service providers are formal government and private sector utilities (in case of departmental water supply systems)

Benin: Informations non disponibles. Il existe plutôt des chiffres sur le nombre de personnes desservies globalement

Bhutan: b and c does not apply in Bhutan for drinking-water While there are NGOs involved in sanitation sector, their services are limited Projected population is 737,765 (NSB 2012 projection) For rural sanitation we have considered population with access to basic sanitation facilities

Bolivia: Nota: poblacion proyectada al año 2012 en base al censo 2001. Aun no se cuentan con datos desagregados finales del censo 2012. Pasar nota existente al cuadro de EPSAS de capitales y eliminar la referencia del área rural. Nota: la informacion de poblacion de proveedores de servicios oficiales en el area urbana de las capitales de departamento, considera las epsas con autorizacion transitorias, licencia mayor y licencia. Empresa de agua potable y alcantarillado EPSA capital pob. Total cooperativa servicios de agua potable y alcantarillado trinidad ltda. Coatri trinidad 155.667 servicio de agua potable y alcantarillado de cochabamba semapa cochabamba 253.227 empresa publica social de agua y saneamiento epsas la paz - el alto 1.720.957 empresa municipal descentralizada de servios de agua potable y alcantarillado sanitario cobija 28.618

Botswana: No comments

Brazil: Observações sobre os itens A a D: (a) Dados do IBGE, Censo 2010 (b) A Articulação Semiárido Brasileiro (ASA), rede formada por cerca de mil organizações da sociedade civil que atuam na gestão e no desenvolvimento de políticas de convivência com a região semiárida, localizada na região Nordeste brasileira, desenvolve o Programa Um Milhão de Cisternas (P1MC), já tendo implantado cerca de 400.000 unidades em áreas rurais, beneficiando mais de 2 milhões de pessoas, que convivem com a escassez de água. O Ministério do Desenvolvimento Social (MDS) prevê instalar cerca de 750.000 cisternas na região do semiárido entre 2013 e 2015. Além disto, a Pesquisa Nacional de Saneamento Básico (PNSB) indica a existencia de uma quantidade significativa de associações, que, apesar de não representarem um percentual significativo para esgotamento sanitário, tem certa relevância para água. Não é possível, entretanto, quantificá-las. (c) O Sistema Integrado de Saneamento Rural (SISAR), organização não governamental formada por associações das comunidades atendidas com saneamento rural, destaca-se como experiência de governo subnacional, do estado do Ceará, de provedor de serviço não oficial, de ação regional localizada, atendendo cerca de 380 mil pessoas. Atualmente, existem oito SISAR em onze bacias hidrográficas do Estado do Ceará, um SISAR no Estado do Piauí. No Estado da Bahia existem cooperativas similares, denominadas Central. Outros estados, como Minas Gerais, Rio Grande do Sul, Santa Catarina e Rio Grande do Norte, desenvolvem programas de saneamento rural similares. (d) Valores estimados tendo como base a quantidade de domicílios servidos por poço ou nascente e por fossa séptica, conforme o Censo de 2010 do IBGE.

Burkina Faso: Concernant le nombre de personnes ayant accès à l'assainissement en milieu rural, le chiffre a été obtenu en prenant en compte les ouvrages d'assainissement améliorés réalisés en 2011 et 2012 sur la base de la situation de référence établi en 2010 avec l'Enquête Nationale sur l'Assainissement (ENA). Sur la base de cette estimation environ 3,1% de personnes ont accès à l'assainissement en milieu rural en 2012.

Burundi: La prestation des services eau et assainissement sont du ressort des institutions gouvernementales (AHR, REGIDESO, SETEMU, SETAG, COMMUNES) et des organisations de la Société Civile. Cependant, les Régies Communales de l'Eau (RCE) qui ont la mission de gestion déléguée sont des asbl.

Cambodia: Urban drinking-water in section "a": No update data concerning with population served by formal or informal service providers is available for this year report. However, MIME confirmed that this type of data is being collected and will make available for sharing in the next GLAAS report. It is estimated that total population un-served is 31.54% = 921,008 and population served: 68.46% = 1,999,521; Rural sanitation in section "d": the figure is based on Commune Data Base 2011 report adopted from JMS 2012 which estimates that there is approximately 22% of rural population who can access to rural sanitation. Since Total population of Cambodia in 2011 was 14,532,797; Rural drinking water in section "d": the figure computed by based on Commune Data Base 2011 which assumes that 62% of population living at Rural Area.

Cameroon: Existence de nombreux prestataires privés, mais aucune étude n'a été menée estimant de manière exacte les proportions de populations desservies en matière d'eau potable et d'assainissement.

Central African Republic: Forage installé par les ONG dans le cadre humanitaire

Chad: La mairie intervient dans les prestations officielles avec la construction des bacs à ordures, des latrines publiques et des canaux de drainage des eaux usées dans les centres urbains. Ces chiffres sont considérés par rapport aux taux donnés dans la section A3. A titre d'illustration, la Mairie de N'Djamena a mis en place huit unités de production et de distribution d'eau potable dans les quartiers périphériques Est et Nord de la capitale. Ces réseaux AEP comportent chacun un forage, un château d'eau et entre 7 et 15 points d'eau (bornes fontaines ou kiosques). Cela a permis d'assurer un service minimum d'alimentation en eau qui concerne jusqu'à 80 000 personnes, grâce aux bornes-fontaines et revendeurs d'eau (source note de communication publique d'opération AFD portant le Renforcement de l'accès à l'eau et à l'assainissement de N'Djamena et de la gouvernance du secteur)

Chile: s/i: sin información Saneamiento: se refiere a población con acceso a redes de recolección de aguas servidas (Tratamiento de aguas servidas: 15.102.000 habitantes disponen sus aguas servidas a través de redes de recolección las que posteriormente son tratadas).

Colombia: Población Total del país (2013): 47,1Millones de habitantes, Urbana: 35,5, Rural: 11,6 Fuente: DANE – Proyecciones Nacionales y Departamentales de Población 2005 – 2020 Coberturas, Fuente: <https://www.dnp.gov.co/LinkClick.aspx?fileticket=Yt/HYNFDhkg%3D&tabid=238>

Congo:NA

Cook Islands: All wastewater is on-site and owned/operated by individual households. Figure above provided for Sanitation self-supply urban 100%/rural 100% and drinking-water urban 100%

Costa Rica: see doc for exact split. Información: INEC, X Censo Nacional de Población y VI de Vivienda 2011

Côte d'Ivoire: Prestataire privé : SODECI (Société de Distribution d'Eau de Côte d'Ivoire)

Cuba: No comments

Democratic Republic of the Congo: Les activités d'assainissement sont plus réalisées par les ONG avec le financement de certains PTF, tels que l'union Européenne, tandis que la Direction d'Assainissement du Ministère de l'Environnement n'a pas de financement pour réaliser ces activités. Quant aux informations relatives à la taille de la population qui bénéficie des services d'assainissement, elles nécessitent les études de terrain.

Dominican Republic: No comments

El Salvador: No comments

Eritrea: The 182,211 rural population (49,803 households) are in 341 ODF villages spread throughout the country; In urban areas water supply system are operated by water supply units and water kiosks; In rural areas water supply systems are established by government in collaboration with partners and handed over to communities; Through the six branch offices 300,000 people are reached with water supply; NA =data not collected

Estonia: Sanitation data for formal service providers is for all sanitation in Estonia (no separate data). We don't have data about self-supply households, so the provided number for drinking water is rough estimation. When gathering data, no difference is being made, whether the public water supply and sewage is being serviced by private company or the company who belongs to the local authority. Persons (222 864), who's waste water is not collected to the public sewage, have to ensure the collection and treatment of waste water with individual solutions.

Ethiopia: data entry note: only disaggregated data for drinking water. But unclear if these figures refer to number of households or population. Respondent: There is no data disaggregated into community owned, informal services providers and self-supply for both sanitation and drinking water. In addition, as it is indicated in the Federal Ministry of Health, Health Sector Development programme IV annual performance report EFY 2005 (2012/13) Version, it is aggregated data that is available which pointed out that the cumulative number of households with latrine was 15,645,216 out of the existing total 18,274,255 households at June 2013(EFY 2005), with coverage of 86%.in case of sanitation, in the above table, it is aggregated data that is reported for both urban and rural areas. [www.moh.gov.et /resources](http://www.moh.gov.et/resources), www.mowe.gov.et

Fiji: Rural drinking water includes self-supply / individual households. Not sure about the coverage of water & sanitation from NGO's (eg Partner in Community Development Fiji, Adventist Development & Relief Agency, Live & Learn, Habitat for Humanity). WASH Cluster in process of Collecting Information from GO's and NGO's.

Gabon: Les prestations fournies par les services individuels concernent l'Assainissement autonome et l'approvisionnement en eau dans les sources, puits et rivières.

Gambia: The Multiple Indicator Cluster Survey 2010 gives percentage coverage figures that are higher for example: Urban Water Supply-94.8% -Rural Water Supply-78% ; National Coverage; 85% However, it must be noted that this measures utilisation which is different from actual access.

Georgia: Information about 2012. It is not the relevant research, so we do not have a complete picture. We do not have correct data.

Ghana: see supporting documents since all info has been grouped together. Source of Data is JMP 2013 Update, which reports 19% sanitation coverage for urban and 8% for rural; water coverage is 92% for urban and 80% for rural. Ghana's population is divided into 51% and 49% urban and rural respectively (Ghana Statistical Service 2010 Population and Housing Census, 2012)

Guinea: En milieu rural 272 milles guinéens assurent eux-mêmes les services d'assainissement à travers le programme Assainissement Total Piloté par la Communauté ATPC.

Guinea-Bissau: No comments

Haiti: No comments

Honduras: Notas: De acuerdo a proyección de población del INE 2001-2015, la población de Honduras es la siguiente al año 2011: Total (2011): 8.2 millones de la cual corresponde a Urbana (2011): 4.3 millones; y, rural (2011): 3.9 millones. Saneamiento: De acuerdo a la Encuesta nacional de demografía y salud 2011-2012 (Página 18): URBANA 97.9% Urbana con saneamiento equivalente a 4.21 millones Un 89.7% del Servicio

conectado (alcantarillado, pozo séptico) Un 10.3% con Letrina (cierre hidráulico, abonera, simple o con pozo negro, descarga a laguna, río o mar) RURAL: 82.7% Rural con saneamiento, equivalente a 3.23 millones Un 33.2% del Servicio conectado (alcantarillado, pozo séptico) Un 66.8% con Letrina (cierre hidráulico, abonera, simple o con pozo negro, descarga a laguna, río o mar) Agua Potable: De acuerdo a la Encuesta nacional de demografía y salud 2011-2012 (Página 16): URBANA 96% Urbana con acceso a agua potable en millones, equivalente a 4.13 millones Un 37% de los hogares urbanos refieren que el agua de tubería (pública o privada) es su principal fuente de agua para beber. Un 59% de los hogares refieren usar agua embotellada para beber. RURAL 75% Rural con acceso a agua potable en millones, equivalente a 2.93 millones Un 60% de los hogares rurales refieren que el agua de tubería (pública o privada) es su principal fuente de agua para beber. Un 15% los hogares refieren usar agua embotellada para beber.

India: No comments

Indonesia: 52.767.576 in rural areas supplied by all three categories: community, informal, self-supply. Each of the institutions working together in the same number of populations in the region. The difference of served is the scope or coverage in the areas. (See in Road Map STBM 2013-2015)

Iran (Islamic Republic of): * Population covered by urban and rural water and wastewater companies

Jordan: Information presented were obtained from Department of Statistic

Kazakhstan: No comments

Kenya: Most of the water service delivery in urban areas is through formal service providers, in rural areas it's a combination of A, B, C and D, and currently there is no well disaggregated data on this (urban=10,300,000; rural=11,100,000)

Kyrgyzstan: Currently more than 700 thousand of rural population consume water from local sources (rivers, springs, irrigation canals), about 1,5 mln. people need in improvement of water supply.

Lao People's Democratic Republic: Considering on populations served by type of provider need to be included the detailed service provider types as a. b. c. and d. in the study or survey questionnaires. It is possible to conduct study on that in the near future.

Lebanon: In term of network coverage the whole population is covered by the public network; the quantity supplied is not sufficient and being complemented by private sources.

Lesotho: Previously on-site sanitation in the urban areas was implemented by a government agency (Urban Sanitation Improvement Team) which accounts for approximately 76% (325216 people) of the coverage stated in the national strategic development plan as the baseline for the 2012/13 year whilst sewer connections account for only 2% of the urban sanitation coverage. Data on self-supply by individual households NOT available for drinking water both urban and rural.

Liberia: NO Data Available from Urban Water Authority. Database is now being developed by WSP-World Bank through a water meter mapping exercise.

Lithuania: Absolute majority of population is served by water companies which are controlled by municipalities. Service coverage is 76% for drinking water and 67% for sanitation. The number of self-supply by individual households is counted generally and is not subdivided to urban and rural areas.

Madagascar: Les chiffres présentés ici sont pour 2012 et découlent de la JMP et Min Eau données/estimations.

Maldives: No comments

Mali: -Plusieurs partenaires interviennent dans l'assainissement dont le nombre de populations desservies n'est pas connu. Par contre les activités de l'ATPC au Mali en 2012 dénombrent 852691 personnes touchées

(voir Rapport Annuel 2012). -Pour l'eau potable, la référence de la population desservie en 2012 est le Recensement Général de la Population et de l'Habitat (RGPH) 2009.

Mauritania: L'accès en assainissement en zones rurales est de 40% en 2010 L'accès en assainissement en milieu urbain est de 60% (assainissement autonome) Source : (MHA, stratégie de développement du secteur, 2012) Au niveau national, le taux d'accès en eau potable est 61,7% Au niveau rural le taux d'accès en eau potable est de 64% Au niveau urbain le taux d'accès en eau potable est de 60% (source MHA)

Mexico: **Situación del Subsector Agua Potable, Drenaje y Saneamiento Edición 2013. Comisión Nacional del Agua (Conagua) 2012. Cobertura de agua potable y saneamiento (en este caso la fuente se refiere al saneamiento como "alcantarillado") a diciembre de 2011 determinada por la Conagua. <http://www.conagua.gob.mx/CONAGUA07/Publicaciones/Publicaciones/SGAPDS-40-12.pdf> La información solicitada en los incisos b, c y d no es medida en su totalidad por el gobierno federal, gobiernos estatales, gobiernos municipales ni organizaciones comunitarias, ya que la dispersión de las comunidades, la limitada disposición de recursos humanos y materiales, dificultan dicha medición.

Mongolia: No comments

Morocco: Morocco's population is estimated at 32.5 million inhabitants in 2012. The distribution between service type b, c and d is not feasible given the multitude of municipalities and NGOs operating in the sector and the lack of relevant statistics

Mozambique: Given in percentage. See annex for full set of data Section A (A.6) needs to opens space for other forms of responding to the questions regarding service provision by institutional type. Data collection process for Mozambique is organized by type geographical area (rural and urban) and by type of source (tap in the yard, pump, community borehole, etc). So this section should open a way, so countries could be given opportunity to report in the existent data format.

Myanmar: No comments

Nepal: The above data have been derived from the national data of water supply coverage (85%) and sanitation coverage (62%) as of June 2013. It is assumed that the proportion of population not served by water supply system (15%) and proportion of population having no access to improved sanitation facilities (38%) belong to the category " self-supply by individual households"

Niger: No comments

Nigeria: FCT Data as baseline for the country, because explicit data for each State is not available.

Oman: Sanitation services available in Oman - Privet Sector Haya Water Receiving Sewage Flow by Network Approx. 55,000 m3/d which Serving 275,000 – 300,000 of Muscat Population & Receiving Approx.by Tankers 35,000 which Serving 175,000 – 200,000 of Muscat Population. The Total Muscat Population Benefits from Hay Water Services 450,000 – 500,000 (200 liters/Head) - Shalala Wastewater Service Co. 50, 000 M3/D - Municipality Regional Areas 63000 M3/D - Camps - Privet Sector Sewage Treatment Plants - Individual Septic Tanks

Pakistan: Source: Pakistan Social and Living Standards Measurement Survey, 2011-12

Panama: No comments

Paraguay: No comments

Peru: Figures for 2010

Philippines: No comments

Republic of Moldova: Data mentioned above dated at the end of 2012. Self-supply by individual households includes units with local water supply from shallow wells, or using individual sanitation systems, both improved and unimproved

Rwanda: Guidelines and strategies are prepared by Government of Rwanda through the Ministry of Infrastructure and the Energy Water and Sanitation Authority, they are the one also who conduct Monitoring and Evaluation of their implementation implementation at local Government level. For centralised sewerage system, there are ongoing initiatives to establish centralized sewerage in Rwanda cities. i.e: ongoing Study for a centralized sewerage system of the city of Kigali

Senegal: Les types de prestataire de type b, c et d sont inexistantes ou marginaux

Serbia: 1) (drinking water) Estimated data for this purpose; Urban population is defined by national criteria. 2) (sanitation) Data represent the sum of populations (urban and other) which is connected on sanitation. Data are collected by survey on drinking water supply and urban wastewater, and data are in constant process of revision in line with objectives of IPA 2011. Urban (millions) Other (millions) Water pump (Census of population) 60 083 600 728 Septic tanks(Census of population) 593 813 2 252 016

Sierra Leone: The major provider of water in the capital is operating a very old facility that does not have the necessary capacity to meet the rapid population growth in the capital.

South Africa: All people in South Africa have formal service providers, however not all people are as yet served to a basic or interim level. CBOs and informal service providers no longer exist. Self supply is negligible.

South Sudan: No disaggregated data available. An on-going inventory is being carried out by the WASH Information Management System (WIMS) operated by the Ministry of Electricity Dams, Irrigation and Water Resources to address this in future.

Sri Lanka: No comments

Sudan: Strategic plan of Action 2012-2016

Tajikistan: The majority of the population use various sources for drinking water purposes: from the springs 9.6%; 3.8% of rivers, canals and irrigation ditches; 19.8% imported water; 2.7% water from wells; 2.4% subterranean water from a hand pump 3.8 %, preferably rain water 0.3 %. Rural population for drinking water needs, mainly use the open reservoirs and irrigation network. As a result, 80 % of the rural population has virtually no sustainable access to safe drinking water. According to 2012, 68% of centralized water supply in cities and urban settlements are in working order, 7 % of the systems do not provide the design parameters , and 25 % of systems are inoperable and require major repairs or complete replacement. In rural areas, only 22 % of water supply systems have operators, 44 % of systems are functioning only partially, and 16 % of systems are inoperative.

