

UN-WATER GLOBAL ANALYSIS AND ASSESSMENT OF SANITATION AND DRINKING-WATER (GLAAS)

GLAAS 2018/2019 country survey guidance

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Introduction and overview

The UN-Water GLAAS 2018/2019 survey guidance (hereinafter referred to as the survey guidance) provides instructions and additional information on the questions in the GLAAS 2018/2019 country survey. The data collected via the survey will provide the foundation for the GLAAS 2019 report, which will cover four key areas of the enabling environment (governance, monitoring, human resources, and finance) with a special focus on national policies, plans, and targets for WASH.

This document begins with background on GLAAS, the GLAAS 2018/2019 cycle and process, general survey instructions and a glossary of how specific terms are used in the survey. This is followed by specific guidance and information on survey questions.

When completing the survey, please refer to this document for instructions and clarifications on specific survey questions and terms.

Background on GLAAS

The Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS) is a UN-Water initiative implemented by the World Health Organization (WHO) since 2008. GLAAS objectives are defined as, at the global and regional level, monitoring the inputs (in terms of human resources and finance) and the enabling environment (in terms of laws, plans and policies, institutional and monitoring arrangements), required to sustain and extend water, sanitation and hygiene (WASH) systems and services to all, and especially to the most vulnerable population groups. GLAAS is also mandated to analyse the factors associated with progress in order to identify drivers and bottlenecks, highlight knowledge gaps and assess strengths and challenges within and across countries. It aims to facilitate the work of government-led platforms to enhance coordination across the various sectors, institutions and actors influencing and requiring WASH service delivery.

In a national context, GLAAS aims to complement sector review processes and to assist in assessing the state of the enabling environment including financial and human resources inputs being directed to sanitation, drinking-water and hygiene whilst identifying barriers and enablers. GLAAS is not meant to be an additional burden on countries, but rather a tool to support existing national processes.

GLAAS, as a global report, also facilitates benchmarking between countries. GLAAS country data are intended to inform senior staff in country governments that are in a position to advise their ministers and most senior decision-makers as well as nongovernmental, donor and partner organizations. It is a useful resource for stakeholders involved in sanitation and drinking-water projects and programmes.

GLAAS assesses data from several different sources, including global data on sanitation and drinking-water coverage¹, donor aid flows², economic and development indicators³, health indicator data⁴, and

¹ WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation: <https://washdata.org/>

² Organisation for Economic Co-operation and Development (OECD) Creditor Reporting System: <https://stats.oecd.org/Index.aspx?DataSetCode=CRS1>

³ World Development Indicators, World Bank: <https://data.worldbank.org/products/wdi>

⁴ World Health Statistics, WHO: <http://www.who.int/healthinfo/statistics/en/>

data from regional sector and multi-sector assessments. GLAAS gathers data from both countries and external support agencies to fill key knowledge gaps.

In addition to providing sanitation and drinking-water policy-makers and practitioners with a more comprehensive evidence base, the GLAAS process engages national stakeholders in a joint dialogue, as well as also informs political decision-making, particularly through its association with regional and global initiatives such as the Sanitation and Water for All (SWA) Partnership. SWA provides a global platform for discussion among countries and donors participating in the SWA High Level Dialogue that culminates in the SWA High Level Meetings, the next of which are scheduled for 2020.

For more information about GLAAS, please refer to:

http://www.who.int/water_sanitation_health/monitoring/investments/glaas/en/

The GLAAS 2018/2019 cycle

GLAAS 2018/2019 cycle focus: National policies, plans and targets

The GLAAS 2017 report focused on financing universal water, sanitation and hygiene under the Sustainable Development Goals (SDGs). In this new cycle, the GLAAS 2019 report will cover the four key areas of the enabling environment (governance, monitoring, human resources, and finance), but will have a special focus on national policies, plans and targets. The thematic focus of policies, plans, and targets was selected as there currently is no global mechanism for monitoring progress towards national WASH targets under the SDGs or for how countries are considering and aligning with the ambitions of the SDGs in their national WASH enabling environments. A focus on national policies, plans and targets will contribute to filling this gap. Finance will continue to be a major theme of the GLAAS 2018/2019 cycle. The next GLAAS report will be published in 2019 well in advance of the next SWA High Level Meeting providing sufficient time for the information to be used and to inform national high-level engagement in 2020 by both sector and finance Ministers.

GLAAS 2018/2019 cycle and the SDGs

The GLAAS 2018/2019 country survey continues to be aligned with the SDGs, in particular with SDG 6, which is to “*ensure availability and sustainable management of water and sanitation to all.*” WHO is a co-custodian, through the GLAAS initiative, along with Organisation for Economic Co-operation and Development (OECD) and UN Environment, for monitoring the SDG 6 targets on means of implementation (6.a and 6.b). The GLAAS 2018/2019 country survey includes specific questions (A14 and D9) that will be used for SDG monitoring and reporting to the United Nations Statistical Division (UNSD). GLAAS has also expanded survey questions to cover safely managed water and sanitation systems, faecal sludge management, wastewater and regulation. The survey also includes complementary questions about WASH in schools and health care facilities. Finally, in line with the universality principle of the SDGs, the GLAAS country survey is open to all interested countries— high income as well as low and middle income.

For more information about SDG 6 monitoring, please refer to: <http://www.sdg6monitoring.org/>

For more information about the SDGs and SDG progress reports, please refer to:

<https://unstats.un.org/sdgs>

GLAAS data and the GLAAS 2019 Report

While much of the data in the final GLAAS 2019 report will be in aggregate format, raw data from existing data sets and the GLAAS 2018/2019 country and external support agency (ESA) surveys may be presented as part of the final report appendices, and will also be published on the WHO website after the report publication for future reference and assessments. Every effort will be made to ensure an efficient country feedback/reporting mechanism through follow up after survey submission and the development of GLAAS country and ESA highlights.

WHO policy on the use and sharing of data

WHO has introduced a policy on the use and sharing of data collected by WHO in Member States starting in 2018. The terms for data provision and use are presented on page ii of the GLAAS 2018/2019 country survey. Please read carefully and check the box at the bottom of the page if you agree with the terms and conditions. **Please note that the box must be checked before proceeding to filling out the rest of the survey.** Table 1 below presents the types of data that may be supplied to the WHO in accordance with this policy. For more information on the WHO Data Policy, please refer to:

<http://www.who.int/publishing/datapolicy/en/>

Table 1. List of types of data provided to WHO (non-exhaustive)

| Data types | Examples |
|--|--|
| WHO-supported household surveys | WHO Strategic Advisory Group of Experts (SAGE) on Immunization, WHO STEPwise approach to surveillance (STEPS), World Health Survey |
| Unit record mortality data | (Not currently collected by WHO headquarters, but by the WHO Regional Office for the Americas/Pan American Health Organization) |
| Aggregated mortality data | WHO Mortality Database |
| Aggregated health facility data | DHIS 2.0 data (not currently collected by WHO headquarters, but hospital data are collected by the WHO Regional Office for Europe) |
| Case-based health facility data | WHO Global Burn Registry data ⁵ |
| Health expenditure data | WHO Global Health Expenditure Database (National Health Account indicators), WASH accounts indicators |
| Health facility surveys | Availability of medicines and diagnostics |
| Health research data (other than clinical trials) ^{6 7} | Case-control investigations, prospective cohort studies |
| Key informant surveys | Existence of national road traffic laws, WASH inputs and process data (GLAAS survey) ⁸ |
| National survey reports | Prevalence of hypertension or tobacco use |
| Disease surveillance data | HIV prevalence in pregnant women or tuberculosis treatment outcomes |
| Surveillance of notifiable diseases | Total number of cases of plague |

⁵ Note: Case-based health facility data collection such as that in the WHO Global Burn Registry does not require WHO Member State approval.