TFYR Macedonia: See complete responses in supporting documents. The total annual consumption of water for the municipal and industrial sectors in FYR Macedonia is 581.8 million m3. Of that total, nearly half (49.3 percent) is used for industrial, rather than municipal, purposes. The share of industrial water ranges widely, from no industrial water use in R9 Middle & Lower Crna, to 14.7 million m3 (70.1 percent of regional Municipal and Industrial water use) in R12 Strumica. Municipal consumption uses 141.1 m3 of water per capita, with a fairly narrow range. Of all the water used for municipal and industrial purposes, 56 percent of the water is supplied by tapped and captured springs, but this number varies widely by region. In the five regions where reservoirs provide water for municipal and industrial purposes, they provide 59.5 percent of the total water supply; nationally, they provide only 13.9 percent. Finally, groundwater wells supply 19.6 percent and surface water supplies 10.6 percent of the total municipal and industrial supply. The total annual consumption of water for the municipal and industrial sectors in FYR Macedonia is 581.8 million m3. Of that total, nearly half (49.3 percent) is used for industrial purposes, including mining. The share of industrial water use is unequally dispersed throughout the country, from no industrial water use in the Middle & Lower Crna, to 14.7 million m3 (70.1 percent of regional Municipal and Industrial water use) in Strumica. Annual municipal consumption is 141.1 m3 of water per capita, which varies across the country within a fairly narrow range. Water is also used

by thermoelectric power plant for cooling. Among water used for municipal and industrial purposes, 56 percent of the water is supplied by tapped and captured springs, but this number varies widely by region. In the five regions where reservoirs provide water for municipal and industrial purposes, they supply 59.5 percent of the total water supply; nationally, they provide only 13.9 percent. FYR Macedonia has 21 major reservoirs, with combined total storage capacity of 1.39 billion m3, and an average capacity of 66.0 million m3. A further 28 reservoirs are planned, with a combined storage capacity of 1.44 billion m3 and an average capacity of 51.3 million m3. The largest reservoir currently in operation is Tikves, in the Middle & Lower Crna basin, with a total storage capacity of 360 million m3. The smallest is Lipkovo, in the Pcinja basin, which has a storage capacity of 1.8 million m3. According to IBNet, the share of non-revenue water in FYR Macedonia ranges between 40 to 80 percent. As highlighted below, on average, cities in FYR Macedonia had higher water system losses and collected fewer revenues compared to other cities in the ECA region (see figure 8).

Thailand: No comments

Timor-Leste: See districts and populations served by water supply in attached.

Togo: Les données d'accès aux services d'assainissement sont issues des enquêtes MICS 4 de 2010 alors que les données de desserte en eau potable sont de 2012 et relèvent de la base de données PROGRES (alimentée par des collectes de routine) du ministère en charge de l'eau et du système de contrôle de gestion de la société Togolaise des Eaux « TdE » (une société fermière de l'Etat qui se charge du service public d'eau potable et d'assainissement collectif des eaux usées domestiques en milieu urbain). La desserte en milieu rural est couverte par les réalisations sur financements de l'Etat mais aussi des partenaires en développement (ONG ou privés etc.) qui réalisent des ouvrages et en mettent à la disposition des communautés pour usages.

Tonga: No comments

Tunisia: -The public drinking water services are provided by the National Water Utility (SONEDE) that builds, operates and maintains the water systems in urban areas as well as rural grouped areas. In remote rural areas, drinking water systems are built by the Rural Engineering services (General Directorate of Rural Engineering and Water Management) and transferred to water users associations called Groups Development agricultural (GDA) for operation. At present, there are about 1400 GDA for Potable Water. N.B. SONEDE and Rural Engineering Services belong to the Ministry of Agriculture. -The public sewer service is provided by the National utility called ONAS (Ministry of Infrastructure and the Environment), which is responsible of sewage in urban areas and recently supported the grouped rural areas (between 3000 and 4000 inhabitants)

Uganda: The populations served are not disaggregated by the service providers. That is, all WASH sub-sector players contribute towards service delivery and the drinking water access figures are 64% Rural and 70% Urban; while the sanitation access figures are 71% Rural and 82% urban.

Ukraine: For information: National Program "Drinking Water of Ukraine for 2006-2020", approved by the Law of Ukraine on March 3, 2005 № 2455-IV. {As amended by Law N 3933-VI (3933-17 on 20.10.2011, BD, 2012, N 24, st.247} <http://zakon4.rada.gov.ua/laws/show/2455-15>

United Republic of Tanzania: No comments

Uruguay: Aclaraciones a A6: En base a datos del censo 2011, sobre la población total del país en que se relevaron datos sobre agua potable y saneamiento (96.4 % de la población total urbana y 91.8 % de la población rural). Se consideró en autoabastecimiento solamente la población que lo hace solamente con fuentes de agua mejoradas o saneamiento mejorado. -Se consideró (en este análisis) en materia de saneamiento que las personas que cuentan con pozo negro o fosa séptica realizan un autoabastecimiento, pues se ha entendido que es la categoría que aproxima mejor a la realidad en relación a la acotada regulación y fiscalización sobre el funcionamiento de estos sistemas, a las características de la oferta y la demanda para el vaciado total o parcial de dichas unidades, etc. Hay elementos de cambio de esta situación desde el Ministerio de Vivienda, Ordenamiento Territ. y Medio Ambiente, la Intendencia de Montevideo que ha incluido recursos en su presupuesto 2014 para contratar servicios de barométricas para el vaciado permanente de pozos negros de un barrio donde se ha detectado un porcentaje realmente importante de niños con parásitos y en el Plan de Acciones de OSE mencionado anteriormente. - Se consideró (en este primer análisis) en materia de agua

potable que las personas que cuentan con suministro con pozo surgente protegido sin servicio por redes realizan un autoabastecimiento, pues se ha entendido que es la categoría que aproxima mejor a la realidad.

Vanuatu: No central wastewater treatment facilities in Vanuatu, being looked into now for centralised wastewater treatment facilities for Port Vila

Viet Nam: No other comments

West Bank and Gaza Strip: Source: Annual Water Status Report 2011, Palestinian Water Authority page 64
The information are available, but not as categorised, In Gaza, the population are connected by water network , Only 6.5% (14 wells) of the groundwater pumped from the domestic wells in Gaza Governorates are matching with the WHO standard for drinking use. In Gaza all population are connected to water network. For the drinking water All refugee camps are connected to water network, the number of (0.409070 million)is counted within the total Urban population Water distribution is difficult to maintain in the format above, we have different water resources, some communities taking water from Municipal wells , some from municipal wells and Mekeroth (the Israeli company), some from springs and Mekeroth , There is no single company responsible about the water supply. It was difficult to obtain exact figures for the community based as they have mixed sources.

Yemen: These figures are based on the last updated strategy which is prepared in 2008 based on 2007's data. 2 it is assumed here that water tanker providers belong to the private sector 3. in the urban areas, the private water tankers, private water supply networks are the main private water supplier in all cities

Zimbabwe: Disaggregated data not available but Zimbabwe has a total population of 13 061 239, out of which 8 777 094 (67%) are rural and 4 284 145 (33%) are urban (2012 Census).

07. Sustainability measures

Question A7h. Please describe any other significant measures that are specified for improving, monitoring, and rehabilitating/replacing, services.

Afghanistan: Ministry of Urban Development affairs (MUDA) are working to update urban water supply and sanitation policy in order to improve water supply and sanitation services in cities. The updated policy will be finalised within next few weeks.

Angola: Planos Directores de Abastecimento de Água & Saneamento para as capitais provinciais, para as sedes municipais e comunais. Aplicação do Regulamento sobre a Qualidade da Água (Decreto Presidencial nº 261/11 de 6 de Outubro)

Argentina: Políticas sociales como la incorporacion de subsidios para expandir o recambiar redes

Azerbaijan: 1.Construction and reconstruction of water supply facilities; 2.Construction treatment plant for the production of highly refined drinking water using ultra filtration water treatment plants (6 m3/sec)

Bangladesh: Communities need to be trained to repair their options and latrines when required. Urban water supply providers need to be more active to repair the defects. Water Supply Plans need to be expanded in rural and urban settings.

Belarus: When implementing projects for the construction and reconstruction of water supply and sanitation in cities and towns that are primarily directed at improving the quality of drinking water and purification of waste water, the priority is given to use the services, including design, engineering (monitoring and evaluation of the technical facilities and equipment selection technological schemes and technologies at the lowest operating costs , preparation of technical documentation to bidding , follow-up services and consultation), «turnkey» projects, supply and installation of technological equipment, starting-up and adjustment works, guarantee and service maintenance and other things that should ensure a common responsibility for the output of these systems to design technological and operational parameters and financial saving Annually before the start of the new academic year (usually in August) acceptance of educational institutions for the new school year is carried. In addition to educators Commissions must include the district administration, representatives of the sanitary- epidemiological service, emergency agencies, Energonadzor. By the beginning of the academic year at educational institutions repair work must be completed. Assessment of the state of the main premises, including the provision of drinking water and sanitation facilities, assessment of their condition and adequacy of sanitation facilities in accordance with sanitary requirements undertaken. During the academic year of their condition and operation monitored.

Benin: Stratégie nationale de surveillance de la qualité de l'eau adoptée ; les outils de mise œuvre sont en cours d'élaboration (Plan annuel de surveillance de la qualité de l'eau et les plans de gestion de la sécurité sanitaire de l'eau ; Il est prévu l'élaboration de plans Directeurs d'assainissement des eaux usées des villes à travers les Programmes d'urgence de gestion environnementale en milieu urbain (PUGEMU) et Programme Pluriannuel pour l'Eau et l'Assainissement phase 2 (PPEA 2), Toutes les communes seront dotées de Plan Communal Eau (PCEAU) et de Plan d'Hygiène et Assainissement Communal (PHAC) La stratégie de promotion de l'hygiène et de l'assainissement en cours de validation

Bhutan: Nationwide rolling out of water safety plan for both rural and urban Upscaling of Rural Sanitation and Hygiene Program (RSAHP) for rural sanitation Small town program for urban sanitation Compact and decentralized wastewater treatment systems

Bolivia: actualmente se estan definiendo politicas de sostenibilidad, calidad del agua, accesibilidad a los servicios de agua y saneamiento, asequibilidad (pago tarifas y derechos de conexión). El proceso inicio 2013 y concluye 2014. Nota: los puntos c) y d) no corresponden directamente a la responsabilidad de las instituciones publicas, dependiendo de su operación y mantenimiento a entidades privadas u otras instituciones fuera del sector.

Botswana: Generally Botswana's water and sanitation infrastructure is highly at risk due to inadequate operation and maintenance.

Brazil: 1) Melhoria da Água a) PORTARIA Nº 2.914, de 12/12/2011, do Ministério da Saúde - Dispõe sobre os procedimentos de controle e de vigilância da qualidade da água para consumo humano e seu padrão de potabilidade. Adota os Planos de Segurança da Água (PSA) recomendados pela Organização Mundial de Saúde (OMS). Em fase inicial de implantação.

http://www.saude.mg.gov.br/index.php?option=com_gmg&controller=document&id=8014 b) Compra de solução de hipoclorito de sódio a 2,5% para distribuição para a população que não recebe água tratada realizar o tratamento intradomiciliar. Ministério da Saúde/Documento Relação Nacional de Medicamentos – RENAME 2013.

2) Oferta de Água em situação de escassez a) PORTARIA INTERMINISTERIAL No.1, de 25/07/2012, dos Ministérios da Integração e da Defesa – Operação Carro-pipa: dispõe sobre a mútua cooperação técnica e financeira entre estes ministérios para a realização de ações complementares de apoio às atividades de distribuição de água potáveis às populações atingidas por estiagem e seca na região do semiárido nordestino e região norte dos estados de Minas Gerais e do Espírito Santo; define atribuições e a coordenação entre os três níveis de governo (federal, estadual e municipal).

3) Planejamento da oferta de saneamento básico (água, esgotamento sanitário, drenagem e manejo de resíduos sólidos) a) Lei no 11.445, de 05/01/2007 (Lei de Saneamento Básico) e Decreto de Regulamentação no. 7.217/, 21/06/2010 – estabelece a obrigatoriedade de elaboração de Planos Municipais de Saneamento Básico (PMSB) em cada um dos 5565 governos subnacionais municipais, observando as diretrizes previstas na lei, dentre as quais metas de universalização do acesso aos serviços para a população urbana e rural, atendimento adequado da população rural dispersa e políticas de subsídios para a população mais pobre. O governo federal estabeleceu conteúdos mínimos para os Planos Municipais de Saneamento que espelham as diretrizes e princípios contidos na Lei de Saneamento Básico e no Decreto de Regulamentação, donde se espera que os PMSB contenham ações para provisão adequada dos serviços de água e esgotamento sanitário, incluindo-se os itens A-H. A partir de 2014, o financiamento do governo federal para estados e municípios está condicionado à existência de PMSB. b) PLANASAB – serão realizados investimentos em dois tipos de medidas: a) estruturais: obras e intervenções físicas em infraestrutura de saneamento; b) estruturantes: intervenções para a modernização ou reorganização de sistemas e de aperfeiçoamento e fortalecimento da gestão, tendo sido formulados quatro indicadores de gestão, para as cinco macrorregiões brasileira, quais sejam: 1) % de municípios com estrutura única para tratar da política de saneamento básico; 2) % de municípios com Plano Municipal de Saneamento Básico (abrange os serviços de abastecimento de água, esgotamento sanitário, limpeza urbana e manejo de resíduos sólidos e drenagem e manejo de águas pluviais urbanas); 3) % de municípios com serviços públicos de saneamento básico fiscalizados e regulados; 4) % de municípios com instância de controle social das ações e serviços de saneamento básico (órgãos colegiados). Além disso, em relação aos itens F e G, o PLANASAB também definiu indicador sobre a qualidade da água (% de análises de coliformes totais na água distribuída em desacordo com o padrão de potabilidade estabelecidos na Portaria Nº 2.914, de 12/12/2011) cujas metas de redução e seu horizonte de atingimento são respectivamente: 15% em 2018, 25% em 2023 e 60% em 2033; e sobre inundações (% de municípios com inundações e/ou alagamentos ocorridos na área urbana, nos últimos cinco anos), cujos valores de referência são 2008 -41% e 2033 , 11%).

4) Infraestrutura de saneamento em unidades básicas de saúde a) Portarias 339, 340 e 341/2013 do Ministério da Saúde: dispõem sobre a ampliação, construção e reforma de unidades básicas de saúde e condições adequadas para o trabalho em saúde., que inclui a infraestrutura de água e saneamento (sanitários para público e trabalhadores em saúde) e padrões de potabilidade da água. http://bvsms.saude.gov.br/bvs/saudelegis/gm/2013/prt0339_04_03_2013.html http://bvsms.saude.gov.br/bvs/saudelegis/gm/2013/prt0340_04_03_2013.html http://bvsms.saude.gov.br/bvs/saudelegis/gm/2013/prt0341_04_03_2013.html

Quanto aos tópicos A-H, do quadro acima, cabe esclarecer ainda, que: (a) Estas atividades são desenvolvidas por órgãos federais (Funasa, MI e MDS), por instituições estaduais, que atuam em programas de saneamento rural e diversos prestadores municipais. (b) Estas atividades são desenvolvidas pelos prestadores formais, públicos e privados. (c) A manutenção de equipamentos sanitários de escolas é de responsabilidade dos gestores escolares, no âmbito da política federal de educação, de competência do Ministério da Educação. (d) Poucos prestadores formais realizam atividades de esvaziamento ou manutenção de fossas sépticas. (e) O reuso de águas residuais resultantes do tratamento de esgotos é pouco utilizado no país.

Burkina Faso: Pour l'eau potable en milieu rural, une Réforme du système de gestion des infrastructures hydrauliques d'alimentation en eau potable en milieu rural et semi-urbain a été adopté en novembre 2000 par l'Etat. Cette réforme a pour objectif d'instaurer une gestion durable des infrastructures hydrauliques en milieu

rural et semi-urbain à travers une délégation de la maîtrise d'ouvrage aux collectivités locales (communes), l'implication des bénéficiaires des projets d'hydraulique dans la gestion des ouvrages d'alimentation en eau potable à travers la création des Associations des Usagers de l'Eau (AUE) et la maintenance des ouvrages par des maintenanciers formés et agréés. Pour l'assainissement, un comité de gestion et d'entretien des ouvrages d'assainissement dans les écoles, dirigé par l'Association des Mères éducatives et des clubs santé composés d'élèves, sont mises en place dans les écoles.

Burundi: - Projet de Décret portant organisation du service public de l'alimentation en eau potable en milieu rural. - Décret du 31 Décembre 1992 portant réglementation de l'évacuation des eaux usées en milieu Urbain, - Décret portant nomination des agents assermentés pour l'application du Code de l'eau

Cambodia: Water Safety Plans for both rural and urban water supply just start in Cambodia in 2013 supported by WHO; Tariff policy is under development, supported by the Water, Sanitation Programme of the World Bank.

Cameroon: Mise en place systématique des comités de gestion dans le cadre de la pérennisation des ouvrages hydrauliques et d'assainissement depuis 2010

Central African Republic: Les normes en vigueur en République sont les directives de l'OMS.

Chad: No comments

Chile: 1 El Ministerio de Obras Públicas mantiene Convenios de Asesoría y Asistencia con Empresas Sanitarias Urbanas, para que asesoren a los Comités de Agua Potable Rural en temas comunitarios, administrativos y de operación de los sistemas. Además, a través de estos convenios se administran los proyectos de inversión para ampliar y mejorar los sistemas de agua potable rural existentes o instalar nuevos sistemas.

Colombia: En algunas ciudades se han implementado Planes de Seguridad del Agua, en trabajos coordinados con los servicios públicos y la OPS/OMS

Congo:NA

Cook Islands: Water Safety Plan for Rarotonga is present. Water master plan under development

Costa Rica: La mayoría de las actividades antes mencionadas le corresponde realizarlas a cada institución, algunas las supervisa el Ministerio de Salud. Utiliza instrumentos como SERSA para determinar el estado sanitario de los sistemas de abastecimiento de agua. El Ministerio de Salud ha impulsado como estrategia metodológica los PSA. En Aserrí y en los cantones de la región Brunca. SANEBAR = Saneamiento básico Rural, que mediante la identificación diagnóstica de beneficiarios aplicada por el Ministerio de Salud, por disposición de FODESAF (Fondo de Desarrollo de Asignaciones Familiares), dota a las familias costarricenses y extranjeros residentes legales del país en situación de pobreza o pobreza extrema, de sistemas sanitarios para el tratamiento de aguas residuales de origen doméstico, con el propósito de mejorar el ambiente y la salud de la población. Además se realizan acciones de promoción de la salud y capacitación en cuanto a instalación, uso y mantenimiento de los sistemas. El AyA ha puesto en práctica programas como: Programa Sello de Calidad Sanitaria; Bandera Azul Ecológica; Planes de Seguridad del Agua; Programa de Vigilantes del Agua; así, instrumentos para caracterizar la gestión de sistemas comunales de abastecimiento de agua. Programa nacional de mejoramiento y sostenibilidad de los sistemas Agua Potable 2007-15. Programa PROCUENCA de la ESPH : https://www.esph-sa.com/portal/page?_pageid=76,453596&_dad=portal&_schema=PORTAL Proyecto, mejoramiento ambiental del área metropolitana de San José. Y de ESPH

Côte d'Ivoire: Il existe des programmes (PADEHA, ...) qui intègrent des aspects relatifs à la sécurité de l'eau et des approches pour la gestion des actifs.

Cuba: Programa de rehabilitación de redes de acueducto, Programa de reemplazo de equipos de bombeo Programa de metraje y consumos Servicios subsidiados de limpieza y disposición de fosas sépticas urbanas y rurales. Servicio público de limpieza de canales, ríos y arroyos urbanos. Ver Notas Aclaratorias.

Democratic Republic of the Congo: 1. Le PEVA appuie : les communautés à assurer le fonctionnement de l'approvisionnement rural en eau à long terme et de réhabiliter les latrines cassées ou désaffectées dans les écoles

Dominican Republic: No comments

El Salvador: No comments

Eritrea: So far establishment of water supply Systems have been going smoothly depending on the resources available; Sustainability has been continuous problem; strong community participation in all processes of planning; partnership with WASH concerned authorities; provision of practical WASH management, operation and maintenance training

Estonia: The quality of public water supply and sewage service is ensured and regulated by the Public Water Supply and Sewage Act. According to that act, local authorities are responsible for the development of public water supply and sewage plans, where among other things, the order of interruption and continuity of the service is determined.

Ethiopia: To improve the quality of water supply, the country has prepared the National Water Quality Monitoring and Surveillance Strategy in 2010. There are committees established at scheme levels from the community members in which case half of the members are considerably women. For further strengthening the sustainability, the legalization of WASH Committees (WASHCOs) is underway in the rural areas. In regard to latrine safe emptying services for excreta, it is done in urban areas but not for rural since in rural areas constructing or replacing other toilets whenever it fills is practical.

Fiji: Water safety and asset management plans for urban water supplies Rural Water – MoU been undertaken between MoH and Give Clean Water org. for best practice (Use of household filtration bucket system). Piloted and evaluated by SPC/USP. Rural Water and Sanitation Policy 2012 also includes improving and maintaining of Rural Water.

Gabon: En études

Gambia: Training and local capacity building in areas such group/organisational development and management to strengthen the ability of local communities to manage the water facility. Ensure the establishment of effective Water Management Committees (VMC) responsible of collecting water user contribution fees for repair of maintenance of water supply facilities.

Georgia: No comments

Ghana: The Water Resources Commission is very keen in and facilitating integrated water resource management (IWRM). Though not captured in policy, re-use of wastewater and/or septage is increasingly gaining grounds and is now being considered and discussed at the policy formulation level. Ghana has a draft Emergency Risk Reduction Plan (ERRP) for WASH. There is also the need to encourage the proper management of demand to reduce our water needs.

Guinea: Commentaire sur le point a) Il existe une stratégie nationale du service public de l'eau qui est au début de sa mise en œuvre. Commentaire sur le point f) En milieu rural c'est moyen car le suivi de la qualité n'est pas régulier. En milieu urbain c'est élevé car la qualité de l'eau est fréquemment contrôlée et répond aux normes. Commentaire c) Initiation en 2013 d'un programme quinquennale de réhabilitation des latrines scolaires.

Guinea-Bissau: Os Planos / Políticas do sector, prevem medidas visando a melhoria e manutenção de serviços WaSH. No entanto, a aplicação das mesmas, ainda não atingiu o nível desejado.

Haiti: N/A

Honduras: En cuanto al agua potable, el país ha iniciado la aplicación de planes de seguridad del agua, como ser las guías de la OMS y existe un documento técnico nacional denominados guías PSA y 25 proyectos

demostrativos. Así también se han realizado también talleres de capacitación sobre estos planes; y, se están realizando los primeros pasos para la promoción del reúso de agua. De acuerdo al PLANAP (Pág.15.), La realización de mejoras en el nivel del servicio se hará según las siguientes prioridades: se han identificado mecanismos de remplazo y rehabilitación de los servicios para agua potable y saneamiento. De esta forma se ha extendido la vida útil de los sistemas en operación; y se sustituyen los sistemas oportunamente al llegar a la obsolescencia. Los sistemas de agua potable y saneamiento colectivo existentes se han ampliado para cubrir el crecimiento poblacional. Se han desarrollado modelos de intervención enfatizando las contribuciones de los usuarios, prestadores y autoridades; diferenciados por categorías de asentamientos, estableciendo reglas y mecanismos financieros, para cubrir los costos del mejoramiento, rehabilitación y remplazo. De acuerdo a la Estrategia Nacional de Cambio Climático. (ENCC), Pág.25, en el marco de política en el objetivo estratégico de Recursos Hídricos, se menciona “Prevenir y evitar la reducción de la calidad del agua, por contaminantes, considerando los efectos del cambio climático sobre el volumen de agua disponible”.

India: No comments

Indonesia: Survey of water supply system, technological analysis of bacterial quality of drinking water, sanitation inspection, water safety plan, monitoring quality of drinking water in the airports, seaports, and border crossings area, and monitoring quality of drinking water in specific conditions and emergency conditions

Iran (Islamic Republic of): Water safety plan is under implementation in 1 city and three other cities have started too.

Jordan: Ministry of water and irrigation started implementing Water Safety Plans as pilot project on 5 sites Jordan currently reuse more than 90% of treated wastewater Jordan achieved more than 95% compliance with its water quality standards Ministry of Education has a Department responsible for maintaining school buildings.

Kazakhstan: No comments

Kenya: The water sector reforms that commenced in 1999 have made a lot of progress in decentralising and formalising water service provision in the country. Separation of Policy, Asset development and O & M has contributed to improved service provision. The urban sanitation system for the public attracts a user fee (10/-) for proper management in some urban areas

Kyrgyzstan: Since 2000 for account of credit means there were restored and constructed water supplies in 545 villages. Different programs on urban and rural water supply with engagement of donor funds (Osh, Batken, Karakil, Dzhahal-Abad) are implemented. Measures on centralizing of management in sphere of water supply and sewage are taken. The Department of water supply and sewage was established within the State Agency Architecture, Construction and Municipal housing economy. Plans of safe water supply were provided in villages covered by the project of the World Bank at the first stage of the «Taza suu» program. The «Healthy schools» program is in process of implementation. Plan of program realization of the healthcare sector of the KR on climate change adaptation for 2011-2015, provided the improvement of safe drinking water is implemented, the improvement of safe drinking water provision, provision of drinking water and recreational water quality control in accordance with the indications of health safety. Activity plan on the State program implementation. - safe and qualitative water supply, sewage and sanitation; - improvement in the WS and S sector management; - financial and economic stability of the WS and S services; - reinforcing of trust clarity in the WS and S; - technical standards optimization.

Lao People's Democratic Republic: Water Safety Plans shall play the main components to improve the water system services from the water intake source to consumers. Revolving fund for the spare parts might be considered to establish the supply chain and could be accessible to remote rural areas service providers. Need to strengthen capacity of institutions concerned with clear mandate, human resources, budget plan, tools, vehicle and other support instruments to manage the routine operation and maintenance in order to reach improving and sustaining services.

Lebanon: No comments

Lesotho: (a) Old asbestos cement pipes have been replaced by UPVC in an attempt to reduce the number and frequencies of pipe bursts. This ensures continuity of supply, new sources have been explored to meet the growing demand and the Metolong Dam is currently under construction. (b) A hydraulic modelling exercise has been undertaken and a variety of cost effective options have been developed and will inform operational decisions in the future. (c) The emptying service for the latrines and conservancy tanks has been outsourced to private operators and the contents are being disposed at the WASCO's WWTW in order to ensure adequate treatment and safe disposal. (d) The Water and Sewerage Company has been licensed with effect from May, 2013, one of the key performance areas is ensuring supply of water that meet applicable standards, the company already had mechanisms in place for ensuring the quality of the product. The National Standards have just been developed and are to be put into operation. In the absence of the national standards the South African standards and WHO guidelines were applied. (e) Measures are being taken to harness surface water in an effort to improve water security. (f) Local Authorities are being capacitated to prepare them for taking over the operation and maintenance of community systems.

Liberia: No comments

Lithuania: Concerning c and d points, this activity is included in common obligation for municipalities to provide water and sanitation services by the most appropriate way.

Madagascar: Notes: ASS C, d) : Dans PSNA, Tout est écrit mais pas assez de détail Eau (b) – JIRAMA F urbaine – oui, rurale : non. Protection périmètre autour des points d'eau dans le plan Concession et affermageconcessif

Maldives: No comments

Mali: -Il est prévu des comités de Gestion des installations et des projets de durabilité (construction, entretien, suivi) dans le domaine de l'Assainissement et de l'Eau.

Mauritania: la vulgarisation et l'élaboration d'une stratégie du traitement et de conservation de l'eau à domicile avec l'appui de l'UNICEF

Mexico: El gobierno federal, específicamente el sector agua, en conjunto con gobiernos estatales y municipales y ciudadanía ha emprendido acciones para la mejora y mantenimiento de los servicios de agua potable y saneamiento, esto a través de: **La construcción participativa de modelos demostrativos de agua potable y saneamiento en escuelas; **La construcción participativa de modelos demostrativos de agua saneamiento en viviendas; **Construcción de capacidades de gobiernos en materia de agua, saneamiento e higiene con valores humanos; **Elaboración de los Planes de Seguridad del Agua (PSA) y formación de recursos humanos en este tema.

Mongolia: - Drinking water standard MNS 900-2005 - "Water" National programme- plan - "Khatan tuul" programme- plan - "Mongolian livestock" national programme- plan - "New development" mid-term target programme -plan - Mongolian millennium development goal - Goal 15, 16 - Government of Mongolia's "Action plan for 2012-2016"

Morocco: - Some projects of waste-water reuse are implemented - The national water strategy considered and quantified aspects of wastewater reuse and resilience to deal with climate change and a national water plan is being validated. - The approach "Water Safety Plan" was officially adopted by Morocco in June 2012. This approach is being implemented in several Moroccan cities.

Mozambique: Community co-financing for maintenance cost; Involvement of the beneficiaries in the whole cycle of services provision projects, through creation of Water Committee at rural areas; Compulsory public consultation meetings for services provision projects; Sensitization of behaviour change; Delegated services provision, by involving the private sector

Myanmar: Policy about rural water supply mentions that one tube well for one village at least. National Health Plan (2012-2016), Myanmar Drinking-water Quality Standards (DRAFT)(2013) and Five year strategic plan on

water supply, sanitation and hygiene have already been developed and implemented. Preparedness trainings and multiplier training on climate change have been already conducted

Nepal: Users contribution in 1% cash deposit for O& M fund, and 19% either cash or kind or labor for construction of the water system of the total capital cost for rural water supply schemes are necessary in order to bear the the O& M cost. Similarly, 5% upfront cash for O& M fund and about 30% contribution in construction cost for small town water supply schemes are needed for capital as well as recurrent cost recovery. Users Committees are entitled to operate and maintain most of the schemes, many others are operated by water utilities like Nepal water supply corporation and water management board. For last 6 years Water Safety Plans have been implemented in many water supply schemes. Water services Operation Directive, 2069 has recently been come to the effect, that facilitate , guide as well as control Water users committee so that the latter can provide quality services to the consumers for at least the design period.

Niger: - L'Ordonnance du 1er avril 2010 portant Code de l'Eau au Niger - L'Arrêté n° 115/MEE/LCD/SG/DL du 15 Octobre 2010 portant adoption du Guide des Services d'Alimentation en Eau Potable au Niger dans le domaine de l'Hydraulique rurale. - L'Ordonnance n°93-13 du 02 mars 1993 instituant un Code d'hygiène publique - Les Plans Locaux de l'Eau et de l'Assainissement (PLEA) et/ou les Plans de Développement Communaux (PDC).

Nigeria: 1. Establishment of VLOM in Communities. 2. Introduction of Water Safety Plan Concept to the State to improve Water Quality 3. Rehabilitation of old Scheme and construction of new ones

Oman: Water safety plan; Emergency Response Plan; Government 5 years plan; Water security plan; Crises recover plan

Pakistan: Water Supply and Sanitation are provincial subjects, and Districts and Sub District Authorities in Pakistan are responsible for ensuring the operation and maintenance of the newly implemented projects/plans with their assets and equipment.

Panama: Según DISAPAS se está buscando promover la institucionalización de los Planes de Seguridad de Agua y la Gestión de Riesgo en Sistema de Abastecimientos Rurales, además de que ejecuta acciones intersectoriales de fortalecimiento de las capacidades de las comunidades para lograr el desarrollo local.

Paraguay: No comments

Peru: Medidas de impacto rápido para mejorar las gestión en servicios urbanos Creación del Sistema de Información en Agua y Saneamiento (SIAS) Actualización del Reglamento de la calidad de Agua para Consumo Humano con enfoque de análisis de riesgos y creación del sistema de gestión de la calidad de agua para consumo humano La aplicación de Planes Maestros Optimizados permiten flexibilizar el marco regulatorio a fin de permitir que las EPS no pierdan sus incrementos tarifarios por incumplimiento de metas, cuando estas están financiadas por terceros. Se ha flexibilizado el uso del Fondo de Inversiones proveniente de los ingresos tarifarios de las EPS

Philippines: Water safety plans have been introduced in the country in 2006 and some water utilities (about 10) are already implementing them. Other utilities with no water safety plans are using asset management approaches.

Republic of Moldova: In Republic of Moldova is implementing a National Project on strengthening capacities of water and sanitation suppliers supported by the Government and foreign donors, which includes staff training, technical equipment, specialized transport units, also development of Water safety plans in each urban location.

Rwanda: District support Unit in EWSA DSU is a crosscutting Unit in all projects and works with all Districts. The objective of this Unit is to help Districts and Private Operators to improve the management of Rural Water Supply Systems for their sustainability.

Senegal: No comments

Serbia: Other significant measures: constructing regional drinking water systems (main pipelines) and systems for the collection, transport and treatment of waste water.

Sierra Leone: Development of the Rural Water Supply Strategy and Water Safety Plans. Upgrading of sanitation marketing to upgrade unimproved latrines.

South Africa: i) Drinking water and wastewater both have incentive based regulatory approaches, namely the Blue and Green Drop programmes. As part of this water safety plans are required. Works that excel are awarded the prestigious Blue and Green Drop awards. ii) The Strategic Framework for Water Services requires municipalities to have asset management plans and to keep asset registers. iii) Dept. Water Affairs has developed a climate change strategy.

South Sudan: Training of pump mechanics at water point level to be able of maintain boreholes Ensure of supply chain on cost recovery Training of community leaders and committees (including natural leaders for community total led sanitation) on management water supply and provision of sanitation services WASH facilities inventory is on-going to keep track of WASH facilities functionality status Water quality laboratories are being established in all the State capitals to ensure drinking water quality is met Operation and Maintenance cost recovery in urban areas in addition to involvement of private sector

Sri Lanka: Micro biological & chemical quality of drinking water surveillance is done island wide frequently to monitor the quality by NWSDB.

Sudan: Improve monitoring and surveillance system and encourage the private sectors to invest in WASH activities

Tajikistan: A Single Window has been established to ensure efficient management of water supply systems in the construction and rehabilitation, as well as monitoring of targeted use of funds, the special trust funds are created., Water Trust Fund. The Water Safety plan in small-scale water supply systems implemented in two pilot districts sites of Panjakent and Hamadoni. Applying this experience is practiced in other regions..

TFYR Macedonia: see supporting documents for full response.

Thailand: No comments

Timor-Leste: Government and NGOs improve non-functioning sanitation facilities and water system , Government established and do capacity building for GMF , Capacity building for sanitation marketing group and government plan to use sanitation product from those groups for the subsidy program for vulnerable households in the ODF area, NGOs strengthen monitoring system for WASH in rural areas and do joint government-NGOs monitoring,

Togo: a- En milieu rural, le renforcement de capacités du réseau d'entretien /maintenance des pompes au niveau des communautés rurales, mise en place des stocks de vente de pièces de rechanges dans les magasins proches des utilisateurs, la réhabilitation des ouvrages par l'Etat des ouvrages en pannes, amélioration du recouvrement des coûts, b La réforme en AEPA en milieu urbain avec la transformation de la Togolaise des Eaux (TdE) en société « fermière » et la création de la Société du Patrimoine de l'eau et de l'Assainissement Urbain (SP-EAU) qui sera chargée de la gestion du patrimoine. c- Mise à l'échelle de l'approche ATPC renforcée par la stratégie de marketing social- Assurer la gestion adéquate des déchets de soins médicaux par la construction d'incinérateurs conventionnels dans les 6 chefs lieux de régions, d- promotion de l'hygiène et assainissement par l'approche PHAST (Participation pour l'amélioration de l'hygiène et assainissement), d- Renforcement du système d'inspection sanitaire pour assurer la sécurité sanitaire des aliments.

Tonga: No comments

Tunisia: - The sustainability of water services is provided by SONEDE through its decentralized structures which have in charge the operation and maintenance of Drinking Water Systems and the control of water quality in urban areas and about of 50 % of the Rural Areas . However, given the stagnation of the water's tariff for

many years (2005-2010), SONEDE is struggling to ensure the rehabilitation and maintenance of big part of its infrastructures, due to the lack of subsidies from the state. - The sustainability of drinking water systems in rural areas is compromised because the management of water systems by Water Users Associations based on the principle of volunteerism has showed its limits, because of the complexity of water supply systems in place (water points , tanks, extension of network, pumping stations, etc..). These associations can barely cover energy costs and personnel but rarely the maintenance of systems. To overcome this problem, a national strategy dealing with sustainability of water systems in rural areas is undergoing now to improve the governance of water supply systems through the Water Users Associations, the professionalism and the integration of the private sector. The sustainability of sanitation systems in urban and peri- urban areas (grouped inhabitants) is ensured by decentralized structures of ONAS which have in charge the operation, maintenance of sanitation systems. Among the measures possible for improvement: Revision of normative and regulatory framework for water and sanitation in Tunisia namely, the water code and The National standard for water quality NT 09.14 (both actions in progress); The establishment of a structure for effective cross- coordination of the WASH sector; The increased involvement of the private sector in the frame of public-private partnership; The establishment of an independent regulatory authority in the sector of water and sanitation sector.

Uganda: -Improving functionality of water sources by monitoring the status and reporting in real time using mobile phones. This will reduce the response time to break downs; Establishment of an MIS Working Group to coordinate and harmonize performance information from the various WASH stakeholders; Utilization of appropriate technologies to cater for disparities in geographical locations and improve equity such as adoption of solar-powered water supplies and water harvesting among others; Actively involving the users in project planning, implementation and maintenance through water user committees/water board which take gender into account -Deconcentration of some functions of the ministry to the regions leading to the creation of; (i) Water and Sanitation Development Facilities to undertake infrastructure projects in water and sanitation and enhance their sustainability, (ii) Water Management Zones to undertake water resources functions including catchment management, (iii) Umbrella Organizations to carry out O&M of urban water supplies and limited investments such extension of water services.(iv) Hand pump mechanics association (v) Revitalization of the community based water supply system (CBMS) (vi) Private sector involvement in pit latrine emptying- Establishment of an urban assets database, though this still in its infancy. (vii) establishment of Technical Support Units (TSUs) to build the capacity of local governments to implement WASH programmes,(viii)- Establishment of an independent regulator under the Ministry of Water and Environment to manage the management and performance contracts for the small towns water authorities and improve sustainability of their water supplies-Water safety plans by NWSC

Ukraine: For information: National Program "Drinking Water of Ukraine for 2006-2020", approved by the Law of Ukraine on March 3, 2005 № 2455-IV. {As amended by Law N 3933-VI (3933-17 on 20.10.2011, BD, 2012, N 24, st.247} <http://zakon4.rada.gov.ua/laws/show/2455-15> In Sevastopol, adopted and implemented a number of urban and regional programs, which include various issues of water supply and sanitation of the city. Among them: the program for sustainable socio-economic and environmental development of Sevastopol in the period up to 2015.

United Republic of Tanzania: 1. Formation of Water Users Associations 2. Enforcement of the Public Health Act to ensure that full septic tanks are emptied and full pit latrines are replaced 3. Development of national water safety plan

Uruguay: La empresa pública OSE, prestadora del servicio de agua potable por redes a más del 99 % de la población del país que cuenta con este tipo de medidas, ha incluido en sus planes de acción la incorporación progresiva de Planes de Seguridad del Agua y continuar con el desarrollo del enfoque de Gestión de activos. El Plan Director de Saneamiento de la Intendencia de Montevideo comprende un componente específico de diagnóstico del estado de las redes y rehabilitación de las mismas. La cuestión de la capacidad de recuperación frente al cambio climático se ha comenzado a aplicar en nuevos proyectos y en algunos otros aspectos puntuales. ** Ver Aclaraciones Aclaraciones a A7 - No aplica la pregunta c) pues no existen en el país letrinas públicas. - No aplica la pregunta d) pues no se consideran en el país las letrinas como saneamiento mejorado. En cuanto al: Vaciado de los pozos negros impermeables y fosas sépticas - No existen en los planes, a nivel general, medidas para el vaciado de dichas unidades

Vanuatu: One urban WSP in place (Luganville) and 7 rural WSPs to be developed as part of WHO WSP mainstreaming project. NGOs also developing and promoting WSPs with 4 developed to date. There are plumbers training and management training (for water committees) to increase capacity and improve services to maintain the system

Viet Nam: - Proper mechanism for management and operation of rural water schemes after construction: After completing construction of a rural water scheme, it is managed and operated by one of following mechanisms: Local government; private company; Centre for Rural Water Supply and Sanitation; and community. - Capacity building for operators - Guidelines for proper O&M of water supplies after construction - IEC for water consumers in protecting water supplies - Tariffs for funding money for O&M - Provision of necessary equipment - Regional plan for protecting the water schemes from salinity caused by climate change - National and Regional Planning for rural water supplies in responding to climate change conditions, for example sea level rise, drought, emergency situation, etc. - Water Safety Plans has been applied in urban water supply sector in 2008, and currently in rural water supply to manage the risks and control the quality of water.