⁶ The world health report 2013: research for universal coverage. Geneva: World Health Organization; 2013 (http://apps.who.int/iris/bitstream/10665/85761/2/9789240690837_eng.pdf?ua=1, accessed 21 February 2018).

⁷ WHO statement on public disclosure of clinical trial results: Geneva: World Health Organization; 2015 (<http://www.who.int/ictpr/results/en/>, accessed 21 February 2018).

⁸ Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS): http://www.who.int/water_sanitation_health/monitoring/investments/glaas/en/

The GLAAS process

Country participation in GLAAS is voluntary. As a first and important step, it is suggested that a national focal person be identified within a lead ministry or department who will be responsible for coordinating the national input to the GLAAS country survey with government focal points from key focal areas listed on page 1 of the survey form. It is recommended that GLAAS focal points reach out to the focal points of other national, regional or global monitoring initiatives particularly for the inception workshop or discussions (e.g. SWA⁹, African Ministers' Council on Water (AMCOW)¹⁰, Protocol on Water and Health¹¹, Water Supply and Sanitation Collaborative Council (WSSCC)¹², Sustainable Sanitation Alliance (SuSanA)¹³, Integrated monitoring initiative for SDG 6¹⁴, Integrated Water Resources Management monitoring initiative¹⁵) to ensure alignment and coordination. Contact information for some of these country focal points is available from the WHO regional office and the GLAAS team at glaas@who.int.

To ensure data accuracy, WHO recommends that the national GLAAS focal person coordinates the gathering and reporting of responses to the survey among each of the relevant government ministries and other key stakeholders and interested parties such as development partners, nongovernmental organizations (NGOs) and civil society. In particular, with the expansion of the scope of the survey through the alignment with SDG 6, there is an increased need to reach out to a diverse range of stakeholders in order to obtain the data required to complete the survey. This can be done by organizing an inception meeting or workshop at the start of the process, complemented by individual discussions among stakeholders, with a review and validation workshop prior to survey submissions. Key government stakeholders to involve in the process include:

- **WASH line ministries:** In addition to ministries and government institutions responsible for drinking-water, sanitation, and hygiene, those responsible for wastewater, faecal sludge management and regulation should be included. There may also be different ministries/departments dealing with drinking-water and sanitation in rural and urban areas.
- **National Statistics Office:** According to the "Guidelines on data flows and global data reporting for Sustainable Development Goals"¹⁶, the National Statistics Office is required to be informed of any data collected from countries for the purpose of SDG monitoring, including for targets 6.a and 6.b through GLAAS.
- **Ministry of Finance:** for data on WASH finance.
- **Ministry of Health:** for data on WASH in health care facilities, hygiene promotion, health care waste management, health management information systems, and health financing.
- **Ministry of Education:** for data on WASH in schools and hygiene promotion.
- **Drinking-water and wastewater regulators:** for data on regulation.

⁹ <http://sanitationandwaterforall.org/>

¹⁰ <http://www.amcow-online.org/index.php?lang=en>

¹¹ <http://www.euro.who.int/en/health-topics/environment-and-health/water-and-sanitation/protocol-on-water-and-health>

¹² <https://www.wsscc.org/>

¹³ <https://www.susana.org/en/>

¹⁴ <http://www.sdg6monitoring.org/>

¹⁵ <http://iwrmdataportal.unepdhi.org/iwrmmonitoring.html>

¹⁶ <https://unstats.un.org/unsd/statcom/49th-session/documents/BG-Item-3a-IAEG-SDGs-DataFlowsGuidelines-E.pdf>

- **Ministry of water resources or equivalent:** For questions A14 and D9 on monitoring of SDG targets 6.a and 6.b, the scope of the questions goes beyond the WASH sector to include aspects of water resources planning and management.

The role of the GLAAS focal person will be to support the lead ministry to coordinate data collection, compile the responses to the survey from the various stakeholders, and be the lead on the process of data reconciliation and validation before submission. While the GLAAS process seeks official government responses to the survey, governments are encouraged to involve in-country development partners (e.g. donors, NGOs, civil society, private sector) to comment and/or inform responses to the GLAAS survey. Reaching out to interested parties such as UNICEF, WaterAid, IRC, and other civil society or local community NGOs will benefit the quality of information and comprehensiveness of the results. It is recommended that the final response be validated through a national workshop involving a range of stakeholders.

Participation in the GLAAS survey represents a key input into strengthening of the SWA building blocks¹⁷ and systems building ensuring mutual accountability¹⁸ among key stakeholders and partners, as well as a key data source towards monitoring the SWA collaborative behaviours¹⁹ which aim to:

1. Enhance government leadership of sector planning processes
2. Strengthen and use country systems
3. Use one information and mutual accountability platform
4. Building sustainable water and sanitation sector financing strategies

General instructions for the GLAAS 2018/2019 survey

Before beginning the GLAAS country survey, and throughout the process, it is recommended to review and consult the survey guidance document, including the glossary.

GLAAS 2018/2019 country survey package

The following documents are included in the [GLAAS 2018/2019 country survey package](#):

- Survey form
- Country survey guidance document
- Survey annex
- Country feedback form
- Data collection processes form
- Consent form (if applicable)

The survey form, survey annex, country feedback form, data collection processes form, and consent form (if applicable) should all be included as part of the country GLAAS submission to WHO.

¹⁷ <http://sanitationandwaterforall.org/about/building-blocks/>

¹⁸ <http://sanitationandwaterforall.org/priority-areas/mutual-accountability-mechanism/>

¹⁹ <http://sanitationandwaterforall.org/about/the-four-swa-collaborative-behaviours/>
<http://sanitationandwaterforall.org/about/the-four-swa-collaborative-behaviours/#anchor1>

Survey form

The 2018 GLAAS country survey is presented on a fillable PDF form. It is *highly* recommended that the form be used with an updated version of Adobe Acrobat Reader DC. A free version of Adobe Acrobat Reader can be downloaded at <https://get.adobe.com/reader/>. The country survey should be completed on the desktop version of Adobe Reader and should not be filled out on a web browser version. The PDF can be saved and the respondent can return to it as needed: it is not necessary to fill out the entire survey at once. Please note that not all text entered into the text box may be visible in the PDF form on your computer screen or when printed: use the arrows on the keyboard to scroll through text entered in the text box. **Please save the PDF at regular intervals. If the PDF is not saved, responses will be lost.**

If there is insufficient space for responses in the text boxes of the PDF form, please provide additional information in the GLAAS 2018/2019 survey annex. See below for further details.

If multiple respondents in the country provide information in several GLAAS survey forms, please note that **the GLAAS focal point is responsible for compiling and reconciling all responses into one final country submission in a single PDF survey form** before sending to the GLAAS team at WHO.

General instructions

Respondents are asked to choose the response that fits their country situation best and to elaborate on responses when an open text box is provided. Responses may also briefly highlight achievements and/or obstacles to progress. Please complete the text boxes to further elaborate on and capture such scenarios, specific to your country.

In some sections, quantitative information is requested, though it is recognized that this may, on occasion, be difficult to capture. If exact figures are not available to provide an answer, please provide your best estimate and indicate “estimate” alongside the value. When monetary values are requested, please indicate the currency when prompted.

For a majority of the questions, checkboxes are provided in the response sections. Some questions request that countries check all the applicable responses, while other questions may request that countries select only one response per category. For each question, there are indications in the survey to clarify how to respond, and this survey guidance document provides information for specific questions that also provides additional explanations.

If there are any questions for which no answer is available, please indicate “Not available” or “NA” in the response box. When available, please include the links to documents referenced in the survey or attach the documents to your submission.

Survey annex

If there is additional information that will not fit in the response boxes on the fillable PDF, please add the information in the attached GLAAS 2018/2019 survey annex (hereinafter referred to as the survey annex). The survey annex can also be used to provide additional information, explanation, or comments as needed. In the survey annex, please note the question to which the information corresponds. The survey annex should have been distributed to you as part of the GLAAS country survey package, and is also available online: http://www.who.int/water_sanitation_health/monitoring/investments/glaas-2018-2019-country-survey-documents/en/index.html

If you use the survey annex, please submit it with the GLAAS survey form and any additional documents to the WHO regional office and GLAAS team.

Contact information and deadline for submission

For any questions on GLAAS, on the process or on the survey content, please contact the WHO regional office and the GLAAS team at glaas@who.int. Please return completed surveys to the WHO regional office and to glaas@who.int by **December 15th, 2018**.

Glossary

Terms used in the WASH sector and their usage can vary by country. The glossary is therefore an essential reference to avoid misinterpretations.

Absorption: Absorption, or absorption rate, indicates the percentage of official domestic or donor commitments utilized over a given period. The GLAAS country survey refers to a three-year average percentage of official domestic or donor commitments utilized.

Civil society: The aggregate of non-governmental organizations and institutions that manifest interests and will of citizens.

Concessional loans: Concessional loans are extended on terms substantially more generous than market loans. The concessionality is achieved either through interest rates below those available on the market or by grace periods, or a combination of these. Concessional loans typically have long grace periods.

Coordination mechanism: Formal coordination mechanisms can take different forms. These mechanisms can be in the form of a country compact, Memorandum of Understanding (MoU), a sector wide approach (SWAP) or WASH clusters. For example, a country compact is a negotiated agreement between a government and development partners. It sets out how they will work together more effectively to improve aid effectiveness and deliver priorities in the national strategy or plan. It is commonly signed by government and external development partners but increasingly is also signed by other important local partners such as civil society or private sector organizations active in health.²⁰

Development partners: Donors, international organizations, non-governmental organizations (NGOs), and other organizations that contribute to a country's development.

Disbursements: A disbursement is the release of funds to, or the purchase of goods or services for, a recipient; by extension, the amount thus spent. A disbursement is the transactions of providing financial resources, which the two counterparts record simultaneously. It can take several years to disburse a commitment.

Donor capital commitment: A firm obligation expressed in writing and backed by the necessary funds, undertaken by an official donor to provide specified assistance to a recipient country.

External support agencies (ESAs): Defined as bilateral donors, multilateral organizations, foundations, financing institutions and external agencies that support countries' work in the attainment of achieving sanitation and water for all.

Faecal sludge: Stored excreta emptied from latrines.

Health care facilities: Hospitals, primary health-care centres, isolation camps, burn patient units, feeding centres and other locations where healthcare is provided²¹.

²⁰ <http://www.internationalhealthpartnership.net/en/key-issues/compacts/>

²¹ http://www.who.int/environmental_health_emergencies/services/en/

Household contributions: Include user fees and in-kind contributions made towards operation and maintenance of community-managed water points or systems.

Human resources capacity: Human resources capacity refers to all the different skills of individuals and groups that combine and interact to shape the overall capability of a given system or organization.

Hygiene/hygiene promotion: GLAAS country survey questions consider hygiene as hygiene promotion which complements water and sanitation. Hygiene promotion can include programmes and activities designed to educate and advocate the use of safe hygiene practices that minimize the spread of diarrhoeal diseases, acute respiratory infections, and other related diseases. Such activities may include working with communities to identify risks, hand washing with soap campaigns, safe disposal of human excreta, including that of children and infants, food hygiene, etc.

Improved drinking-water²²: Improved drinking water sources are those that have the potential to deliver safe water by nature of their design and construction, and include: piped water, boreholes or tubewells, protected dug wells, protected springs, rainwater, and packaged or delivered water.

Improved sanitation facilities²³: Improved sanitation facilities are those designed to hygienically separate excreta from human contact, and include: flush/pour flush to piped sewer system, septic tanks or pit latrines, ventilated improved pit latrines, composting toilets or pit latrines with slabs.

Infection prevention and control (IPC): Infection prevention and control is a practical, evidence-based approach which prevents patients and health workers from being harmed by avoidable infections and is a universally relevant component of all health systems. Water and sanitation services in health care facilities is one of the eight core components of IPC and is fundamental for IPC interventions such as cleaning, hygiene/handwashing and injection safety.

Local administrative units: Local administrative units are institutional units whose fiscal, legislative and executive authority extends over the smallest geographical areas distinguished for administrative and political purposes²⁴.

Management Information System (MIS): A MIS refers to a computer-based or digital system that is updated regularly and often forms the basis for a variety of management reports. This information system should allow relevant stakeholders to upload data as per requirements.

Municipal wastewater: Domestic, commercial and industrial effluents, and storm-water runoff, generated within urban areas.

Non-governmental organizations (NGOs): Generally, a non-profit organization that operates independently of any government, and whose purpose is to address a social or political issue and/or provide services to people.

Nonrevenue water (NRW): Nonrevenue water represents water that has been produced and is “lost” before it reaches the customer (either through leaks, through theft, or through authorized usage for which no payment is made). It should not be used interchangeably with Unaccounted for Water (UFW or

²² WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation, <https://washdata.org/>

²³ WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation, <https://washdata.org/>

²⁴ OECD Glossary: <https://stats.oecd.org/glossary/detail.asp?ID=1550>

UAW) which is a component of nonrevenue water. Nonrevenue water (NRW) includes authorized unbilled consumption (such as water used for firefighting), whereas UFW excludes authorized unbilled consumption. See below definition of UFW.