West Bank and Gaza Strip: The following are considered to improve Service. Maintenance Plan for the large Water Service Providers (as WBWD, Nablus Municipality, JWU), Response to water scarcity by providing water through monitored tankers and secured water Source. For the un-served communities. Piloting a Water Safety Plan and integrating it into projects and programs (one pilot), Rehabilitation of infrastructure such as water networks, reservoirs, etc. (Leak detection) The design and implementation of water quality monitoring programs through large service providers. Monitor chlorination and disinfection systems at the water Resources. Set technical specifications and standards for the water/ sanitation infrastructure works. Assessment of the water resources and rehabilitation plans has been developed but not yet implemented. Volume of domestic water available at tap (expressed in liter per day per capita) Water produced through various sources (groundwater, desalination, import) volume of water made available to farmers Number of un-served communities Number of connection per 100 inhabitants Number of working house-connection Inequalities regarding access to water Inequalities regarding water tariff % of samples containing free chlorine residual % of samples free from total coliform contamination % of samples free from fecal coliform contamination % of samples with < 50 ppm nitrate % samples with < 1000 TDS % of households connected to a sewer or a satisfactory on-site sanitation device (septic tank + infiltration bed) % of sewerage water that is treated in a WWTP WWTP average efficiency regarding BOD, COD, TSS WWTP average efficiency regarding nitrogen % of treated wastewater that is reused for irrigation % of customers getting water everyday % of customers benefiting 24h service % of operators operating independently (autonomous) % of metered connections working ratio = Operation & Maintenance (O&M) costs and Administrative costs (Excluding depreciation) / Operating revenue

Yemen: Rural Projects Management Principles: closer work with community institutions; adopting a demand responsive approach (DRA) Urban Utilities Management Principles: Should be operated based on commercial principles; Utilities operate autonomously; Utilities have to strengthen their human resource capacity in order to improve service delivery; Utilities should have improved water and effluent quality; Utilities should work on improved monitoring of customer complaints; Utilities should have improved Financially Sustainable Services -- * Use of Waste Water is not as so planned to ** There are national standards, but water providers do Not consider the national standards but consider agreed technical norms and indicators(PIIS)

Zimbabwe: There are efforts to recognise the role of the private sector in water points rehabilitation through a supply chain for water spares model.

08. Universal access

Question A8i. If there is a policy or plan for universal access, does it explicitly include measures to reach the following population groups?

Afghanistan: Substantial resource and selection to the most vulnerable provinces and districts using indicators for poverty, livelihood of natural disaster, insecurity, morbidity and mortality particularly under five mortality.

Angola: No comments

Argentina: No comments

Azerbaijan: For disadvantaged groups are displaced from the occupied by Armenia Azerbaijani territories

Bangladesh: In the Sector Development Plan (SDP) these populations are considered as "Vulnerable Group".

Belarus: In the Republic of Belarus equal access to drinking water and sanitation, regardless of income (affordable tariffs), race, ethnicity, citizenship, etc. are guaranteed. To create conditions ensuring people with physical disabilities with equal opportunities for all citizens their full participation in social life, realization of civil, economic, political and other rights stipulated by the Constitution and laws of the Republic of Belarus, State Program on Creation of a Barrier-free Environment for People with Physical Disabilities for 2011-2015 years, approved by the Decision of Council of Ministers of the Republic of Belarus 01.11.2010 № 1602 (<http://pravo.by/main.aspx?guid=3871&p0=C21001602&p2={NRPA}>) has been created. For certain groups of population (including people with disabilities) preferential tariffs on communal services (including water supply and sanitation) are provided.

Benin: Il n'est pas défini des groupes défavorisés

Bhutan: D,e and f does not apply to Bhutan

Bolivia: De acuerdo a la constitucion politica del estado, toda persona tiene acceso al agua como derecho fundamental. No existe discriminacion por tipo de poblacion para el acceso al agua se categoriza como poblacion urbana o rural. En el sector rural existe la poblacion dispersa, que se constituye a la poblacion con un asentamiento en viviendas distantes cada una de ellas mayor a 150 mts. Evidentemente, cada país que responda el cuestionario puede tener una definición distinta de "población desfavorecida", y usar grupos similares o diferentes a los que se muestran en los puntos anteriores. En el caso de que se empleen tales categorías de grupos de población en las políticas, la planificación o la vigilancia de los sectores del agua, el saneamiento y la higiene, indique a continuación la definición de poblaciones o grupos desfavorecidos que se usa en su país.

Botswana: The definition of disadvantaged groups in Botswana refers to all remote area dwellers or settlements and people living below the poverty datum line.

Brazil: No Brasil, os grupos tradicionalmente desfavorecidos são as minorias étnicas (indígenas), as populações tradicionais (quilombolas e ribeirinhos), a população pobre urbana ou rural e a população em situação de extrema pobreza. Para a população nesta situação "considera-se extrema pobreza aquela população com renda familiar per capita mensal de até R\$ 70,00 (setenta reais)" (Decreto no. 7492, de 02/06/2011, que institui o Plano Brasil Sem Miséria, determinando o acesso destas populações e grupos aos serviços públicos, inclusive à água e esgotamento sanitário). No âmbito das políticas de saúde e de assistência social, são atendidos na condição de populações em situação de extrema pobreza os seguintes grupos e populações, quando atendam ao critério de renda per capita mencionado: indígenas, quilombolas, agricultores familiares, assentados da reforma agrária, acampados, trabalhadores sem terra, extrativistas, pescadores artesanais, ribeirinhos, catadores de material reciclável, população em situação de rua, idosos, mulheres chefes de família, deficientes, crianças, gestantes. O PLANSAB tem com um dos seus princípios a equidade no acesso à água e esgotamento sanitário e estabelece o atendimento às populações rurais e comunidades tradicionais, como as indígenas e quilombolas, e as reservas extrativistas, por meio do Programa Saneamento Rural. Na fase

de detalhamento do Programa Saneamento Rural prevê-se a elaboração de modelo conceitual para atendimento destas populações, que leve em conta suas características sociais, econômicas, culturais e territoriais e a diversidade regional e territorial, para o melhor entendimento das necessidades destas populações com soluções tecnológicas próprias e adequadas. O Plano Nacional de Saúde/Ministério da Saúde dispõe de programas específicos de atenção à saúde de grupos como: população negra, quilombola, ciganos, população em situação de rua, populações do campo e da floresta, lésbicas, gays, bissexuais, travestis e transexuais.

Burkina Faso: No comments

Burundi: Enfants de la rue.

Cambodia: No comments

Cameroon: No comments

Central African Republic: No comments

Chad: Les couches vulnérables

Chile: En Chile se usa el concepto de población vulnerable que se define como “grupo de personas que se encuentran en estado de desprotección o incapacidad frente a una amenaza a su condición psicológica, física y mental, entre otras”.

Colombia: No comments

Congo:NA

Cook Islands: Department of Internal Affairs has a Hardship Policy

Costa Rica: * Acciones integradas en los programas anteriores. Toda la población recibe el mismo trato “Poblaciones desfavorecidas” es un término amplio que va más allá de la pobreza, pues puede incluir a poblaciones discriminadas como por ejemplo indígenas, afro descendientes, personas con discapacidad, que podrían encontrarse en situaciones de vulnerabilidad social. La definición que mejor se ajusta es la que considera estar en condición de pobreza (ingreso insuficiente para cubrir necesidades básicas de alimentación y otras) o no acceder a servicios y otros requerimientos básicos (agua, educación electricidad, vivienda, etc.) aunque no se catalogue como pobre por ingreso (acceso y oportunidades); desde esa perspectiva se podría considerar que las poblaciones que son pobres según medición de pobreza por línea de ingreso, y las poblaciones que no satisfacen Necesidades Básicas (Método NBI) podrían ser las que constituyan las desfavorecidas. Con los datos del censo la única aproximación que se hace de pobreza es con la variable de NBI (necesidades básicas insatisfechas, CEPAL), donde entre más carencias tenga el hogar, estará en mayor condición de vulnerabilidad. Esta definición va más allá del ingreso económico del hogar pues incluye carencias de vivienda, de saneamiento, de educación y de acceso a consumo. La ventaja de tener la variable NBI en el censo es que pueden cruzarla por todas las subpoblaciones de interés (niños(as), adultos(as) mayores, indígenas, etc.) (INEC, Agosto, 2013., Fabio Herrera y Sofía Mora). La legislación vigente y las normas no discriminan a ninguna persona. Se cuenta con la ley 7600, indicando sobre condiciones apropiadas para que todas las personas tengan acceso propio a todos los servicios. El acceso de toda la población a mejoras, se realiza a través de programas que se ejecutan por obras de abastecimiento de agua potable y saneamiento, mejora de la calidad del agua aumentando los sistemas con desinfección y empoderando a las comunidades al través de los comités administradores de sistemas de acueductos y alcantarillado sanitario (ASADAS).

Côte d'Ivoire: No comments

Cuba: Se aplican por los Gobiernos territoriales programas diferenciados para mejorar niveles y calidad de vida a población que reside en zonas montañosas-Plan Turquino Manatí- dotándolas de los servicios básicos de salud, educación, electricidad, transporte, agua y saneamiento Ver Notas Aclaratorias.

Democratic Republic of the Congo: La Politique Nationale et le Plan Stratégique de l'hygiène en cours d'élaboration, dispose des mesures explicites pour les différents groupes vulnérables en milieux Périurbain et rurale

Dominican Republic: No comments

El Salvador: Municipios clasificados en pobreza extrema según mapa de pobreza.

Eritrea: • The Eritrean policy is all inclusive irrespective of population categorization.

Estonia: No comments

Ethiopia: Ethiopia has no separate WASH plan for disadvantaged populations. Rather it is prepared regardless of the ethnicity, race, wealth, etc for all citizens of the country as depicted in the constitution 1994. However, in sectoral policies and strategies disadvantaged groups such as people living with disabilities, the poor of poor, older persons, orphan children, etc were included. For example, in the Education Sector Development Plan, ESDP IV indicated that creating child-friendly learning environment will attract unreached and disadvantaged children into schools and ensure that they complete basic education. Similarly, the National School and health facility WASH design addressed students with disabilities and health services seekers. Moreover the Country Program Proposal for Global Sanitation Fund, MoH, included the poor of poor population.

Fiji: In the Roadmap it states "provision of water and sanitation for all" is the goal. No specific programmes for disadvantaged groups other than mentioned above, therefore there is a need to include disadvantaged groups in policies and plans. Accessibility to a continuous water source that is of good quality, sufficient to meet demand, is affordable for water and sanitation.

Gabon: No comments

Gambia: No comments

Georgia: For disadvantaged groups are displaced from the occupied by Russian Georgian territories

Ghana: It is recognized that each respondent country may have a different definition of "disadvantaged" populations, using similar or different groupings as shown above. If such categories of population groups are used in policy, planning, or monitoring in the WASH sectors, please provide the country's definition of disadvantaged populations or groups. People who through no fault of theirs but due to certain circumstances such as those above are vulnerable.

Guinea: RAS

Guinea-Bissau: No comments

Haiti: N/A

Honduras: De acuerdo a Plan de Nación y Visión de País (Pag.52) "Es necesario utilizar intensivamente criterios y herramientas que permitan la focalización y priorización de recursos a favor de los más pobres. Si ejecutando la Visión y el Plan de Nación pretendemos eliminar la pobreza extrema, entonces los recursos deben canalizarse y focalizarse hacia los pobres extremos y progresivamente incidir sobre el resto de personas en situación de pobreza en el país". De acuerdo a la Política del Sector APS, de Honduras (Pag.6), "La cobertura de los servicios de agua potable y saneamiento a nivel nacional se encuentra en un 86% y 78% respectivamente. Un número importante de personas vive sin acceso a estos servicios. En el área rural casi un cuarto de la población no tiene acceso a los servicios de agua potable y saneamiento. La población excluida se ubica en la zona rural dispersa, diseminada en caseríos pequeños, se observa la prevalencia de la letrina como solución individual para disposición de excretas. En la zona periurbana, resaltan bajos niveles de acceso a los servicios de saneamiento. Esta población corresponde a la franja en pobreza y extrema pobreza, que se encuentran ubicados en los barrios y colonias más precarias." En Honduras en Agua y Saneamiento, se clasifica la

cobertura para los sectores pobres para el área rural, como “rural disperso” y en las zonas urbanas como “urbano marginal”.

India: BPL- Below Poverty Line SC- Schedule Caste ST- Schedule Tribe Small and marginal farmers, Landless labourers with homesteads, Physically challenged and women headed households

Indonesia: Poor population is the population that has an average monthly expenditure per capita below the poverty line With a population indicators can meet the basic needs of food and non-food as measured from the expenditure side. With a population indicators can meet the basic needs of food and non-food as measured from the expenditure side. They can meet their needs are 2100 kcal per capita per day. (Source from BPS).

Iran (Islamic Republic of): Low income groups are people who do not have the financial means to manage their lives or are generally under the coverage of Imam Khomeini Assistance Committee or the Welfare Organization

Jordan: The Government is currently implementing a program to provide water and sanitation services for poverty pockets Political instability in the region has resulted with several refugee influxes to the country. The recent refugee influx arriving to the country is from Syria. Several new refugee camps were established in the country. The biggest one in Zaatari areas. High number of refugees have impacted services provided in schools and health centres.

Kazakhstan: Population having access to water on a schedule, access to delivered water

Kenya: No comments

Kyrgyzstan: According to the data of the statistical yearbook of the KR collected volume of the KR (NSCKR 2010), 2009 each 32nd citizen and 75% population of the republic lived in conditions of desperate poverty.

Lao People's Democratic Republic: We do not have different definition of “disadvantaged” populations. Somehow we called “vulnerable group”, “less opportunity”, “non accessible area”, “hard to reach area”, “epidemic area”, ‘poor area’, ‘priority area’, ‘focal area’ and it was treated case by case

Lebanon: NA

Lesotho: In the case of the Maseru Wastewater Project the poor are those individuals who are already benefiting from the Government’s social grants system. A detailed assessment of the beneficiaries is to be undertaken commencing in January, 2014. This assessment will further define the poor households which are expected to benefit from a grant for the construction of their on-site sanitation facilities.

Liberia: The WASH Sector Strategic Plan groups “disabled & disadvantaged” together but does not provide a definition.

Lithuania: This question is not relevant, since the whole population has the right to the universal access in Lithuania.

Madagascar: Ass : Dans la stratégie nationale ; Et dans stratégie national WSCC parce que ça a été valide par le secteur et ça a été récemment inclus.

Maldives: No comments

Mali: See supporting documents for breakdown of response by water, san, hygiene.

Mauritania: No comments

Mexico: En México no existe una definición para la “población desfavorecida”, sin embargo el concepto está implícito en las siguientes leyes federales: - Ley de Asistencia Social*; - Ley de la Comisión Nacional de los Derechos Humanos*; - Ley de la Comisión Nacional para el Desarrollo de los Pueblos Indígenas*; - Ley de los

Derechos de las Personas Adultas Mayores*; - Ley del Instituto Nacional de las Mujeres*; - Ley General de Acceso de las Mujeres a una Vida Libre de Violencia*; - Ley General de Derechos Lingüísticos de los Pueblos Indígenas*; - Ley General de Desarrollo Social*; - Ley General de Prestación de Servicios para la Atención, Cuidado y Desarrollo Integral Infantil*; - Ley General de Víctimas*; - Ley General para la Igualdad entre Mujeres y Hombres*; - Ley General para la Inclusión de las Personas con Discapacidad*; - Ley General para Prevenir, Sancionar y Erradicar los Delitos en Materia de Trata de Personas y para la Protección y Asistencia a las Víctimas de estos Delitos*; Estas leyes son evidencia de la atención del país a los grupos desfavorecidos, con énfasis en grupos indígenas, niñas y mujeres, adultos mayores y personas con discapacidad, de tal forma que hay instituciones especializadas en estos temas. *Disponibles en la página del diario Oficial de la Federación de México (<http://www.ordenjuridico.gob.mx/leyes.php>).

Mongolia: No comments

Morocco: The extent of poverty, vulnerability and inequality is calculated on the basis on : 1 . the poverty rate : the percentage of individuals whose standard of living is below the relative poverty line . In 2004 , this threshold is 1687 dirhams per month for a household average in urban areas (5.6 members) and 1745 DH per month for an average household in the middle rural (6.4 members) (U.S. \$ 1 = 8.3 DH) 2 . index of severity of poverty measures the depth of it , paying much more weight to the poorest of the poor in poverty measurement . This index increases with the increase in the gap between living standards and poverty ; 3 . the rate of vulnerability that gives the proportion of the population living under the threat of poverty , its threshold is between 1687 and DH 2531 DH per month for an urban household . for rural household, these lines amounted to 1745 DH and DH 2618 . (Source: PHC 2004)

Mozambique: No comments

Myanmar: No comments

Nepal: No comments

Niger: N.B : Défavorisé = vulnérable

Nigeria: We have Universal Access for ALL, but was not categorised as shown in A8 above.

Oman: Not Applicable

Pakistan: Disadvantaged groups in WASH sector are those people who are without sustainable access to safe drinking water and basic sanitation

Panama: No comments

Paraguay: No comments

Peru: Población desfavorecida, asociada a pobreza, vulnerabilidad social y necesidades básicas insatisfechas.

Philippines: A policy for disadvantaged groups: 1. Republic Act 8425 of 1997 (http://www.lawphil.net/statutes/repacts/ra1997/ra_8425_1997.html) Section 2. (1) Adopt an area-based, sectoral and focused intervention to poverty alleviation wherein every poor Filipino family shall be empowered to meet its minimum basic needs of health, food and nutrition, water and environmental sanitation, income security, shelter and decent housing, peace and order, education and functional literacy, participation in governance, and family care and psycho-social integrity; Section3. (b) "Basic sectors" – Refer to the disadvantaged sectors of Philippine society, namely: farmer-peasant, artisanal fisherfolk, workers in the formal sector and migrant workers, workers in the informal sector, indigenous peoples and cultural communities, women, differently-abled persons, senior citizens, victims of calamities and disasters, youth and students, children, and urban poor;

Republic of Moldova: No comments

Rwanda: Disadvantaged groups are the group of people deprived of some of the basic necessities or advantages of life; the disadvantaged groups in Rwandan society are the Disabled, handicapped, orphans and demobilized soldiers.

Senegal: No comments

Serbia: There are not national definitions of disadvantaged populations or groups that are used in policy, planning, or monitoring in the WASH sectors. There is following national definition for the "persons with disabilities" according to the Law on Prevention of Discrimination Persons with Disabilities (Official gazette, RS, no 33/06): "the term "persons with disabilities" means persons with congenital or acquired physical, sensory, intellectual or emotional disability that due to social or other barriers are not able or have limited opportunities to engage in social activities at the same level as others, regardless of whether they engage in those activities with the use of technical aids or support services."