Official development assistance (ODA): Flows of official financing administered with the promotion of the economic development and welfare of developing countries as the main objective, and which are concessional in character with a grant element of at least 25% (using a fixed 10% rate of discount)²⁵. By convention, ODA flows comprise contributions of donor government agencies, at all levels, to developing countries (“bilateral ODA”) and to multilateral institutions. ODA receipts comprise disbursements by bilateral donors and multilateral institutions. Lending by export credit agencies—with the pure purpose of export promotion—is excluded.

Operations and basic maintenance (O&M): Includes activities necessary to keep services running. Operating costs are recurrent (regular, ongoing) spending to provide WASH goods and services such as labour, fuel, chemicals, materials, and purchases of any bulk water. Basic maintenance costs are the routine expenditures needed to keep systems running at design performance, but does not include major repairs or renewals.

Plans: A plan gives effect to decisions based on policy. Plans are implementable items that establish targets to achieve and provide details on implementing policy or regulation. Plans can assign responsibilities, and indicate how the responsible entities will respond to requirements set forth by policy, law and regulation, the type of training and development that will be provided, and how financial and human resources will be allocated.

Policies: A policy is a key guiding instrument for present and future decisions. Policies are the principle guides to action taken by the government to achieve national, sector, and/or industry-wide goals.

Publicly available: As used in the survey, publicly available and easily accessible means that information has been published or broadcast for public consumption and may be obtained through government offices or is available online.

Quality of care: The extent to which health care services improve the provision and experience of care, resulting in optimal health outcomes. In order to achieve optimal health outcomes, health care must be safe, effective, timely, efficient, equitable and people-centred.

Regulations (or regulatory instruments): Rules created by an administrative agency or body that typically include tangible measures that are necessary to implement and/or enforce the general requirements prescribed in the broader legislation. Regulations may cover water quality standards, service-level standards, required monitoring frequencies, requirements for risk management, surveillance requirements and/or audit guidance, etc.

Rural: Definitions of WASH areas are based on national definitions. GLAAS is aware of differences between national definitions in different countries.

²⁵ <http://www.oecd.org/dac/stats/officialdevelopmentassistedefinitionandcoverage.htm#Definition>
<http://www.oecd.org/dac/stats/What-is-ODA.pdf>

Safely managed drinking-water²⁶: Drinking-water is considered safely managed when people use an improved source of drinking- water that is accessible on premises, available when needed, and free from contamination. Please see the definition for improved drinking-water for further information.

Safely managed sanitation²⁷: Sanitation is considered safely managed when people use improved sanitation facilities that are not shared with other households, and the excreta produced should either be: treated and disposed of in situ, stored temporarily and then emptied and transported to treatment off-site, or transported through a sewer with wastewater and then treated off-site. Please see the definition of improved sanitation for further information.

Sanitary Inspection (SI): An SI is an inspection of all conditions, devices, and practices in the water-supply system that pose an actual or potential danger to the health and well-being of the consumer. An SI is typically conducted using an SI form (which consists of a predetermined set of questions or “risk factors”, which require a yes/no answer to identify the presence of a potential risk). SIs are used as a tool to support drinking-water quality surveillance (often alongside water quality testing and/or WSP audits).

Sanitation: This refers to the safe management of human excrement. For our purposes, sanitation does not include the wider environmental sanitation such as solid waste management.

Sanitation safety plan (SSP): A step-by-step risk-based approach to assist in the implementation of the 2006 WHO Guidelines for Safe Use of Wastewater, Excreta and Greywater. The approach can also be applied to all sanitary systems to ensure the system is managed to meet health objectives.

Self-supply by individual households: For water supply, this includes private protected wells, collection from protected springs or rainwater harvesting. For sanitation this includes latrines that are built and emptied by household members.

Standard: The term “standard” is commonly used to describe a mandatory numerical value in a table of parameters and limits (such as 10 µg/L of arsenic). However, it is also used to describe technical standards and policy documents designed to help achieve improved water quality.

Surveillance: The continuous and vigilant public health assessment and periodic review of the safety and acceptability of drinking-water supplies and/or wastewater effluent for its intended disposal or next use.

Targets: Targets are established goals or indicators set out by a policy or plan to measure achievements in a country.

Tariffs: Payments made by users to service providers for getting access to and for using the service.

Unaccounted for water (UFW or UAW): Unaccounted for water is the difference between "net production" (the volume of water delivered into a network) and "consumption" (the volume of water that can be accounted for by legitimate consumption, whether metered or not). Unaccounted for water excludes authorized unbilled consumption (such as water used for firefighting). It is a component of nonrevenue water. See above definition of nonrevenue water.

²⁶ WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation, <https://washdata.org/>

²⁷ WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation, <https://washdata.org/>

Urban: Definitions of WASH areas are based on national definitions. GLAAS is aware of differences between national definitions in different countries.

Wastewater: See municipal wastewater.

Water safety plan (WSP): A comprehensive risk assessment and risk management approach that includes all steps in the water supply chain, from catchment to consumer.

Survey instructions and specific guidance

Guidance for contact information

To ensure the most accurate data, WHO recommends that the national focal person coordinate the collection and reporting of your government's responses to the survey. Please see the section '[About the GLAAS process](#)' in this document for more information on the role of the national focal person and national stakeholder involvement in the GLAAS process.

In the form provided on the Survey, please indicate the national focal person for GLAAS, and the persons responsible for compiling responses for the various focal areas of the survey.

If multiple persons are responsible for one focal area or if additional persons contribute information, please list the additional contributors, with their contact information, in the survey annex.

Guidance for Section A: Governance

This section of the survey examines laws, policies and plans supporting the provision of water and sanitation services. The section also examines the existence of regulatory frameworks, coordination mechanisms, roles and responsibilities of government and service providers, levels of stakeholder participation, and mechanisms to ensure accountability. *Please refer to the [glossary](#) for definitions of specific terms.*

A1: Human rights to water and sanitation

In 2010, the UN General Assembly declared safe and clean drinking-water and sanitation human rights. A country's constitution or legislation (i.e. laws) may explicitly recognize the rights to water and sanitation as standalone rights or listed together with other needs such as education and health services to "ensure the minimum social and cultural wellbeing of the people"²⁸. **A1.b.ii** requests the title and text or links to the relevant provisions. *If space is not sufficient, please add information in the survey annex. Please note that not all text entered into the text box may be visible in the PDF form on your computer screen or when printed: use the arrows on the keyboard to scroll through text entered in the text box.* While not all countries recognize the human rights to water and sanitation in the constitution or in legislation, it may be that courts or individual court cases recognize the human rights to water and sanitation in their decisions. **A1.c.i** provides space to describe such cases. *If space is not sufficient, please add information in the survey annex.*

For more information about the human rights to water and sanitation, please refer to:
<http://www.ohchr.org/EN/Issues/ESCR/Pages/Water.aspx>

A2: National development plans

Some countries have social and/or economic development plans or strategies that outline overall development objectives for the country. These plans are often multi-year plans spanning five years or more and establishing national development goals. Some countries call these plans visions or national

²⁸ Source: WaterLex for Uganda.

strategies. For example, Kenya has a national long-term development plan called “Kenya Vision 2030”. The aim of this question is to understand if these types of plans exist and the extent to which these plans address drinking-water and sanitation.