Sierra Leone: N/A

South Africa: The Strategic Framework for Water Services calls for universal access to all disadvantaged groups. It highlights the indigent, people with HIV/Aids and farmworkers as needing particular attention. The indigent, usually defined as a household with a monthly income not exceeding the social grant amount, currently R1200 per household per month, (approximately \$1 per person per day), are entitled to free basic water, sanitation, electricity and waste removal. They must register as indigent with their municipality to receive this. In 2012, 3.47 million and 1.84 million households registered for free basic water and sanitation respectively.

South Sudan: No comments

Sri Lanka: • Ministry of Disaster Management and Disaster Management Centers are providing water and sanitation facilities to people at a time of disaster • The definition of " Disadvantaged group " are the following
1. Persons with disabilities 2. Elders 3. Single parents

Sudan: Poor communities

Tajikistan: According to the current legislation of the Republic of Tajikistan, the population is divided into the following categories: Rich (according to statistics the share of - 6-8%) The average level of wealth of about 49 - 51% of the population has an average income. Poor (as defined by the UN - having income of less than -2, \$ 15 per day). According to the latest report of the Poverty Reduction Strategy, 43% of the population falls into this category Although the country has internal environmental migrants and there are ethnic minorities, but they are not included in a separate category of the population, and according to the law are equal citizens of the Republic of Tajikistan

TFYR Macedonia: No comments

Thailand: No comments

Timor-Leste: No comments

Togo: Définition de populations défavorisées : population ne bénéficiant pas de services d'eau potable adaptés (respectant les normes établies) et d'assainissement adéquats et donc exposée aux risques de manques d'eau potable et d'hygiène. Les zones péri-urbaines sont considérées comme des zones défavorisées et les populations vivant dans ces zones bénéficient des opérations ponctuelles d'extension du réseau d'eau urbain. Il n'existe pas de plan d'accès universel pour les groupes défavorisés de façon explicite. Par contre tous les plans nationaux liés à WASH tiennent compte de ces aspects.

Tonga: No matter urban or Rural, Tonga Policy covers all the population. Poor and Indigenous are not classified to who may or may not get water. All treated equally.

Tunisia: The government has a specific program for poor people (under-equipped neighbourhoods , requiring intervention to improve existing infrastructure, such as water and sanitation systems) implemented through

the Agency for Rehabilitation and Urban Renewal (ARRU). -The First generation of National Rehabilitation Programme for Popular Neighbourhoods was implemented between 1992 to 1996, in 222 districts spread over 135 towns to benefit 460,000 people. -The Second generation of the National Rehabilitation Programme for Popular Neighbourhoods was implemented between 1997 to 2001, in 238 districts spread over 229 towns, benefiting 540,000 inhabitants -The Third generation of the National Programme for Popular Neighbourhoods launched in the Xth plan for economic and social development between 2002-2006, allowed intervention in 259 districts spread over 224 towns, benefiting 580,000 people.

In addition to these specific programs implemented by ARRU Agency, ONAS set up a sanitation program neighborhoods. The program is spread over the period 1989-2018, and concern 1200 neighbourhoods for the benefit of 1.5 million people. Till now 900 districts were benefited from the said program. Note: The poor areas are defined by the following criteria: housing density (approximately 36 dwellings per hectare), the specific water consumption (55 l / day / capita), and the connection to the sewerage system (a cost less than 2000 DT / household)

For drinking water: The Ministry of Agriculture does not have a specific policy for disadvantaged groups. The general policy seeks universal coverage by 2017, by concentrating on regions where the service rate is under the national average (difficult of access due to the water resources scarcity). The population which cannot be served by conventional networks will be supplied by individual solutions (tanks towed, rain water harvesting systems, ...). According some of assessment studies, the Drinking Water Supply projects contribute substantially to the reduction of poverty and vulnerability of population in rural areas.

At the household level the Water Supply Projects allow: A significant increase in water consumption; Reduce the distance to look for water, it is 500 m in the extreme case; Decrease the time needed to carry water et home; Improve the health of the household: At women level in rural areas, the impact has been especially important in this regard due to: Reduce the burden devoted to the water supply; Improved the women health in general; Presence of women in domestic activities and education of children; At children level, water supply projects contribute to: Improve health of children, especially those under 5 years (decrease diarrheal episodes) through better hygiene; Better incentives for school attendance due to the better hygiene and also a greater presence of the mother;

Uganda: In addition to the above Includes the following: Girl-children in schools; People living with HIV/Aids; Elderly; Orphans and vulnerable children; Widows; Ethnic minorities like the Karamojong and the Batwa

Ukraine: Socially vulnerable populations - individuals or social groups that have more chances than others to suffer damage from the effects of social economic, environmental, technological and other factors of modern life. For some social groups have a separate definition presented in the relevant legislation (disabled, the homeless, etc.). It is generally accepted that vulnerable populations - individuals or social groups that have more chances than others to suffer damage from the effects of social economic, environmental, technological and other factors of modern life (pensioners, the disabled, families with children, children orphaned young people, the unemployed, victims of the Chernobyl disaster, the poor and marginalized sections of the population (homeless, addicted to alcohol, drugs, offenders), and others.). Marginalized sections of the population - those who have lost their previous socio-economic status are excluded from the system of legitimate social connections, failed to adapt to new social conditions and, consequently, are alienated from the process of social life.

United Republic of Tanzania: NSGRP II defines vulnerable groups as those who are widow, People Living with HIV (PLHIV), Orphans, people with disability, children and pregnant women, elders over 60 years, young mothers, people living in remote/hard to reach areas.

Uruguay: Aclaraciones a A8 Las respuestas no incluyen aspectos referidos a la asequibilidad, que se detallan en la pregunta D6 tales como tarifa social, bonificaciones, etc. Plan Nacional de Conexiones al Saneamiento - http://www.ose.com.uy/plan_nacional_conexion_saneamiento.html (se ha presentado información en A2 y A3) Programa de Abastecimiento de agua a escuelas rurales y pequeñas localidades www.ose.com.uy/a_pequenas_localidades.htm Se complementa la información en la pregunta siguiente.

Vanuatu: All people are treated equal in Vanuatu and no specific policies exist

Viet Nam: Vulnerable populations include poor people, minority groups, people in families of invalids and martyrs, people who are living in the mountainous and remote areas or in areas that always be affected by extreme weathers, people who have physical and mental disability.

West Bank and Gaza Strip: Theses are first priority in the MOEHE plans and actions, communicated through the school administration. Yes for the refugee camps that UNRWA giving special attention to this category. Their are some communities that we cannot or hardly can deliver services to them, these are Communities behind the separation wall. Communities living in East Jerusalem, cannot be reach due to political constrains

Yemen: In National water legislations, basin plans...etc, there is no any recognition of disadvantaged populations. However, Donor - WASH projects which lately came into the water scene such discourse is discussed. However, measures to inform the disadvantaged groups about their rights in water and sanitation services are almost inattentive

Zimbabwe: No comments

09. Coordination mechanisms

Question A10f. How often does a formal body meet or formally interact to coordinate the work of different organisations with responsibilities for WASH.

Afghanistan: Through monthly coordination meetings of Hygiene Technical Working Group (HTWG), Sanitation Technical Working Group (STWG) and the biggest one Water Sanitation Group (WSG) meetings where the two groups of HTWG and STWG reports to the WSG.

Angola: No comments

Argentina: No comments

Azerbaijan: As required when making major decisions.

Bangladesh: National Water Supply and Sanitation Forum meets twice in a year or when necessary.

Belarus: Interministerial commissions and councils have been established to coordinate the work of different organisations with responsibilities for WASH sector. Their work and meetings are conducted in accordance with the plan and schedule approved by the responsible organization. Results are documented. For example, 1) Intersectoral Commission on the State Water Policy was established under the Council of Ministers of the Republic of Belarus to ensure the formation and implementation of state water policy (resolution of the Council of Ministers of the Republic of Belarus of July 12, 2012, № 640) <http://pravo.by/main.aspx?guid=3871&p0=C21200640&p1=1> Composition of the Commission approved by the Council of Ministers of the Republic of Belarus. It includes leading scientists, managers, and other officials and specialists of state administration bodies and other state organizations subordinated to the Government of the Republic of Belarus. The main objective of the Intersectoral Commission is preparing proposals to the Government of the Republic of Belarus on the: • main directions of state water policy; • reformation of water sector in terms of building an efficient economy; • preservation, development and effective use of scientific and technical potential of water sector resources; • training and retraining of highly qualified personnel for the water sector. Intersectoral Commission considers issues : • prognosis of water sector development ; • identify priority areas for research , science and technology , innovation , investment in the water sector ; • development of international, national and branch programs of water sector management and their implementation; • improvement of legislative acts necessary for the implementation of state water policy ; • creating conditions for attracting foreign investment for development of water sector ; • development of international cooperation in the water sector ; • other issues related to the formation and implementation of state water policy within competence of Commission. Sessions of the Intersectoral Commission are conducted in accordance with plans of work approved at its meetings, and considered competent if not less than half of its members. Decision of the Intersectoral Commission are documented in protocols signed by the Chair of the meeting and provided to all stakeholders. If the issue submitted for consideration of the Interministerial Commission requires more detailed preparation special Expert group created under the supervision of members of the Intersectoral Commission. Expert group supposed to consist of scientists, heads, other officials and specialists of the republican bodies of state administration and other state organizations subordinated to the Government of the Republic. Maintenance of activity of the Intersectoral commission, record keeping work and preparation of its sessions are carried out by the Ministry of Housing and Communal Services of the Republic of Belarus. 2) The Council for the Implementation of the Protocol on Water and Health to the Convention on the Protection and Use of Transboundary Watercourses and International Lakes of 1992 was established under the Ministry of Health of the Republic of Belarus (approved by the Decree of the Ministry of Health of the Republic of Belarus 27.05.2010 № 52). It was created in order to implement the Protocol on Water and Health that was ratified by the Republic of Belarus by the Decree of President of 31st March 2009 № 159. The main objectives of Council are: • development of recommendations on improving of drinking water monitoring and rational use of water resources; • identification of priority areas for scientific researches in the field of drinking water quality and safety; • implementation of activity on public awareness raising on the issues of drinking and recreational water quality and safety. In accordance with the main objectives Council: • develop a system of measures to ensure fulfillment of the obligations of the Republic of Belarus under the Protocol on Water and Health; • preparing proposals to the Government for the improvement of

regulations and technical regulations in the field of water safety to improve population health, the harmonization of monitoring principles and approaches to the assessment of the ground and surface waters quality with EU requirements ; • participates in the drafting of concepts, regulations and technical regulations in the field of water management; • supervision of the implementation of measures on fulfillment of obligations of the Republic of Belarus under the Protocol on Water and Health; • arrange for the preparation of information materials and informing the public about the problem of drinking, surface water and groundwater quality and safety; • examines the results of the completed research work on the problem of managing the risks associated with drinking, surface and ground waters, and proposals for their implementation; • performs other functions necessary to fulfill in accordance with these Regulations on tasks. The Council is formed of managers and specialists of the Ministry of Health, the Ministry of Natural Resources and Environment Protection, the Ministry of Housing and Communal Services, the Ministry of Emergency Situations, the Ministry of Agriculture and Food, the Belarussian National Academy of Sciences. Council meetings are held as needed, but at least once a year. Decision of the Council are documented in protocols signed by the Chair of the meeting and provided to all stakeholders. For operative tasks solving the Council may establish working groups. If necessary, the working group may involve experts of the competent authorities and organizations concerned with the quality and safety of drinking, surface and groundwater, in consultation with their supervisors.

Benin: Pour le moment, c'est le Groupe Sectoriel Eau et Assainissement qui assure cette coordination. Il se réunit de façon Trimestrielle mais sa composition reste à améliorer en l'élargissant aux autres secteurs comme l'éducation, les transports publics, les communes etc

Bhutan: No comments

Bolivia: las instituciones relacionadas al sector entregan sus informes de avance periodicamente. Las ong's que tienen relacion con el mmaya, brindan informes periodicamente, las empresas publicas de agua y saneamiento epsas proporcionan a la autoridasd de agua aaps, informes semestrales y anuales del servicio.

Botswana: There is NO formal mechanism in place. Meetings held on an ad hoc basis as the need arises.

Brazil: Em relação à coordenação das ações entre os diversos agentes envolvidos, cabe ressaltar a especificidade do desenho institucional do setor no país. Os serviços de água e saneamento no Brasil são descentralizados e de competência de cada Município, que pode prestar tais serviços diretamente ou delegar a terceiros. A grande maioria dos municípios brasileiros tem contrato de delegação dos serviços com companhias estaduais de saneamento, de propriedade dos governos de cada Estado. Ao Governo federal compete promover o desenvolvimento do setor, sobretudo por meio de Programas de Investimentos. Portanto, o processo de coordenação-geral teria que envolver os três níveis de Governo, o que ainda não existe formalmente no país. Entretanto, para a execução do grande Programa de Investimentos que é o PAC/Saneamento, há um Comitê-Gestor formado por Ministérios do Governo Federal, que promove o diálogo permanente com os demais entes subnacionais. O Ministério das Cidades, por sua vez, também realiza diálogos permanentes tanto com os entes subnacionais e, principalmente, com os prestadores de serviços (companhias estaduais, empresas privadas e instituições municipais).

Burkina Faso: Deux fois par an.

Burundi: - Selon les documents de politique (Eau et Assainissement) la CNCEA (périodicité des rencontres non encore déterminée) : Comité National de Coordination du secteur eau et assainissement - GSEAE : une fois le mois : Groupe sectoriel Eau Assainissement et Environnement - CTS : une fois les 3 mois : Comité Technique de Suivi (de la Stratégie Nationale de l'Eau et Assainissement) - RAC : une fois par an : Revue Annuelle Conjointe La mise en place du CNCEA n'est pas encore effective.

Cambodia: MRD is a lead ministry for rural WASH. National coordination is done through i) TWG-RWSSH (Quarterly Meeting), chaired by the Minister of MRD, as a platform to bring together the senior level of "government and development partners in every three months to ensure effective coordination and decision for the sector; and ii) Informal WATSAN Sectoral Working Group including government, NGOs and DPs, chaired by WASH technical departments of MRD, and regularly meet (every month) to provide update and exchange information.

For Urban water and sanitation, MPWT takes lead of Sub-Working group as a platform to ensure more effective coordination for the urban sector. This group consists of concerned government and DPs and meet very three months.

Cameroon: Il est prévu de se réunir trimestriellement pour évaluation des activités

Central African Republic: CSEA/ Comité Sectoriel Eau et Assainissement: créé et non opérationnel CIEA : Comité interministériel de l'eau et l'assainissement : en cours de création CONEA : créé n'est pas encore opérationnel.

Chad: Une fois par mois en section ordinaire et en section spécial en cas de nécessité

Chile: La SISS se relaciona con los organismos antes señalados con base en los procedimientos, plazos y responsabilidades establecidos en el marco normativo vigente (respectivas leyes y reglamentos). La Subdirección de Agua Potable Rural, del Ministerio de Obras Publicas establece coordinaciones a nivel central y local con la SISS, Las Empresas concesionarias urbanas, con el Ministerio de Salud y las Autoridades Sanitarias locales.

Colombia: Permanente.

Congo:NA

Cook Islands: This is currently an informal system

Costa Rica: La coordinación entre actores se registra "en desarrollo", porque lo establecido no determina formalidad para la puesta en práctica de esa coordinación, la que sucede por afinidad entre actores y ante necesidades específicas. Se cuenta con figuras como: Consejo Nacional de Salud (se reúne cada seis meses) - Comisión para revisión del Reglamento de Vertidos y Reúso de Aguas Residuales (se reúne una vez al mes) - CONASPI (Comisión Nacional de Salud de la Población Indígena, se reúne una vez al mes, Decreto Ejecutivo S-33121). - Red ambiental Nacional de Agua Potable y Saneamiento (RANAS, incluye universidades, instituciones de gobierno, ONG's y se reúnen mensualmente).

Côte d'Ivoire: No comments

Cuba: Semestral según comisiones de la Asamblea Nacional. Reunión de coordinación, MINSAP e INRH cada mes. Ver Notas Aclaratorias.

Democratic Republic of the Congo: En RDC, il existe un organe appelé « Comité National d'Action de l'Eau et de l'Assainissement » CNAEA en sigle, qui réunit toutes les Parties Prenantes de la manière suivante, pour : - le Comité de Pilotage national: 1 fois/trimestre et - les Commissions Techniques : 1 fois/mois

Dominican Republic: No comments

El Salvador: A la fecha, el proceso está siendo implementado por ANDA, STP, MARN, MINSAL y FISDL

Eritrea: Once a year; Meetings are frequent when necessary/ needs arise

Estonia: We have different bodies with different functions, who cooperate based on different national policies and plans.

Ethiopia: On top of the previously endorsed MoU, WIF, National WASH Coordination Office, and the National WASH Inventory, currently the government of Ethiopia has also launched OWNPN on 13 September, 2013 which is expected to modernize the way WASH services is delivered to the people of Ethiopia improving the health situation, decreasing the drop-out rates of children in schools and making financing for WASH more effective. Moreover, there are other coordination platforms complementing these efforts. This includes National Hygiene and Sanitation Taskforce (NHSTF), Multistakeholder Forum (MSF), WASH Ethiopia Movement and Water and Sanitation Forum (WSF). Each coordination mechanism has its own schedule of meeting. For

example, NHSTF has monthly regularly meeting as a “think tank” for the Ministry of Health and chaired by the MoH.

Fiji: WASH coalition meets Quarterly includes MoH, WSD, WHO, UNICEF, SPC and NGOs.

Gabon: No comments

Gambia: The coordination mechanism is the Water and Sanitation Working Group which has just been recently revived (March 2013) after being dormant for a long time. The WSWG is expected to meet quarterly. Currently the regional branches of the Group are being set up. The meetings review progress in implementation of activities by the various actors, address critical issues encountered during implementation and determine areas of collaboration, particularly hygiene promotion and public sensitisation.

Georgia: No comments

Ghana: Monthly water sector working group meeting for leadership of development partners, civil society organisations (CSOs) and government; Quarterly national technical working group on sanitation meeting; Mechanisms for effective co-ordination with health and education sectors are in the process to make it stronger

Guinea: RAS

Guinea-Bissau: À Nacional, formalmente foram instituídos o CIMA (Comité Interministerial de Água), instituição representada por Ministros de instituições governamentais intervenientes no sector de agua e presidida pelo Ministro dos Recursos Naturais. O CIMA é acessorado pelo CTA (Comité Técnico das Aguas), uma estrutura de suporte técnico do CIMA, presidido pela DGRH. O Conselho Nacional das Águas (CNA), é presidido pelo Presidente da Republica, é o órgão que envolve a participação dos sectores públicos e privados e a sociedade civil para definir grandes orientações em matéria de política de agua.

Haiti: 2-3 fois par an

Honduras: Como instancias de coordinación del sector APS en Honduras existen: La mesa sectorial tripartita (Representantes del sector APS de instituciones de Gobierno, Cooperación Internacional y Sociedad Civil). Se reúne en forma irregular de acuerdo a demandas de los actores del sector. El Consejo Nacional de Agua Potable y Saneamiento (CONASA), se reúne pero no en forma periódica. La Red de Agua y Saneamiento de Honduras (RAS-HON) se constituyó en el 2004 como una instancia de dialogo, consulta e intercambio, con la misión de contribuir a la modernización del Sector Agua Potable y Saneamiento de Honduras, mediante acciones de gestión del conocimiento e incidencia política, con la activa participación del sector público, sociedad civil y las agencias de cooperación, a nivel nacional, regional y local. Las reuniones se realizan mensualmente.

India: National Drinking Water and Sanitation Council (NDWSC) has been formed in 2011 for effective convergence with related ministries like Human Resource Development, Health , Women and child development, Panchayati raj, Rural Development etc. chaired by the Minister for better outcomes. Annually meeting of NDWSC have been organised for coordination with different Ministries/Departments.