A3: National regulations and standards

This question refers to regulations and standards for drinking-water, sanitation and wastewater, defined as followed:

Standard: The term “standard” is commonly used to describe a mandatory numerical value in a table of parameters and limits (such as 10 µg/L of arsenic). However, it is also used to describe technical standards and policy documents designed to help achieve improved water quality.

Regulations (or regulatory instruments): Rules created by an administrative agency or body that typically include tangible measures that are necessary to implement and/or enforce the general requirements prescribed in the broader legislation. Regulations may cover water quality standards, service-level / service delivery standards, required monitoring frequencies requirements for risk management, surveillance requirements and/or audit guidance, etc.

If your country has the same standards and/or regulations for both urban and rural, please respond in both the urban and rural columns (answering the same for both).

A3.a-d ask for information on standards and regulations related to the quality of drinking-water and service delivery. Question **A3.d** on drinking-water service delivery requirements may include regulations and/or standards on continuity of service, affordability of services, equity or accessibility of services.

A3.e-f ask for information on standards and regulations for sanitation and wastewater treatment. Sanitation standards may include standards for on-site system performance. Wastewater standards may include standards on the treatment of wastewater and faecal sludge.

A3.g asks about the promoted or required use of water safety planning (WSP) or sanitation safety planning (SSP) or equivalent approaches in urban and rural areas. These risk management approaches are defined as follows:

Water safety planning or equivalent refers to proactive risk assessment/risk management along the complete water supply chain (catchment to consumer) to ensure the safety of the drinking-water supply. For more information, please refer to:

http://www.who.int/water_sanitation_health/water-quality/safety-planning/en/

Sanitation safety planning or equivalent refers to a step-by-step risk-based approach to assist in the implementation of the [2006 WHO Guidelines for Safe Use of Wastewater, Excreta and Greywater](#). The approach can also be applied to all sanitary systems to ensure the system is managed to meet health objectives. For more information, please refer to:

http://www.who.int/water_sanitation_health/sanitation-waste/wastewater/sanitation-safety-planning/en/

A4: Policy and plan development processes and effectiveness

A4 introduces a set of questions aimed at capturing information on national policies and plans. The 2018/2019 GLAAS country survey clearly distinguishes between national policies and national plans for WASH as follows:

Policies: A policy is a key guiding instrument for present and future decisions. Policies are the principle guides to action taken by the government to achieve national, sector, and/or industry-wide goals.

Plans: A plan gives effect to decisions based on policy. Plans are implementable items that establish targets to achieve and provide details on implementing policy or regulation. Plans can assign responsibilities, and indicate how the responsible entities will respond to requirements set forth by policy, law and regulation, the type of training and development that will be provided, and how financial and human resources will be allocated.

A4 may require close consultation with relevant government ministries/departments and other interested parties to capture the process for developing national policies and plans for WASH.

A4.a asks for information related to the development and revision of national policies, including which stakeholders were involved. For **A4.a.i**, if the public was consulted in the development of the policies, please describe this process. Please also describe if the public was informed of the development of or revisions to policies for WASH. For **A4.a.ii** please list the background information and documents that were consulted in the development of or revision to WASH policies.

A4.b asks for a description of the process for developing or revising national plans. Please include which key stakeholders were involved in this process. For **A4.b.i**, if any WASH-related plan has been costed, please describe this process, including information on tools and methods used to cost the plan.

A4.c is based on any national policies that address the WASH sectors listed. *You may want to return to this question and finalize the information after completing question A5.* If a national policy relating to the sub-sectors listed does not exist, please mark 'Not applicable'. For the sub-sectors for which policies exist, please indicate the extent to which the policies have been effective to achieve national WASH objectives. Please mark one box per row.

A5I – A5VII: National policies and plans for drinking-water, sanitation, hygiene, and institutional WASH

A5 presents a set of questions on specific policies and plans for drinking-water, sanitation, hygiene, and institutional WASH. A5 explores policies and plans in the following areas:

- Sanitation: urban (A5I) and rural (A5II)
- Drinking-water: urban (A5III) and rural (A5IV)
- Hygiene (A5V)
- Wash in health care facilities (A5VI.a)
- WASH in schools (A5VI.b)
- Infection prevention and control (A5VI.c)
- Health care waste management (A5VI.d)
- Other WASH (A5VII)

If a single policy or plan addresses more than one of the areas listed above, please respond to each of the questions for the WASH areas covered by the combined policy or plan. Different WASH areas may be covered by a single WASH policy or in several policies specific to water, sanitation, education or health. For example, if your country has an overarching National WASH Policy, please respond to all sub-

questions in A5 and cite the name of the National WASH Policy for each of the areas covered by the policy.

A5I – A5IV distinguish between urban and rural policies for sanitation and drinking-water. If there is *not a specific urban or rural* policy or implementation plan, please answer for both urban and rural. The name of the combined policy or plan can be indicated in the space provided for the name of the policy or plan (**A5I – A5IV.a.i** or **A5I – A5IV.b.i** respectively).

A5I – A5II ask questions on policies and plans for urban and rural sanitation.

A5I – A5II.a seeks information on the status of policies.

A5I – A5IV.b seeks information on the status of plans, including financial and human resources for the plans.

A5I – A5IV.c seeks information on contents of policies and/or plans. Please see the [glossary](#) for the definitions of *safely managed and improved sanitation*. For the measures included, please identify the responsible actor(s) such as a government ministry, agency, or other stakeholder.

A5III – A5IV asks questions on policies and plans for urban and rural drinking-water.

A5III – A5IV.a seeks information on the status of policies.

A5III – A5IV.b seeks information on the status of plans, including financial and human resources for the plans.

A5III – A5IV.c seeks information on contents of policies and/or plans. Please see the [glossary](#) for the definitions of *safely managed and improved drinking-water*.

A5III – A5IV.c.iii asks about affordability measures, which may be mechanisms such as voucher schemes, fee exemption schemes, reduced tariffs, etc. This question aims to understand if affordability measures are addressed in policies or plans for drinking-water. For the measures included, please identify the responsible actor(s) such as a government ministry, agency, or other stakeholder.

A5V asks questions on policies and plans for hygiene promotion.

A5V.a seeks information on the status of policies.

A5V.b seeks information on the status of plans, including financial and human resources for the plans.

A5V.c seeks information on contents of policies and/or plans, including safe menstrual hygiene management and institutional hygiene promotion.

A5VI is more open-ended than the preceding questions, to capture any policies or plans relating to WASH in health care facilities, WASH in schools, WASH-related issues for infectious disease prevention and control, and health care waste management. While some countries may have stand-alone policies and/or plans for WASH in health care facilities or WASH in schools, others may include measures in national WASH policies/plans or health or education policies/plans. **A5VI** may require consultation with ministries or departments working with education and health, including the Environmental Health focal point within the Ministry of Health.

A5VI.c asks about infection prevention and control (IPC). WASH services in health care facilities is one of the eight core components of IPC and is fundamental for IPC interventions such as cleaning, hand hygiene/handwashing and injection safety.

A5VII seeks information on any policies or plans relating to the WASH sector that have not already been addressed in the questions above.

A6: National target setting process

This question aims to understand *how* national targets are established, which stakeholders and/or government agencies are involved, and what considerations are taken into account when establishing targets. This question may require close consultation with relevant government ministries/departments and other interested parties to capture the process for setting national targets. If additional space is needed to answer this question, please use the survey annex.

A7I – A7IV: National targets

A7 aims to gather information on *national* WASH targets.

A7I separates urban and rural targets for sanitation. *If your country has one coverage target for urban and rural areas, please check the box noting that it is the same target and only answer letters A7I.a-c for the combined urban/rural coverage target, then SKIP to A7II, leaving A7I.d-f blank. If your country has separate targets for urban and rural, please complete A7I.a-f.*

A7I.a and **A7I.d** ask for the national target for urban sanitation coverage and for rural sanitation coverage, including the source document where the target is established.

A7I.a.ii and **A7I.d.ii** ask for details on the types of sanitation facilities/services included in the coverage target. Please describe the types of sanitation facilities/services (e.g. shared facilities) that are acceptable in order for a household to be considered covered under the target.

In line with the SDGs, many countries have established national targets using SDG criteria. **A7I.b.** seeks to understand the national urban coverage target, and **A7I.e.** the rural coverage target, in relation to the SDG criteria. For **A7I.b.iv** and **A7I.e.iv**, note that improved sanitation facilities are those designed to separate excreta from human contact. See the [glossary](#) for further information. For **A7I.b.v** and **A7I.e.v**, if the definition of coverage requires households to not use shared sanitation facilities, please check “No”; otherwise, check “Yes”. **A7I.c.** asks for additional urban sanitation targets, and **A7I.f.** asks about additional rural sanitation targets. Please describe the targets in detail. *If there are additional targets that do not fit in the three rows provided, please include them in the survey annex.*

A7II separates urban and rural targets for drinking-water. *If your country has one coverage target for urban and rural areas, please check the box noting that it is the same target and answer A7II.a-c for the combined urban/rural coverage target, then SKIP to A7III, leaving A7II.d-f blank. If your country has separate targets for urban and rural, please complete A7II.a-f.*

A7II.a and **A7II.d** ask for the national target for urban drinking-water supply coverage and for rural drinking-water supply coverage including the source document where the target is established. **A7II.a.ii** and **A7II.d.ii** ask for details on the types of drinking-water included in the coverage target. Please describe the sources of water that are acceptable in order for a household to be considered covered under the target.

In line with the SDGs, many countries have established national targets using SDG criteria. **A7II.b** and **A7II.e** seek to understand the national coverage target in relation to the SDG criteria. For each component (**A7II.b.i-vii** and **A7II.e.i-vii**) please specify the value or details about the criteria. For example, some countries may require drinking-water to be accessible on premises for a household to be considered covered.

A7II.f asks for additional drinking-water targets. Please describe the targets in detail. For example, a percentage of household income spent on drinking-water services may be a target for affordability of drinking-water. *If there are additional targets that do not fit in the three rows provided, please include them in the survey annex.*

A7III asks for national targets on hygiene. *Please note that information on targets for hygiene in healthcare facilities and hygiene in schools should be provided in A7IV, and not for this question.*

A7III.a asks for the coverage target for hygiene, which may include hygiene promotion campaigns or coverage of handwashing facilities. Please provide information on the source document where the target is established. In line with the SDGs, many countries have established national targets using SDG criteria.

A7III.b seeks to understand the national coverage target in relation to the SDG criteria. *Note: Handwashing facilities may be fixed or mobile including a sink with tap water, buckets with taps, tippy-taps, and jugs or basins designated for handwashing. Soap includes bar soap, liquid soap, powder detergent, and soapy water. Soap **does not** include ash, soil, sand, or other handwashing agents²⁹.*

A7III.c asks for additional hygiene targets. If there are additional targets that do not fit in the three rows provided, please include them in the survey annex.

A7IV asks for national targets for WASH in health care facilities and WASH in schools. If any targets have been established for sanitation, drinking-water, or hygiene please describe them and describe what elements are included in the measured targets. Examples of elements that may be included in the targets are as follows:

Sanitation facilities: Types of facilities located on premises, designated facilities for patients, students and/or staff, facilities for people with limited mobility, separated facilities for women/girls and men/boys, etc.

Drinking-water supply: Drinking-water source located on premises, availability, accessibility, etc.

Hand hygiene/handwashing: Location of handwashing facilities, availability of soap, etc.

If there are additional targets that do not fit in the spaces provided, please include them in the survey annex.

A8: Progress on national targets

Based on the targets identified in question A7, this question aims to track progress towards national targets. For each target identified in A7, please indicate the baseline year and value. Also indicate the

²⁹ WHO/UNICEF Joint Monitoring Programme on Water Supply and Sanitation, <https://washdata.org/>

latest value available and the year this value was measured. If available, please include the source of the data used for monitoring the target. Please provide information on national targets for **A8.a.i** urban sanitation coverage, **A8.b.i** rural sanitation coverage, **A8.c.i** urban drinking-water supply coverage, **A8.d.i** rural drinking-water supply coverage and **A8.e.i** hygiene coverage in addition to related targets for each subsector. For **A8.f** WASH in health care facilities and **A8.g** WASH in schools, please provide information on national coverage targets for **A8.f-g.i** sanitation facilities, **A8.f-g.ii** drinking-water supply, **A8.f-g.iii** hygiene/handwashing, as well as any other related targets. In the last column, please note if the data is publicly available. 'Publicly available' means that information that has been published or broadcast for public consumption and may be obtained through government offices or is available online. If there are additional national targets that do not fit in the spaces provided, please include them in the survey annex.

If you have indicated in Question A7I that your country's urban and rural coverage targets for sanitation are combined, then only fill in A8.a and SKIP to A8.c. Similarly, if you have indicated in Question A7II that your country's urban and rural coverage targets for drinking-water are combined, then only fill in A8.c and SKIP to A8.e.

Section B of the GLAAS survey includes additional questions on monitoring of WASH progress and performance indicators.