Indonesia: They meet for 2 months in one's time.

Iran (Islamic Republic of): At the time of preparing the annual budget and at the beginning of the ministerial development plans and during the monitoring of development plans coordination is made among different organizations for implementation, monitoring and development of water safety plans

Jordan: Several country compacts are negotiated and signed between the government and development partners (UN, USAID, GIZ,...) . to improve aid effectiveness and deliver aid according to priorities in the national strategy. Under Prime Minister Office, there are several committees, including the Economic Committee and the Services Committee. Meeting of committees are documented. Ministry of Health and Ministry of Education have monthly meetings or whenever the need arise to discuss hygiene issues at schools.

Kazakhstan: Annually, as required

Kenya: Quarterly , through the Inter agency coordinating committee (ESH-ICC), Joint interagency coordinating committee

Kyrgyzstan: In the frame of National dialogue on urban and rural water supply and sewage, there was coordinating council financing branch policy including persons making decisions of interested ministries and agencies, also donors and NGO established. NC is held 2-3 times a year. Besides, in the Ministry of Economy of the KR was established the strategic planning department, which regularly monitors and coordinates the implementation of the Plan on stable development, including plan on eater supply and sewage. There is also operates the National Council on water under the Ministry of Agriculture and Land Reclamation of the KR considering the issues of National water strategy in the republic.

Lao People's Democratic Republic: The WASH Technical Working Group has established and met monthly. Formal mechanism still in developing process and required the lead agency to act: the existing coordination was applied as ad-hoc basis; meaning during the cases of disaster management meeting, WASH in school, WASH in health facilities, Poverty Reduction Fund, WASH and Nutrition, Health and Environment Conference, EASAN Conference, Water and Sanitation for all (HLM), Global Water Partnership, World Water Day, World Washing Hand Day, Development of Rural and Urban WASH Strategy, Monthly WASH Technical Working Group meeting and others. It links as well to National Environment Committee, National Nutrition Management Committee etc...

Lebanon: No comments

Lesotho: Quarterly

Liberia: The WASH sector in Liberia meets once a month on the third Thursday of every month. Minutes, action points and progress report on sector achievements are compiled, documented and uploaded to the Liberia WASH website (www.wash-liberia.org). The meetings are coordinated by the National Water Sanitation and Hygiene Promotion Committee (NWSHPC) Secretariat and chaired by the Ministry of Public Works.

Lithuania: There is no schedule for regular meetings, since it can be held according to the needs.

Madagascar: Pour c. Oui quand on a les données car il y a exclusivement des données qui n'existe pas Comitéinterministériel Comité PSNA a la demande du président du comité dont DG du ministère quatre fois par an, Diorano WASH (min 1/a) 2 à 3 fois par an, groupe des partenaires financiers et bailleurs de fond trimestriellement, MCP Plateforme DIORANO Wash : une fois par an

Maldives: No comments

Mali: Le comité de pilotage du Programme Sectoriel Eau et Assainissement (PROSEA) est créé par l'arrêté interministériel N°10-2667/MEE-MEA-MS-MATCL-MEP-MET-MPFEF-MA-MEF-SG du 20 août 2011 (ex N°634MMEE/SG du 21 juillet 2005). Il faut noter que ce comité est fonctionnel, mais pas à hauteur de souhait.

Mauritania: Le conseil national de l'eau qui est le mécanisme formel pour coordonner les actions des différentes organisations n'est pas encore opérationnel

Mexico: El mecanismo de coordinación es propiciado por: ① Programas Federalizados, que de acuerdo a las reglas de operación de cada uno, debe considerar labores de coordinación entre los gobiernos federal, estatales y municipales, además de vinculación con la ciudadanía. Esta coordinación se entiende como un proceso continuo. Asimismo los actores gubernamentales mantienen acciones de coordinación y comunicación entre ellos.

Mongolia: No comments

Morocco: - Provincial water committees meet annually. - For sanitation, there is a national sanitation committee involving institutions mentioned in A9. This committee meets 5-6 times a year.

Mozambique: There are three platforms: 1. The National Stakeholder Group for Water Supply, Hygiene and Sanitation (GAS) meets on monthly basis. The platform is more of sharing information rather than coordination itself. GAS meets once a month. It's chaired by the National Directorate of Water and Scrutinized by UNICEF-Mozambique. It encompasses Governmental institutions, NGOs, Private Sector, and other interested parties. 2. Inter-institutional Group for Sanitation meets on quarterly basis 3. Joint Annual Review of the Water Sector meets twice a year

Myanmar: Committee for provision of electricity and safe water headed by Minister for livestock, fishery and Rural development as of Myanmar President's first and second priorities. Averagely quarterly and meeting if necessary , and Thematic working group meeting and Sectoral working group meeting, different departmental coordination meetings among departments concerned

Nepal: Regularly

Niger: - La Commission Nationale de l'Eau et de l'Assainissement qui se réunit statutairement 2 fois par an.

Nigeria: Body responsible for the above coordination is National Task Group on Sanitation which meets monthly; National Council on Water Resources meets Annually; Technical Sub-Committee on Water and Sanitation meets Twice /year; Federal Fund Allocation Committee; Federal Ministry of Finance; National Planning Commission.

Oman: Once/3 months.If needed/emergency

Pakistan: After the 18th Constitutional Amendment on Devolution in 2011, the provinces are in the process of developing their coordination and facilitation mechanisms thus national plan and sectoral framework is being revised.

Panama: El Comité Interinstitucional de Agua Potable y Saneamiento (CIAPAS) se reúne esporádicamente según requiera. Sin embargo CIAPAS debe ser institucionalizado como el espacio indicado para abordar los temas entre todos los actores que intervienen en el sector de agua y saneamiento. En el caso de la Promoción de la Salud, la coordinación existe entre el Dirección de Promoción de la Salud del MINSA y la Dirección de Educación Ambiental del MEDUCA junto con UNICEF, Colgate Palmolive y la ONG Fresh Hands.y se hacen con muy escasa regularidad

Paraguay: No comments

Peru: No comments

Philippines: 1. Interagency Committee on Environmental Health (as needed) 2. Philippine Development Forum –Working Group on WASH (quarterly)

Republic of Moldova: By Joint Order of Ministries of Environment and of Health dated by 21November 2012 established a Steering Committee for implementation of the Protocol on Water and Health, which cover water, sanitation and hygiene issues and includes as members all relevant authorities and NGOs. Committee meeting are organised twice a year.

Rwanda: Water and Sanitation Sector Working Group At least every three months the WATSAN Sector Working Group and the Environmental Health Sector Working group bring together all the stakeholders in WASH in a meeting to discuss progress and way forward and how to solve issues occurring within the Sector

Senegal: La Revue Annuelle du PEPAM a lieu une fois par an. Elle fait le bilan annuel du secteur WASH et dégager des perspectives de renforcement de la coordination.

Serbia: In accordance with the proposed Programme of work and existing needs.

Sierra Leone: Quarterly, but this needs to be strengthened, A sectoral framework is yet to be developed by all stakeholders which should indicate a clear roadmap to achieve harmonisation/ coordination milestones.

South Africa: Role confusion still exists among the various roleplayers which has led, in some instances, to a fragmented service delivery approach. The Dept of Water Affairs is busy establishing a Programme Management Unit to oversee and coordinate South Africa's water sector. The Dept of Water Affairs, Dept of Human Settlements and Dept of Cooperative Governance have signed a Memorandum of Agreement to assist with accelerating the provision of sanitation.

South Sudan: A number of mechanism for coordination exist including an overall WASH Planning and Coordination meetings, WASH DoG, UN and NGOs WASH cluster, WASH sector Steering Committee, Sanitation and Hygiene working group

Sri Lanka: Monthly the WATSAN meeting will be held (chaired by the Secretary, Ministry of Water Supply and Drainage); Normally between Health and Water Supply Sectors a Coordination mechanism is available. The Water Quality Surveillance meeting will be held area wise (chaired by the Government Agent (GA). The Chief Chemist will attend on behalf of the NWSDB; In case of Disasters the coordination between the NWSDB and Disaster Management Centres will be carried out; The MDG (Millennium Development Goals) and WSSCC meeting will be held frequently chaired by the Secretary, MWSD.

Sudan: No comments

Tajikistan: Interagency Coordinating Council, which includes all the concerned ministries and departments, meets two times a year. Organization's network of partners on sustainable water supply and sanitation in Tajikistan meets quarterly (WWW.TAJWSS.TJ)

TFYR Macedonia: According defined dynamics The Ministry of Education and Science has a bilateral cooperation with the Swiss Agency for Development and Cooperation and realize the Program "Integration of environmental educational system". The Program is implemented in all kindergartens, primary and secondary schools by the NGO OXO. Various stakeholders are involved in the Program realization. The program has educational impact, but also implements standards for sustainable development in the educational institutions.

Thailand: No comments

Timor-Leste: Formally done every three months

Togo: see supporting documents for complete response.

Tonga: National Water Supply Committee meets 4 to 6 times a year

Tunisia: A National Water Council was created in 2010 per a Decree No. 407 . This council has in charge the elaboration of strategies and policies of the Water sector in the country (mobilization, use, economy, protection) but not specifically for WASH sector. -This board integrates all departments and public operators in relation to the area of drinking water (presence of DG SONEDE but lack of DG ONAS) as well as representatives of the profession (agriculture and industry) -The meetings of the Council are not systematic and are infrequent.

Uganda: Water and Environment Sector Working Group (WESWG) with meets every quarter.

Ukraine: Meeting of the Interagency Working Group on Coordination of the implementation of the Protocol on Water and Health to perform Order number 46963 CMU from 10.06.2003 year to perform an action plan for implementation of the Law of Ukraine "On ratification of the Protocol on Water and Health to the Convention of Transboundary Watercourses and International Lakes, 1992 Year "from 9.07.2003, № 1066-IV - 1 time per quarter.

United Republic of Tanzania: National Steering Committee for Sanitation and Hygiene meet twice every year National Technical Working Groups Household and School WASH meet quarterly a year Water Sector Development Programme (WSDP) Steering committee meets once every year WSDP Technical Working Groups Meets quarterly Water Sector working group meet twice a year Health Sector Development Committee meet twice every year

Uruguay: No comments

Vanuatu: National Water Advisory Committee – meets quarterly. WASH cluster meets as required.

Viet Nam: A National Steering Committee for rural water supply and sanitation has been established. Vice Prime Minister is chairman and members are from Ministry of Agriculture and Rural Development, Ministry of Health, Ministry of Education and Training, Ministry of Planning and Investment, Ministry of Finance, Ministry of Natural Resources and Environment, Ministry of Defence, Ministry of Information and Communication, Women's Union, Youth's Union. There is no NGOs participated in this Steering Committee. The SC meetings are organized every 3 months. In order to get participation of non-government stakeholders, Vietnam has a Rural Water Supply and Sanitation Partnership (RWSSP), leading by Ministry of Agriculture and Rural Development. The RWSSP is first and foremost a partnership among RWSS sector stakeholders. Its membership comprises the government of Vietnam and 25 signatory organizations, including donors, multilateral institutions, and NGOs. The institutional structure of the RWSSP consists of the Partnership Steering Committee (PSC), the Coordination Unit (CU) and Technical Working Groups established on an as need basis. A Sanitation Working Group has been founded and members meet every 3 months.

West Bank and Gaza Strip: Regular meeting are conducted between NGOS and ministries (related to WASH) Cluster meetings (government institutions with the NGOs): Education, Health, WASH / EWASH: Monthly The Water and Sanitation Sector Working Group Infrastructure Strategy Group (Relevant government institutions with the Donor community) : (Donor meetings with the relevant ministries) Quarterly. These regular meetings are documented with the MoM that is distributed among all partners

Yemen: No comments

Zimbabwe: At least once a month

10. Public reporting / complaints – effective mechanisms

Question A13e. Please provide an example of an effective complaint mechanism.

Afghanistan: MRRD has its representative offices called Provincial Rural Rehabilitation Departments (PRRDs) in each province. People through the community based mechanism called Community Development Council (CDC) present their complaints to the provincial directorate.

Angola: No Meio Urbano são utilizadas as Administrações Municipais e Comunaís, assim como à Comunicação Social (Rádio e Televisão) pública e privada para se fazerem as reclamações. No Meio Rural são utilizadas as Administrações Municipais e Comunaís.

Argentina: La factura de la empresa proveedora de los servicios en el área metropolitana de Buenos Aires (provee servicios de provisión de agua potable a 9, 2 millones de habitantes y de desagües cloacales aproximadamente a 7 millones de habitantes) presenta en su factura un recuadro destacado de aprox. 5 cm² (8% del total de la superficie de la misma) con un número telefónico de cobro revertido (0800) disponible para atención técnica durante las 24 horas.

Azerbaijan: Established a telephone hotline 955 for the adoption and rapid response of complaints from the public; been established electronic communication with the public www.az. Issued bulletins of "Azersu", information is transmitted by the mass media (TV, radio). Complaints from the public, depending on the response times are divided into categories in terms from immediate to 1 month.

Bangladesh: 1. In rural areas the complaints are received at service provider's office in person. The personnel of the service provider inspect the point of complaint and do remedial measure. 2. In urban areas the service providers also receive the complaint in person or over telephone and take remedial measures.

Belarus: All the questions connected with citizens is regulated by the Law of the Republic of Belarus «On Appeals of Citizens and Legal Entities» from July 18, 2011 № 300-z. <http://president.gov.by/press11545.html>
Treatment - individual or collective statement, suggestion, complaint, as set out in written, electronic or oral form. Citizens of Belarus have the right to appeal to the organization by submitting a written, electronic or oral applications (personal reception) and individual entrepreneurs by making comments and proposals in the book of comments and suggestions. Written requests should be responded not later than fifteen days, and cases requiring additional investigation and checking - not later than in one month, unless otherwise specified by legislative acts. The most frequent calls in the WASH sector are complaints on the quality of water due to high natural content of iron, as well as complaints about the construction of local treatment facilities.

Benin: Boîtes de suggestion, centre d'appel téléphonique, courriers, Enquête de satisfaction de la clientèle, Association des Consommateurs d'Eau Potable, Emissions interactives au niveau des radios,

Bhutan: For urban: Complaint hotline put in place for water and sanitation. For rural : Informal complaints to water user groups and local authorities

Bolivia: En el area urbana, las EPSAS cuentan con oficinas de atencion al consumidor, donde se procesa los reclamos que deberan ser atendidos por la epsa. El sistema de atencion a clientes es regulado por la autoridad de fiscalizacion y control social de agua potable y saneamiento aaps. Los reclamos son realizados por via telefonica o de manera escrita. Cada reclamo tiene su numero de registro para control. Anualmente la EPSA presenta un reporte y los indicadores de atencion al cliente a la aaps. En el area rural, no existe sistemas de atencion al cliente instituido en las empresas operadores del servicio.

Botswana: There are no formal mechanisms in place for handling complaints. However, the following practices are in place yet not very effective: For urban water supply and sanitation toll free lines exist, though not effective; Customer satisfaction survey conducted every 5 years by the National Strategy office. . Open door policy available especially in high offices such as Office of the President, Permanent Secretary etc

Brazil: Não existe no país um órgão nacional para regulação e fiscalização dos serviços de água e esgotamento sanitário, em função do desenho institucional do setor, determinado pela Constituição Federal, e regulamentado pela Lei de Saneamento Básico (Lei no 11.445/2007). A regulação e a fiscalização cabem aos entes subnacionais municipais (5565 municipalidades) e está em processo de implantação. Em função disto, não há um mecanismo e de queixas nacional. Contudo, a maioria dos prestadores dos serviços nos governos subnacionais disponibiliza canais para recebimento de reclamações dos usuários sobre falta ou precariedade dos serviços, por via telefônica, internet e presencial. Da mesma forma, nos municípios em que atua alguma agência reguladora, esta possui ouvidoria para atender às reclamações dos usuários. Nos municípios maiores geralmente existe um órgão público de defesa dos consumidores (PROCON), para defesa de direitos do consumidor, em geral, que atua como instância de reclamação e de solução de conflitos não resolvidos diretamente com os prestadores. Há no país uma Associação Brasileira de Agências de Regulação (ABAR), que congrega os reguladores de diferentes serviços e que dispõe de uma Câmara Técnica de Saneamento Básico, que vem atuando no sentido de implantar algum mecanismo de coordenação entre os reguladores de água e esgotamento sanitário, no que couber. No âmbito da Justiça, o Ministério Público, agência independente, tem competência e atribuições de defesa de direitos Sociais.

Burkina Faso: Pour le milieu urbain, il y a les centres d'appel, les boîtes à idées dans les agences, l'accueil clientèle dans les agences et les enquêtes de satisfaction des bénéficiaires. Pour le milieu rural, il y a la possibilité pour les bénéficiaires d'interpeler l'administration à travers les structures déconcentrées (Direction régionale en charge de l'eau et l'assainissement) par le biais des représentants communaux.

Burundi: Ces mécanismes n'existent pas.

Cambodia: 1.The members grumble and make complaints in the public meetings. 2. In case of urban water supply, water bills provides contact numbers for customers to feedback for the service providing. However, there is no customer committee to received and solving user's complaint at all level, it happens only ad-hoc.

Cameroon: Centre d'appel téléphonique / « Numéro Vert » Associations des Consommateurs d'Eau Existence d'un délai de traitement des requêtes Enquêtes de satisfaction auprès de la clientèle

Central African Republic: Service de réclamation au niveau de la SODECA (Société de distribution d'eau en Centrafrique). Il existe un numéro vert.

Chad: Demandes d'accès à l'assainissement à titre de droit humain est recevable dans les tribunaux du pays (cf. Djamel Abdel Nassir Chérif cherifneissa@yahoo.fr document présenté pour la rencontre de haut niveau en 2012) . Le numéro vert est en train d'être mis en place

Chile: Sector Urbano: Todas las Empresas concesionarias de Agua potable y Saneamiento deben disponer de mecanismos para reclamos, e informar a la Superintendencia de Servicios Sanitarios periódicamente las estadísticas respectivas. Además, la Superintendencia dispone de mecanismos de atención de reclamos de la ciudadanía. Sector Rural: Los usuarios de Comités de Agua Potable Rural pueden acceder a las Direcciones Regionales de Obras Hidráulica o a través de Oficinas de Información y Reclamos, OIRS, dispuestas por el Estado. La administración de los sistemas de agua potable rural es efectuada por las propias comunidades, por lo que la atención se refiere a nuevos sistemas o nuevos usuarios que pueden ser beneficiarios de inversión del Programa de Agua Potable Rural.

Colombia: A través de las empresas de servicios públicos, pues estas tienen la obligación de informar a los usuarios de cómo presentarlas y aun de presentar recursos establecidos en la ley. También la Superintendencia realiza divulgación a través de herramientas como la página Web y capacitación a vocales de control de servicios públicos. La SSPD desarrolla la estrategia de Fortalecimiento en la Promoción de la Participación Ciudadana y el Control Social en desarrollo de los deberes legales contenidos en la Ley 142 de 1994, y en virtud de ella, realiza capacitaciones dirigidas a los vocales de control, autoridades locales, municipales y departamentales, a fin de sensibilizarlos sobre sus responsabilidades en la promoción del control social, defensa de los derechos de los usuarios de servicios públicos y deberes de los mismos, con miras a buscar una solución concertada a las problemáticas regionales en la prestación de los servicios públicos. Adicional a esto mediante un trabajo de asesoramiento y capacitaciones a los usuarios de servicios públicos se promueve la conformación de Comités de Desarrollo y Control Social y se capacita sobre el proceso de

reclamación ante las empresas prestadoras y la Superservicios. A su vez, la entidad realiza varios eventos de Presencia Institucional tales como Ferias de Servicios Públicos y Superservicios a la Universidad; con el fin de acercar la entidad a la comunidad y dar a conocer el procedimiento adecuado que deben realizar para realizar una reclamación ante las empresas prestadoras, los medios de contacto que tienen disponibles para comunicarse con la entidad y puedan tener un asesoramiento constante por parte de la Superservicios.

Congo:NA

Cook Islands: Complaints recorded but not centrally

Costa Rica: Los ministerios de Salud y Ambiente en sus contralorías de servicios y auditorías atienden reclamos por faltas al cumplimiento de leyes. -En el AyA y en la ESPH los reclamos se atienden por medio de la Contraloría de Servicios y en su centro de llamadas por medio de una línea 800 -En las ASADAS es posible plantear reclamos en las asambleas generales o ante el fiscal de la Junta Directiva. Y en general las personas pueden presentar sus inconformidades directamente ante: Sala Constitucional; Defensoría de los Habitantes; y la ARESEP

Côte d'Ivoire: Eau potable; Enquête de satisfaction auprès de la clientèle (HU); Existence d'un service d'enregistrement des plaintes à l'ONEP (Office National de l'Eau Potable); Existence d'un centre d'appel téléphonique : 175 Assainissement : La SODECI reçoit les requêtes qu'elle doit exécuter en 48h. Après réception des listes de travaux exécutés, l'ONAD vérifie par des appels.
En milieu rural, existence de mécanisme pour saisir l'autorité villageoise (chefferie) et l'autorité administrative (Sous-préfecture) Hygiène : En Santé et Hygiène, il existe un numéro de téléphone : 143 qui reçoit toutes les plaintes des usagers des services de Santé.

Cuba: Son varios. Existen oficinas comerciales locales de las empresas de abastecimiento y saneamiento para quejas y reclamaciones por incumplimiento de contratos, las que se verifican y se da respuesta en plazos de 1-7 días. De no estar satisfechos, los usuarios pueden reclamar a la Empresa y a los Gobiernos locales. Los delegados de Gobierno local rinden cuenta de su gestión a los electores, recogen y tramitan quejas y planteamientos manifestados y da seguimiento con los prestatarios de los servicios púnicos.de agua y saneamiento.

Democratic Republic of the Congo: - Centre d'appel téléphonique en milieu urbain (gratuit) ; - Enquête du niveau de satisfaction de la population. En RDC, il existe beaucoup de chaines audiovisuelles (télévision et radio) qui sensibilisent ou par lesquelles la masse passe pour s'exprimer ou encore chaque personne se plaint de sa manière.

Dominican Republic: No comments

El Salvador: Mecanismos de la Defensoría del Consumidor, Sistema de quejas y reclamos de ANDA, Centro de Defensa del Consumidor. El centro de atención ciudadana de ANDA tiene como ámbito de acción la prestación de una atención expresa a través del número telefónico único 915. Por medio de esta tecnología se le brindará una solución oportuna mediante un sistema único de registro electrónico que le permite dar seguimiento a sus trámites, denuncias y consultas; un sistema modelo de transparencia para dar confianza a la ciudadanía de una gestión de servicios confiable, precisa, veraz, eficiente y eficaz. www.anda.gob.sv

Eritrea: All Complaints are directed to local administration through formal communication by concerned individuals or communities and these are referred to water Resource Department through written communications where corrective measures are taken

Estonia: Local authorities have regulations that describe how the drinking water and sewage services are managed. The companies who offer services have information and emergency tel. numbers, that the users can get contact and complain about the functioning and quality of the service.

Ethiopia: The hotline complaint mechanism is very important for immediate reactions. However, there is no established hotline compliant mechanism for all urban areas for drinking water, there is hotline complaint mechanism for Addis Ababa which is free of charge. However, there are local FM radios whereby the public

raises the issues of complaints to the Water supply and sewerage service providers in other towns. In some cases the service provider responsible personnel responds accordingly for live questions. Regarding to sanitation, there is no effective complaint mechanism such as hotline in the urban centers. However, as it is indicated for drinking water supply, there is also live radio programs entertaining the sanitation service issues. But in the rural setups, the Health Extension Workers (HEWs) are working house to house in each kebele so that the households will tell the sanitation service complaints physically to the HEWs. In addition, the Health Development Army (HDA), one to five networks, will also visit networked houses and inform to HEWs for soliciting solutions. This approach will also apply for urban settings in regard to sanitation since there is urban health extension programme.

Fiji: Complaint procedures in place, Help line 24/7, log books kept urban water logs audited by regulator – WAF and WSD. Ministry of Health also keeps complaint log & Investigation. Open door policy by Government.

Gabon: La SEEG dispose d'un centre appel téléphonique ouvert à tout le public pour les plaintes. Le délai de traitement est de 24 heures ARSEE

Gambia: For urban water supply and sanitation NAWEC has toll free numbers and radio phone-in programmes for sensitisation and registering complaints. For the rural areas complaints are lodged directly with the Dept. of W/Resources and DWR advises them about the course of action since maintenance has been transferred to local communities. In other cases complaints are lodged directly with the private company with which the community has a maintenance contract.

Georgia: Established a telephone hotline for the adoption and rapid response of complaints from the public. Information is transmitted by the mass media (TV, radio). Complaints from the public, depending on the response times are divided into categories in terms from immediate to 20 day. Example of effective complaint mechanism in Tbilisi Waterworks and Sewerage: existence of complaint hotline, target response times, customer satisfaction with responses (call center).

Ghana: The Ghana Water Company Limited (GWCL) has a complaints desk within its structure to receive and deal with complaints; There are toll free numbers for the public to make such complaints; Also available is a short-code for sending text messages of complaints; Offices of the District Water and Sanitation Teams (DWST) are also a point of call if there is a problem; At the community level, WASH Management Committees are in place to deal with complaints.

Guinea: Eau en milieu urbain : Centre d'appel (Numéro vert) ; Réception et Enregistrement des plaintes à l'accueil ; Délai de traitement (moins de 72 heures) Eau en milieu rural Réclamation déposée auprès des bases régionales ou base de suivi des points d'eau du SNAPE ou Assainissement en milieu urbain : Plaintes déposée au niveau de la Direction de l'Assainissement succédée d'une mission conjointe DNACV et Direction communale de l'Environnement qui va constater les faits et faire rétablir le tord. La brigade de salubrité (au niveau communal) ou la brigade verte (au niveau du ministère de l'environnement) peuvent être éventuellement mis à contribution.

Guinea-Bissau: No comments

Haiti: N/A

Honduras: En relación a la atención al cliente, de acuerdo a la Política Nacional del Sector de Agua Potable y Saneamiento (Pág. 34), "El prestador actuará con diligencia y eficiencia para resolver necesidades de atención y de mantenimiento correctivo solicitadas por los usuarios y mantendrá informados a sus usuarios sobre las condiciones extraordinarias que requieran ser del conocimiento de ellos." Existe como ejemplo, el reglamento de solicitudes y reclamos del ERSAPS. Así también existen instancias para reclamos en las Unidades de supervisión y control local de las municipales que velan por función reguladora. Existe la oportunidad de hacer reclamos en forma digital, por ejemplo en las páginas de internet de: Aguas de Puerto Cortés y las municipalidades de Siguatepeque y Comayagua Por ejemplo SANAA, tiene la oficina de atención al cliente y vía teléfono (Tegucigalpa, sede central). Los principales prestadores urbanos tienen sus oficinas de atención al cliente, entre las doce principales están: Comayagua, Siguatepeque, Danli, El Paraiso, Choloma, Villanueva, La

Lima, Pimienta, San Manuel, Choluteca, La Ceiba y El Progreso. En el caso de las juntas de agua urbanas tienen también oficinas de atención.

India: Online centralised public grievance redressal and monitoring system is in place.

Indonesia: Some programs in sanitation and hygiene have a different complaint mechanism. For instance, in PAMSIMAS and SANIMAS complaint mechanism through facilitator / facility management group (KPS), respectively. Another example is from a technical point field (PDAM) several complaints through telephone hotline, then through the PU complaints forwarded for immediate follow-up to the technical section.

Iran (Islamic Republic of): - Availability of 24-hour hotline No. 122 to report the urban and rural water and wastewater emergencies, where by a complaint is processed at the earliest possible time. -The 1490 hotline for complaints on health issues including water and wastewater, which are answered within 24 hours in flooding, 48 hours during emergencies and 72 hours under normal conditions

Jordan: There is a Complaint Hotline for water and sanitation service at Water Authority and Public Utilities. Public utilities have to report on their target response time and customer satisfactions.

Kazakhstan: On government, ministry and department blogs, processing times from 3 to 30 days

Kenya: The Water Services Regulatory Board has a complaint hotline and Water Action Groups. The Ministry in charge of Water affairs conducts annual customer satisfaction surveys and has to report as a statutory requirement on the number of complaints it has received and how they were addressed. For sanitation, this is still a challenge. There are no formal complaint mechanisms in the rural areas, but in the urban are, some of the systems work in the municipalities.

Kyrgyzstan: Consideration of complaints and applications of the citizens on water supply and sanitation are governed by the Laws of the « Concerning the Protection of Consumers' Rights » (2007); «About drinking water» (1999); «About local authority» (2011), «About the order of citizens' complaints and application s consideration» (2007), technical regulations «About drinking water safety». Non-compliance with the terms of the contract with the water supplier according to the quality and quantity of water, and sewage grant right to the subscriber for application to the service provider. Maximum term of consideration and response is not more than 30 days. Public agencies consider the applications provided by the Law of the Kyrgyz Republic "About order of citizens' applications consideration". In writing of the Law of the KR from 26.02.2008 №16, 15.07.2009 №214, 03.05.2011 №17.

Lao People's Democratic Republic: Complaint to high level and/or development partners during the monitoring and evaluation and by ad hoc visits to rural and hard to reach areas (for Rural sanitation and Rural drinking-water supply). By the way, they could complaint to the officer in charge by submission the complaint letter to government office and other concerned who could intervene to help them. They might complaint by line but the effectiveness need to be considered and waiting for the coming action plan by government office to come to check and design on how to repair and rehabilitate.

Lebanon: After the incident a hotline is provided - target response time is provided directly – customer is satisfied.

Lesotho: As part of the preparation for the regulation of the urban water sub-sector, LEWA has prepared the Urban Water Quality of Service and Supply Standards document and Section 3.6 of this document provides guidelines for handling customer complaints and has set standards and targets which are to be achieved by the service provider. For its part the service provider has a toll-free number where complaints are communicated and registered. In rural settings, consumers use a variety of mechanism to report service quality. These include: the local leadership, local government institutions, the media, politicians and advocacy NGOs.

Liberia: Not available in Liberia at the time of data collection. These are captured within a USAID study on the Institutional strengthening for the Liberia Urban Water Utility.

Lithuania: The State Consumer Rights Protection Authority, by means of advance out-of-court settlements of disputes, examines consumer complaints about the application of the unfair provisions of drinking water sale and purchase and waste water treatment contracts as well as about water consumption records, water supply emergencies, water supply cutoff or limitation, water bills. Complaints by consumers may be sent by mail or taken to the State Consumer Rights Protection Authority based in 25 Vilnius St, Vilnius, or by email tarnyba@vvtat.lt. Enquires may also be made by telephone +370 5 2672751. A sample of a consumer's request is placed in the website www.vvtat.lt under „Activities“. The State Food and Veterinary Service seeking to safeguard consumer interests and protect their rights analyses consumer complaints concerning the safety and quality of drinking water. The complaints can be provided: on the free phone line 8 800 404 03, 24 hours a day; by e-mails vvt@vet.lt; vmvt@vet.lt, by completing a special online notification form on the web site <http://www.vmt.lt> on the page "Praneškite mums" or by mail to the address Siesikų str. 19, LT 07170 Vilnius. At territorial State Food and Veterinary Services notifications (complaints) are received by phone, e-mail, mail or by coming to the territorial State Food and Veterinary Service. Contacts of the territorial Services are published on the web site <http://www.vmt.lt>, on page "Kontaktai".

Madagascar: 1-3 jours pour réponse. Centre d'appel téléphonique pour les plaintes. TV/radio informations. Rurale, communauté fontainier Commune Gestionnaire.

Maldives: No comments

Mali: -Mairies, antennes, services locaux, niveaux régional et au national et au ministère -Il existe un service contentieux à la SOMAGEP, des lignes téléphoniques vertes et des boîtes à suggestion.

Mauritania: L'utilisateur peut porter plainte des infractions dans le domaine WASH qu'il subit devant l'administration et même devant les tribunaux

Mexico: Se tienen los siguientes mecanismos de consulta y rendición de cuentas en los gobiernos: **Gobierno Federal. A través de la Conagua es posible solicitar, con base a lo establecido en la Ley Federal de Transparencia y de Acceso a la Información Pública, información referente a cualquier tema de agua; **Gobiernos estatales. Al igual que en el gobierno federal, en este nivel es posible solicitar información respecto al agua a los gobiernos estatales, con base en las respectivas leyes estatales de transparencia y rendición de cuentas; **Gobiernos municipales. En algunos municipios urbanos y rurales, tienen líneas telefónicas para atención al público. En cuanto a reclamaciones y atención de las mismas, cada organismo operador tiene mecanismos de seguimiento a las reclamaciones. Con respecto al tema de calidad del agua potable, la COFEPRIS cuenta con una página de Internet y teléfonos para denunciar y mecanismos de atención.

Mongolia: Complaint hotline of Government-1111 Complaint hotline of Chief of Governor's office-1200 Target response times- 3 workdays

Morocco: - Satisfaction Surveys - telephone call center - Office-commercial services operators - Claims and complaints-written and sent to the authorities concerned - Parliament-Questions

Mozambique: Meetings of the Rural Water Committees; Green line for phone call of the main Water Supply Operator; Compliant book and designated desks for customer care of the Water Supply Operators; Creation in 1999 of the Regulation Council of Water Supply and Sanitation (CRA)

Myanmar: Able to complain to Township DDA, Township Medical Officers, Township Administrators for urban and rural areas People in city and big urban to NDC, YCDC, MCDC

Nepal: Hot lines available in urban context, complaint register, generally within 3 days (depending on nature of complaints), Satisfactory

Niger: - La Commission Nationale de l'Eau et de l'Assainissement qui se réunit statutairement 2 fois par an.

Nigeria: 1. Hotlines are provided 2. Complaint boxes are available in the different offices. Complaint Mechanisms exist but usage is low due to apathy

Oman: -Customer satisfaction - Hotline -Call Centre - Customer Survey

Pakistan: Most of the rural water supply schemes operated & maintained by community based organizations have developed their complaint redressal system

Panama: Se cuenta con la línea gratuita 311 para hacer reclamos por problemas de agua potable y saneamiento en el área urbana. En la ASEP existen mecanismos de reclamación que puede hacerse personalmente, por medio de la línea gratuita 800-3333 y el correo electrónico: atencionalusuario@asep.gob.pa. En el IDAAN en su página web institucional existe un buzón de sugerencias y se indica el mecanismo de reclamación a través de la línea 311.

Paraguay: ESSAP – Línea directa 162 ERSSAN y MOPC – Reclamos vía notas En ERSSAN se encuentra la Unidad de Atención al Público, en donde los usuarios pueden acercar sus inquietudes en cuanto a la calidad del servicio. Se instala un expediente de la denuncia para luego dar seguimiento con las instrucciones dadas por la máxima autoridad del Ente y para dar una respuesta a los afectados. Cada prestador debe tener un centro de atención al público, conforme al Marco Regulatorio del ERSSAN SENASA recibe los reclamos de las juntas de saneamiento

Peru: La SUNASS tiene cinco mecanismos para canalizar los reclamos y falta de información a los usuarios: 1) El proveedor (EPS) recibe y resuelve los reclamos de los usuarios en primera instancia 2) El Tribunal Administrativo de Solución de Reclamos (TRASS): es responsable de resolver en Segunda Instancia Administrativa (recursos de apelación) el reclamo de los usuarios presentados ante las EPS, de acuerdo a la Resolución de Consejo Directivo N° 066-2006-SUNASS-CD, con su modificatoria Res. N° 088-2007-SUNASS-CD. 3) La Gerencia de Supervisión y Fiscalización (GSF): atiende denuncias de problemas comerciales y operacionales de carácter general que no han sido atendidas de manera oportuna y efectiva. 4) El FonoSunass: es la Central Telefónica exclusiva para orientación de los usuarios que requieran información sobre cómo reclamar, sus derechos y deberes. A través del FonoSunass (línea gratuita para provincias), se pueden realizar consultas sobre cómo reclamar sobre consumo elevado, facturación excesiva, facturación indebida, falta de servicio, entre otros. 5) Oficinas Desconcentradas: para la atención personalizada, la SUNASS está expandiendo sus centros de atención en el país, contando a la fecha con 12 Oficinas Desconcentradas (ODS) para atención a los usuarios.

Philippines: Big water utilities have customer service departments or units handling complaints (e.g. <http://www.davao-water.gov.ph/web/custserv/>)

Republic of Moldova: According to the Law nr.190/1994 on complaints established a general procedure on addressing complaints and response times. Some Water Companies (ex. Apa Canal Chisinau) are conducting periodical surveys on customer's satisfaction

Rwanda: Suggestions boxes, hotline, call center, consumer directorate department, customer care services

Senegal: Centres d'appel téléphonique pour les réclamations concernant l'assainissement et l'eau potable en milieu urbain (SDE et ONAS) En milieu rural, saisie des autorités locales et des associations des usagers de forage ou des comités de gestion des forages pour ce qui concerne l'eau potable. Pour ce qui concerne l'assainissement en milieu rural, c'est sans objet, car l'assainissement y est de type individuel.

Serbia: Example of effective complaint mechanism in Belgrade Waterworks and Sewerage: existence of complaint hotline, target response times, customer satisfaction with responses (call center)

Sierra Leone: All Area Offices in the Head Office have phone numbers through which complaints can be made. Target response time for Complaints for Service Providers in Urban drinking water Supply is 48 hrs.

South Africa: The establishment of a Consumer Service to which complaints can be reported is a legal requirement, set by regulations in terms of the WS Act. Unfortunately this is not always a guarantee that one will be established. In many municipalities customer relations management remains problematic and is ineffective, despite the existence of Consumer Services. The best example in South Africa is the Drakenstein WSA with a phone-in hotline and an audited response time of 40 minutes.

South Sudan: Complaints received through the coordination mechanism from the representatives, FM Radio debates, and summons by the legislative assemblies

Sri Lanka: Government Information Centre Hotline – 1919; NWSDB complains/ leakage report Hotline – 1939; Customer charter system is available in the NWSDB; There are mechanisms to solve any issues in Grass root levels in NWSDB; Disaster Management Centre Hotline – 117; Complain Unit for Local Government Hotline – 011 2328428

Sudan: Hot call in urban. Complaint box and records in rural

Tajikistan: A special hotline is established in the cities for complaints, and the complaints are registered by traffic controller and depending on the nature of the complaints, the response time varies from 2 to 5 days. The report is provided to the chief of the organization on each case of the removal of complaints and customer satisfaction. In case of receipt of a written complaint, the inspection is conducted in the regulatory bodies. Information on the measures taken and their results is reported

TFYR Macedonia: On the web page of the Public Utility for Drinking Water Supply in Skopje there is a free hotline functioning 24/7.