A9: Vulnerable groups in national policies and plans

This section introduces a set of questions on equity measures to extend WASH services to vulnerable populations. **A9** asks about measures to reach vulnerable populations in policies or plans. **A9.a** is specific to sanitation, while **A9.b** is specific to drinking-water. Each vulnerable group is in accordance with definitions followed by your country. For example, in some countries, 'poor populations' are considered those in the poorest quintile, while others may have a different definition for 'poor' or 'indigent' people. If there is a vulnerable population listed that does not exist in your country, please mark the 'Not applicable' column. If there are other identified vulnerable groups, please list them in the last row of the question (**A9.a.x** and **A9.b.x**). If you would like to include more than one additional vulnerable group, please include a response for these groups in the survey annex.

A10: Vulnerable groups in national WASH targets

A10 is specific to vulnerable groups in national WASH targets. If there is a vulnerable group listed that does not exist in your country, please mark the 'Not applicable' column. If there are other identified vulnerable groups, please list them in the last row of the question (**A10.j**). If you would like to include more than one additional vulnerable group, please include a response for these groups in the survey annex.

A11: Institutional roles and responsibilities and lead agencies

This question asks for a list of ALL stakeholders (ministries, national institutions, non-governmental stakeholders, including private sector) with any role or responsibility for: a. drinking-water, b. hygiene promotion, c. basic sanitation, d. municipal wastewater, e. faecal sludge collection and treatment. For each agency, identify the level of responsibility as 1. None, 2. Contributor, or 3. Lead.

For each column, please only identify ONE lead agency. For **b. hygiene promotion**, responsibilities may be divided between different ministries (e.g. ministries of education and health), without a lead agency. In this context 'regulate' refers to the act of setting regulations and/or standards, whereas

‘monitor/surveillance’ refers to oversight of adherence to regulations and/or standards. If more rows are needed, please continue in the survey annex.

Note that the question contains an example of how to fill out the table.

This question is complemented by question D2 identifying annual budgets for each entity.

A12: Coordination between actors

This question refers to all actors with responsibilities in WASH. If any coordination mechanism exists (formal or informal) the question seeks further details about the coordination process. With regard to part **A12.f**, an example of an agreed sectoral framework is the *National WaSH Implementation Framework of the Government of Ethiopia*.

A13: Coordinating with development partners

This question aims to understand how governments coordinate with development partners. Development partners are donors, NGOs, international organizations, and other organizations that contribute to a country’s development. **A13.a-c** seek to understand the number of development partners working in the defined areas for sanitation, drinking-water supply, and hygiene. In **A12.d**, please list the top five development partners that disbursed the most Official Development Assistance (ODA) over the past three years. You may refer to [Appendix A: Top five donors of Official Development Assistance, by recipient \(cumulative disbursement from 2014 to 2016\)](#) for a listing of top donors in each country according to the OECD Creditor Reporting System³⁰. Once you have listed the top donors, please estimate the extent to which each development partner’s activities are captured in/aligned with the government national WASH plans.

A14: Community and user participation

A14 presents questions on local community and user participation. This question is used for monitoring SDG Target 6.b³¹ on local community participation.

A14.a aims to establish the extent to which there are clearly defined procedures for public participation in national laws or policies and to understand the extent to which service users/communities and women participate. Please respond to all questions for each row. The levels of participation are ranked on a scale from very low (1) to very high (6) and are defined as follows:

1: Very Low – No communication: No communication between government and stakeholders on policy, planning and management

2: Low – Communication: Information on policy, planning and management is made available to stakeholders.

3: Medium-Low – Occasional Consultation: Government authorities occasionally request information, experiences and opinions of stakeholders.

4: Medium-High – Regular Consultation: Government authorities regularly request information, experiences and opinions of stakeholders.

5: High – Collaboration: Regular opportunities for stakeholders to take part in relevant policy, planning and management processes.

³⁰ <https://stats.oecd.org/Index.aspx?DataSetCode=CRS1>

³¹ <http://www.sdg6monitoring.org/indicators/target-6b/>

6: Very high – Representation: Formal representation of stakeholders in government processes contributing to joint decision making on important issues and activities, as appropriate.

For **A14.a.ix**, details of the laws and/or policy may include the name and year of the law or policy. For **A14.a.x**, description of the most common forms of public participation may include feedback or complaint mechanisms between communities and governments, or regular forums for citizen engagement.

A14.b asks for information about public participation at the level of local administrative units (LAUs). According to the OECD, LAUs are institutional units whose fiscal, legislative and executive authority extends over the smallest geographic areas distinguished for administrative and practical purposes. Please note that LAUs are defined and determined by the government in each country, therefore LAUs may not be equivalent from one country to the next.

For **A14.b.i** please provide the number of LAUs for each sector, namely urban sanitation/drinking-water, rural sanitation/drinking water, and water resources planning/management. Please note that the total number of LAUs for urban and rural combined should cover the entire country, without any overlap. However, the LAUs for water resources planning/management may differ from those designated for sanitation and drinking-water. Therefore this information is asked for in an additional column. For **b.ii**, based on the total number of LAUs listed in **A14.b.i**, please provide the number of LAUs with policies and procedures for participation in local communities.

The next section **A14.b.iii-vi** asks for an estimate of the percentage of LAUs that have the listed elements for participation in place. For these questions each row should have three marked boxes. For **A14.b.iii**, information is considered publicly available and easily accessible when information has been published or broadcast for public consumption and may be obtained through government offices or is available online. For **A14.b.iv** 'regular meetings' are those that occur at least twice a year. For **A14.b.v**, a formal system is one that is set up by a service provider or government institution to collect and address feedback/complaint.

A14.b.vii asks for the number of LAUs with at least three of the listed elements for local community participation in place. The number of LAUs provided should be based on the total number of LAUs with policies or procedures for participation of local communities (from A14.b.ii).

A14.b.viii-x requests further information on the source of information for the numbers listed in part **A14.b** and the complaint mechanisms available in your country. An effective mechanism to file complaints is easily accessible for users, and triggers a response from the service provider or the regulator. If available in your country, please describe the complaint mechanism(s) and provide an example of improvements for complaint mechanism.

A14.c requests estimates on the sufficiency on financial and human resources, as well as the establishment of agencies/institutions that monitor participatory procedures.

Section B: Monitoring

Responses to this section of the survey will help to determine the level of monitoring activity performed by the government, as well as other stakeholders, and how this information is used in the planning, development and evaluation of water and sanitation services. *If needed, please refer to the [glossary](#) for definitions of specific terms.*

B1: Latest national assessment

B1 asks about national assessments and joint sector reviews. When answering this question, it is important to note the difference between the two processes:

National Assessment: National assessments may refer to government-led periodic reviews such as joint sector reviews, as well as partner-led or -initiated assessments such as WASH-BATs, GLAAS, CSOs, JMP coverage estimates, WHO/UNECE Protocol on Water and Health scorecards, etc.