Thailand: No comments

Timor-Leste: Service provider provide complaint number for water (No 3311-397)

Togo: Par rapport à l'AEPA en milieu rural, la déconcentration des services (directions régionale, affectation des agents forment dans les préfectures qui assistent les comités points d'eau dans la gestion) ; la mise en place d'un réseau d'entretien/maintenance dans les localités (Agents Forment/mécanicien pompe – Fournisseurs de pièces de rechanges/Vendeurs de pièces de rechanges des pompes – Artisan réparateurs-responsable villageois/comité eau) permettent l'enregistrement et le traitement des plaintes. En milieu urbain, La société Togolaise des Eaux a mis en place sur le plan national un appel téléphonique dit « numéro vert » sans coût qui se charge recueillir les plaintes de population ; en dehors de cet appel téléphonique il existe dans chaque centre d'exploitation une section clientèle chargé de réception des plaintes. On note aussi des boites à suggestions dans les services dans le sous secteur hygiène et assainissement : plaintes directes au niveau des services

Tonga: Rural Areas- Complaints are to the Village Water Committee, if the committee can not handle, they will report to the Public health Inspectors and they will work to it as soon as possible Urban Areas- Hotline, counter for complains handled by customer service staff, which they will respon to a complaint within 8 hours.

Tunisia: Among the mechanisms for receiving complaints: -Green Numbers -Office of claims inside ONAS and SONEDE -Office of relationship with citizens inside the Ministries who did the analysis and annual reporting (number of claims, processing time, etc. ..). - The interactive web sites for ONAS and SONEDE. -Satisfaction Survey Customer (SONEDE). -The Ministry of Health. For drinking water systems in remote rural areas managed by the Water Users Associations. Receipt of complaints is done through: -Regional Offices of the Ministry of Agriculture -The Ministry of Health -The delegations -Governorates -The office of relationship with citizens (Ministry of Agriculture)

Uganda: National Water and Sewerage Corporation, the government parastatal in-charge of Operation and Maintenance of the largest 33 urban towns in Uganda has a complaints hotline of 0800100977 that works 24/7, its target response time is less than 3 hours and has recently carried out a customer satisfaction survey to determine the customer satisfaction index and know how to improve customer service. U Report by UNICEF The use of mobile phones to report breakdowns (Mobile for Water Initiative). Social accountability (using citizens' report cards and community score cards have been used in a few places. Ministry of Finance has a budget monitoring unit which also goes to the field to check on the utilisation of funds.

Ukraine: The presence of a hot line for complaints, deadlines reaction to complaints, customer satisfaction, the answers received, the treatment in housing, treatment of complaints to courts etc. Examples of effective

complaints mechanism-of complaints on the issue of drinking water quality and sanitation in rural areas. Local authorities of territorial communities of the seven villages of the Boryspil district of Kyiv region appealed to the Ministry of health of Ukraine, Chief state sanitary doctor Ministry of health of Ukraine and a number of scientific-research institutes of NAS of Ukraine on the issue of the negative environmental consequences due to the upcoming discharges of insufficiently treated municipal wastewater, Borispol in boggy forest coast Kanev reservoir and deterioration in this regard, the quality of drinking water in каптажх and wells. Complaint-appeal was considered by a number of scientific and research institutes of NAS of Ukraine (Institute of botany named. N.G. Kholodny, National Botanic garden named after. M.M. Grishko, the research Institute of forestry and agroforestry them. G.M. Vysotsky). In conclusion, these organizations were noted inadmissibility of the designed construction owing to the incomplete accounting of all the conditions and requirements of the environmental legislation. It was recommended to carry out a detailed environmental expertise of the territory in accordance with applicable law and international obligations of Ukraine in the sphere of health and environment. An Institute of colloid chemistry and chemistry of water named after A.V. Dumanskogo of the National academy of sciences of Ukraine took upon itself the obligation of monitoring the quality of drinking water. On the basis of the received conclusions of the Kyiv regional state administration has decided to conduct the mandatory state ecological expertise and public discussion of its results before the start of construction.

United Republic of Tanzania: Complaint and complements suggestion boxes, complaint hotline, complaint desk

Uruguay: El prestador OSE cuenta con una línea telefónica gratuita las 24 horas para la atención de reclamos de todos los servicios del país y centros de servicios distribuidos a lo largo del país para atención personalizada y posibilidad de efectuar reclamo por la web (http://www.ose.com.uy/c_servicios_en_linea.htm). La Intendencia de Montevideo cuenta con una línea telefónica para la atención de reclamos con un horario extendido en días hábiles y sábado y posibilidad de efectuar reclamos a través de la web. http://www.montevideo.gub.uy/tramites/formularios/buzon_ciudadan. También existe en Montevideo un Defensor del Vecino que recepciona, entre otros, reclamos de saneamiento. A su vez, el organismo regulador URSEA recibe reclamos en segunda instancia, es decir si luego de que el usuario le efectuara el mismo al prestador y este no respondiera en 15 días hábiles o la respuesta del prestador no le satisface, podría presentar un reclamo frente a la URSEA. La Unidad Reguladora cuenta con una línea telefónica para estos casos así como la posibilidad de presentar reclamos a través de la web (en ciertos casos de reclamos de calidad del agua potable, desbordes de agua residual, etc. podría efectuarse el reclamo en segunda instancia, pero sin necesidad de esperar los 15 días hábiles).

Vanuatu: No comments

Viet Nam: If people in the community are unsatisfied with the quality of served drinking water, they will collect signatures of community members then submit an official letter attached with signatory list and supporting evidences to the local government and involved bodies to request remedial measures. The local government then will be leading actor to request involved bodies, including water supplier, to fix with this problems then report the results to local government and inform to community by an official letter on how the problems are resolved? What measures have been taken? What can be or cannot be done? What is the situation of existing drinking water? Further actions for ensuring quality of water.

West Bank and Gaza Strip: Jerusalem Water Undertaking (water service provider) 24 hour hotline West Bank Water Department Response to complaints within short time to water complains or water cut off or maintenance. Most of the Service providers communicate through social media and actions are taken

Yemen: Customer complaints and maintenance system using hotline, timing, and monitoring system for complaints. It is partially applied for about 20% of the capital population and parts of the city of Ibb, AL-Hodaidah, Aden, . However, there is a big room for improvement.

Zimbabwe: Complaints call centre with the City of Bulawayo

11. Public reporting / complaints – need for improvements

Question A13f. Please provide an example of a situation where a complaint mechanism needs to be improved.

Afghanistan: A Hygiene and Sanitation program was implementing in one of the villages of Takhar province. The villages through their CDC delivered their complaints and appeal why the team is not visiting their village for implementation of the Hygiene and Sanitation related activities.

Angola: Ruptura do Sistema de Distribuição de Água; Contaminação das Fontes de Abastecimento de Água, Obstrução das Valas de Drenagem e Intupimento de Fossas. É necessário que se criem mais «Guichets» de Reclamação aos mais variados níveis (nacional, provincial, municipal e comunal).

Argentina: No comments

Azerbaijan: No comments

Bangladesh: In case of urban towns, water pipe lines are leaked and remain unattended; sewerage manhole overflows and also remains unattended. In this case complaint mechanism needs to be improved for immediate restoration of the problem.

Belarus: No comments

Benin: No comments

Bhutan: Complaint response mechanism lacks response time, and serves just for 9am -5pm on work days, no service on holidays. Non existent complaint redressal mechanism.

Bolivia: Los reclamos en areas urbanas, una vez registrados, no siempre son atendidos con la prontitud, es necesario mejorar los mecanismos de atención del reclamo y solucion de problemas.

Botswana: . Robust monitoring systems should be put in place e.g. existence of a Call centre which can address all common issues. . The presence of water, sanitation and regulatory bodies or authorities under one ministry (MMEWR) can allow for creation of an enabling environment to deal with customer complaints effectively. . Establishment of a Water, Sanitation and Health (WATSAN) forum to develop a sector coordination mechanism.

Brazil: Valor da fatura, intermitência, racionamento, vazamento nas redes de distribuição, qualidade da água, dentre outros.

Burkina Faso: No comments

Burundi: Concevoir un mécanisme permettant de recueillir toutes les plaintes des usagers

Cambodia: 1. For rural area, it supposes to work through Water Sanitation User Groups' (WSUG), but the functioning of this group is limited and their capacity need be strengthened especially reporting. 2. No mechanism set for rural population to make complaint to the services. 3. Urban water supply: the complaint mechanism is under call or come to utility offices, but no clear data recorded and response.

Cameroon: Situation de pollution massive due à une contamination du réseau de distribution

Central African Republic: No comments

Chad: Défécation à l'air libre, mauvaise gestion des déchets, mauvaise gestion de l'information lors des fuites d'eau.

Chile: No comments

Colombia: No comments

Congo:NA

Cook Islands: Central database of complaints (Water- Infrastructure Cook Islands) (Sanitation - Ministry of Health) and included actions and resolution. Bring up systems for reminders for completion and a regular review of the results.

Costa Rica: Tiempo de respuesta de los encargados del servicio de agua potable; como de los ministerios para cumplir con su función de monitoreo y control al hacer inspecciones, sentar responsabilidades y resolver por conflictos relacionados a excretas, aguas residuales o por daños ambientales.

Côte d'Ivoire: Eau potable : Dans le cas du milieu rural, quand il y a un dysfonctionnement, il n'y a pas de remontée de l'information; Ligne d'appel n'est pas une ligne verte. Nécessité d'en faire une ligne verte. Assainissement: Le mécanisme de plainte fonctionne plus ou moins; Ligne d'appel n'est pas une ligne verte. Nécessité d'en faire une ligne verte. Hygiène: Plaintes répétées concernant les mêmes manquements, dans les mêmes services; La pollution répétée de l'eau potable et l'insuffisance d'accès à l'eau potable; source de diarrhées ou autres maladies dans les mêmes zones

Cuba: Los horarios de atención pueden ampliarse a fines de semana

Democratic Republic of the Congo: Facturation Informatisation GPS en milieu urbain Problématique de la pollution de cours d'eaux urbains et des caniveaux à ciel ouvert par le rejet direct de déchets solides et le déversement direct des eaux usées résultants de débordement des fosses septiques.

Dominican Republic: No comments

El Salvador: No comments

Eritrea: NIL

Estonia: No comments

Ethiopia: It would be good if hotlines set for WASH service compliant mechanisms for other urban areas such as regional capitals. The hotlines need to be free of charge to encourage people to call without limitations since it averts economic constraints. In case of the rural water supply schemes and sanitation facilities, there are WASHCOs, HEWs and Health Development Army (one to five networks) who are in charge of hearing all the complaints at household levels. It requires further strengthening these existing systems to respond to household level complaints.

Fiji: Complaints mechanisms are good because complaints are attended to.

Gabon: No comments

Gambia: There is a need to improve responses to complaints. In the case of RWS reports received may take a long time to be addressed because DWR may not have the time or fuel to visit the affected community immediately if it is very far from Banjul. The section receiving complaints should be adequately staffed with resources to assess complaints and provide advice on technical solutions. In cases where the community has signed maintenance contracts with private companies the Dept. should ensure that the latter carries out its obligations under the contract with possibility to apply penalties if the repairs are not done either on time or satisfactorily.

Georgia: No comments

Ghana: Sometimes, response time is too long and should be improved upon.

Guinea: En milieu urbain : Suivi des réclamations des clients afin de mieux les satisfaire (amélioration des délais de réponse); Procéder à des enquêtes régulières de satisfaction des plaintes. Eau en milieu rural : Intervention du Service Après Vente en cas de panne sur les ouvrages et équipements par la présence des artisans réparateurs au niveau de chaque commune. Assainissement en milieu urbain: Doter la brigade verte d'une ligne téléphonique pour faciliter l'enregistrement des plaintes ; renforcer les capacités d'intervention des brigades.

Guinea-Bissau: No comments

Haiti: Etablir un bureau de doléances dans les centres urbains

Honduras: De acuerdo a consultas con ERSAPS: Se debe sistematizar mejor el tipo de los reclamos atendidos, su registro, clasificación, seguimiento y evaluación de la respuesta. Impulsar la socialización, aprobación e implementación del reglamento de atención de solicitudes y reclamos de los usuarios por parte de las Entidades prestadoras de servicio (EPS).

India: No comments

Indonesia: Every each region has a different mechanism, but the principle is the same that each region has the facility management group (KPS). For instance, each region has a monitoring and evaluation staff where one of his duties is to handle complaints that occur in the technical field to be forwarded to the level and which parts can immediately handle the problem.

Iran (Islamic Republic of): The need to establish a link between the complaint systems of the Ministry of Health and the Ministry of Energy

Jordan: No comments

Kazakhstan: No comments

Kenya: -In event of water rationing in urban areas, in cases where consumers are charged tariffs that are above the recommended (mostly in informal settlements), in cases consumer are not happy with the quality of water provided -In the event Sanitation in the informal & formal settlements, indiscriminate disposal of waste by individuals where services are charged. The clients do not complaint if the tariffs are reflected in their monthly bill.

Kyrgyzstan: There is no division of responsibilities in rural water supply between the owners of water supply RPADWC and local authorities, resulting in the complication in problems salvation because of agreements with consumers absence and economic instability RPADWC .

Lao People's Democratic Republic: Complaint to high level and/or development partners during the monitoring and evaluation and by ad hoc visit to rural and hard to reach area (for Rural sanitation and Rural drinking-water supply). By the way, they could complaint to the officer in charge by submission the complaint letter to government office and other concerned who could intervene to help them. They might complaint by line but the effectiveness need to be considered and waiting for the coming action plan by government office to come to check and design on how to repair and rehabilitate.

Lebanon: Written Complaint in box in the ministry – target response time not known – Customer not satisfied.

Lesotho: Taking the current situation into account, it is necessary to ensure that the implementation of the environmental management plans for the projects is monitored as it relates to the direct impacts on the communities within which the projects are being implemented. Some of the major issues that emanate from these areas are related to damage to individual properties and issues of ensuring access as the infrastructure is being implemented. Existing mechanisms in rural settings are currently functioning very well.

Liberia: No comments

Lithuania: No comments

Madagascar: Augmentation du nombre de lignes téléphoniques

Maldives: No comments

Mali: -Pour la satisfaction de beaucoup de plaintes au niveau de l'Assainissement nécessite un renforcement de capacités (ressources humaines et matérielles). -Les coupures fréquentes d'eau sans préavis

Mauritania: No comments

Mexico: En la provisión de los servicios de agua y saneamiento de ciudades grandes, existen mecanismos eficientes de reclamación, sin embargo el organismo operador no se da abasto para atender todas las quejas reportadas dado el alto número de población que debe atenderse y los pocos funcionarios municipales.

Mongolia: Satisfaction survey /telephone and written surveys/

Morocco: -Cuts extended water - Water Organoleptic-Quality

Mozambique: There is a need to formalise the complaints from the customers, once most of the complaint are oral-based.

Myanmar: Environment Sanitation Division rule out least distance is 50 feet between toilet and water source. In the village and peri-urban, they do not space for 50 foot apart from toilet and water source. First comer is winner

Nepal: Not applicable.

Niger: - Redynamiser/créer le Service d'Appui Conseil du Service Public de l'Eau (SAC/SP) et pour le milieu rural ; - Créer une Structure de régulation du secteur de l'hydraulique urbaine et semiurbaine en remplacement de l'Agence de Régulation Multisectorielle.

Nigeria: Regular check on the Complaint boxes Delayed response time to complaints

Oman: -Hotline -Call Centre

Pakistan: In cities, hotlines are established but these hotlines do not maintain record of the complaints and services offered for future reference. A computerised database can provide the efficient and effective response to the complaints of the local communities.

Panama: Reporte de daños y acciones de reparación en los acueductos rurales

Paraguay: Existen altas burocracias en los trámites internos y las respuestas no son expeditivas

Peru: LA SUNASS regula la prestación de los servicios de agua y saneamiento en el ámbito urbano y sólo a los servicios prestados a través de las EPS, pero existe un sector de ciudades pequeñas y medianas cuya administración está a cargo de Unidades de Gestión Municipal (en su mayoría) que no cuentan con ningún mecanismo formal de atención de reclamos, frente a ello: - Fortalecer gobiernos locales para fiscalización de los sistemas rurales - Fortalecer JASS y Operadores Especializados.

Philippines: No information.

Republic of Moldova: No comments

Rwanda: Rural drinking water supply and rural sanitation complaint mechanisms are not well developed,

Senegal: Veiller à la traçabilité de la prise en charge des réclamations au niveau des centres d'appel.

Serbia: After filing complaint and receiving respond there is tardiness in performing and solving the complaint.

Sierra Leone: Harmonised system of entertaining complains. Annual user satisfaction survey nationwide.

South Africa: City of Johannesburg Metropolitan Municipality is experiencing consumer billing problems.

South Sudan: Debates should be improved to include public meetings and public hearings on policies and plans

Sri Lanka: • Rural Drinking Water Sector • Rural Sanitation Sector • Waste Management in local government

Sudan: Sanitation institutions in urban and water corporation in rural

Tajikistan: According to the Resolution of the Government of the Republic of Tajikistan on the definition of the authorized body for water supply and sanitation, which contributes to the regulation of the sector, including the settlement of disputes and complaints is a SUE Housing and Public Utilities (HPU)

TFYR Macedonia: No comments

Thailand: No comments

Timor-Leste: Time to provide response need to be standardized. Complaint phone number needs to be widely socialized.

Togo: Le mécanisme de plaintes qui existe en milieu rural par rapport à l'eau potable et assainissement non seulement il n'est pas formalisé mais aussi l'enregistrement et le traitement des plaintes ne sont pas suivi pour apporter des améliorations. Enfin ce mécanisme a des contraintes financières (déplacement sur de grandes distances, communication) qui limite les plaintes; il est alors nécessaire d'améliorer le mécanisme avec l'utilisation des Techniques d'Information et de Communication qui n'engendrent pas de coût (appel téléphonique ou messagerie sans frais).

Tonga: Urban – Staff of Tonga Water Board needs more professional training for improvement. Rural – Public Health Inspectors needs more capacity training.

Tunisia: No comments

Uganda: Honest and timely response to complaints

Ukraine: Under leaching and disinfection of water supply networks with the subsequent carrying out of laboratory quality control of drinking water is not provided compensation for infringement of rights of consumers. There is no enumeration of fees for the provision of substandard services SOS and CENTURIES consumers. This is due to the ignorance of consumer's procedures enumeration fees for poor service or unwillingness, or unbelief consumers in solving the problem of poor quality services through the court. Despite the official statistics of deviations of quality indicators of regulatory in several cities of Ukraine (in 2011 57 % (261) cities of Ukraine drinking water was supplied to the population with deviations from existing standards), examples of relatively transfer funds to individuals (consumers) these deviations in Ukraine yet.

United Republic of Tanzania: Parliament members feedback during national assembly,

Uruguay: Algunos ejemplos son: Mejora es el proceso de comunicación: entre el que receptiona primariamente el reclamo y el usuario, ya sea a través de la atención telefónica o presencial y en la transmisión del resultado final del proceso; Reducción de los tiempos de respuesta a los reclamos. Sección B: Vigilancia 9

Vanuatu: A formal complaint register with actions could be developed and implemented

Viet Nam: The progress for remedial measures of service providers and their feedback to local government and service users should be improved since sometimes there are no monitoring on remedial actions or no evaluation of resolve done by community or local government.

West Bank and Gaza Strip: Installation of Complaints Box Local councils. Establish Public Services Centre at each local council. Media programs at certain time of the date (mainly radio). Establish Water Action Groups in the community. Introduced water and sanitation report cards (simple surveys to individual citizens and allow them to rate the quality of the water services they are receiving.) Automatic system for complaints on the answer machine on the telephone. Establish complaining follow up and tracking system within the ministries and local councils and within relevant ministries. E-service Compliance and response to complaints and informing the public mechanism Documentation of complains and response to complaints (Existing scattered system) Establish web pages for Service providers, Ministries, and local Authorities with a special field for complains

Yemen: The data of the timing is not accurate enough. The average annually figures from the reporting time to the locating and repairing time are too long. The level of satisfaction is not usually measured objectively. The qualities of repairs is not considered, too.

Zimbabwe: Feedback to clients complaints Response time (lag time between reporting and actioning)