Joint Sector Review: A joint sector review is a **government-led periodic process** that **brings different stakeholders in a particular sector together to engage in dialogue, review status, progress and performance, and take decisions on priority actions**. Note that alternative names for joint sector reviews include: Annual Water Sector Conference, Joint Water Sector Review, Multi-Stakeholder Forum, Joint Annual Review, WASH Conference, Revue Annuelle Conjointe and Revue Annuelle Sectorielle Conjointe.

Partner-led or partner-initiated assessments such as WASH-BATs, GLAAS, CSOs, and JMP coverage estimates do not constitute a joint sector review process.

For responding to question **B1.x** 'Publicly available' means that information has been published or broadcast for public consumption and may be obtained through government offices or is available online.

B2: Data availability for decision-making

B2 seeks to understand the extent to which data are used for informed decision making. In this case, data refer to information, figures, and statistics that can be used as evidence. This may include data such as coverage levels, population growth, financial data, etc. Data may be sourced from national surveillance agencies, Management Information Systems (MIS), household surveys, etc.

B2.a-c refer to decision-making in the health sector, parts **B2.d-g** refer to decision-making for sanitation, and parts **h-k** refer to decision-making for drinking-water. Please note that **B2.d** and **B2.h** refer to Sector review and/or planning processes, which includes targeting of services. **B2.e** and **B2.i** refer to Resource allocation. Data for resource allocation decision-making could include data on coverage levels, planned population growth, asset status, etc.

B3: Management information systems

A management information system (MIS) is a computer-based or digital system where relevant stakeholders can upload data as per requirements. Management information systems are updated regularly and often form the basis for a variety of management reports.

This question refers to functioning management information systems that hold key WASH data. Although countries may have more than one MIS, please answer this question for the MIS that is *most* used for reporting and decision-making in the WASH sector. **B3.a** asks about the type of data reported to the MIS.

Parts **B3.b** and **B3.c** ask about frequency of reporting. Different systems will have different reporting requirements. Please indicate the frequency and provide the percentage of reporting units that report to the MIS on time. **B3.e** asks about public availability of data. ‘Publicly available’ means that information has been published or broadcast for public consumption and may be obtained through government offices or is available online.

B4: Monitoring national targets

B4 seeks information on monitoring national targets. For **B4.a.i** please describe in detail the process for monitoring national targets. *If more space is needed, please continue the answer in the survey annex.* **B4.b** is based on the elements identified in question A7I.b and A7I.e; and A7II.b and A7II.e for urban and rural coverage of sanitation and drinking-water. If the listed element is not included in your definition for coverage, please mark ‘Not applicable’. If the listed element is included in your definition for coverage, as identified in question A7, please indicate if data is available for the rural and urban settings in order to monitor the coverage targets, and which actor(s) are responsible for monitoring. **Only mark “Yes” if the element is included in the definition for coverage and is being monitored.**

B4.c asks about the sufficiency of human resources for monitoring national targets for WASH.

B5: Tracking progress among vulnerable groups

This question extends from question A9 to understand if measures to reach vulnerable populations are monitored and reported.

If there is a vulnerable population listed that does not reside in your country, please mark the ‘Not applicable’ column. If there are other identified vulnerable groups, please list them in the last row of the question (**B5.j**). If you would like to include more than one additional vulnerable group, please include a response for these groups in the survey annex.

B6: Use of selected performance indicators to track progress

B6 asks for information on performance indicators for tracking progress for sanitation and drinking-water. For **B6.a** and **B6.b**, please list the main indicator(s) for each category in the last column. For example, main indicators relating to “quality of service delivery” (**B6.a.iii**) may be the frequency of septic tank emptying or response time for addressing complaints.

In **B6.c**, if the indicators are measured, please list their approximate values. For **B6.c.iii**, *please note that nonrevenue water is not to be used interchangeably with unaccounted for water.* Nonrevenue water represents water that has been produced and is “lost” before it reaches the customer (either through leaks, through theft, or through legal usage for which no payment is made). It should not be used interchangeably with unaccounted for water (UFW or UAW), which is a component of nonrevenue water. Nonrevenue water (NRW) includes authorized unbilled consumption (such as water used for firefighting), whereas unaccounted for water excludes authorized unbilled consumption. See the [glossary](#) for more information.

If there is insufficient space to indicate additional specific examples of indicators or performance indicator systems in **B6.c.iv**, please continue in the survey annex.

B7: Type of regulatory authorities

In this question, sanitation/wastewater includes sewerage services connected to a wastewater treatment plant as well as planning, emptying and disposal services for on-site sanitation such as septic tanks and latrines. A regulatory authority is an agency or body responsible for oversight and authority over regulations. Accordingly, regulations are defined as follows:

Regulations (or regulatory instruments): Rules created by an administrative agency or body that typically include tangible measures that are necessary to implement and/or enforce the general requirements prescribed in the broader legislation. Regulations may cover water quality standards, service-level standards, required monitoring frequencies, requirements for risk management, surveillance requirements and/or audit guidance, etc.

Examples of regulatory authorities are the National Water Supply and Sanitation Council (NWASCO) in Zambia, and the Water Services Regulatory Board (WASREB) in Kenya.

For **B7.a-c** please indicate if there are regulatory authorities for urban and rural drinking-water and urban and rural sanitation/wastewater. There should be four boxes checked in each row.

For **B7.d-f**, please answer according to the regulatory authority with primary responsibility in each subsector (drinking-water and sanitation/wastewater; urban and rural). If more space is needed for **B7.g** please continue the answer in the survey annex.

If there is no regulatory authority responsible for any aspect of rural or urban WASH, *SKIP to question B10 once you have completed B7.a-c.*

B8: Functions of drinking-water regulatory authorities

B8 is specific to drinking-water regulators. For each row, please mark two boxes – one box for urban and one box for rural. In **B8.e.i**, please describe the consequences of non-performance and the corrective actions that are taken. *If there is insufficient space or if further explanation to the responses are required, please continue the responses in the survey annex.*

B9: Functions of sanitation/wastewater regulatory authorities

B9 is specific to sanitation/wastewater regulators. For each row, please mark two boxes – one box for urban and one box for rural. In **B9.g.i**, please describe the consequences of non-performance and the corrective actions that are taken. *If there is insufficient space or if further explanations to the responses are required, please continue the responses in the survey annex.*

B10: Independent drinking-water quality surveillance

Surveillance should be performed by an agency that is independent (e.g. Ministry of Health) from the service provider. Drinking-water supply surveillance is the continuous and vigilant public health assessment and periodic review of the safety and acceptability of drinking-water supplies. Drinking-water surveillance consists of sanitary inspections, auditing of preventive risk management approaches/water safety plans (WSPs), reviewing water suppliers' internal water quality monitoring results, and/or independent testing of water supplies.

For each set of columns in question **B10.a-d**, please mark one box. In total, each row should have four marked boxes.

For question **B10.e** and **B10.f** please mark one box per row.

B10.g asks for specific reasons for limited implementation of drinking-water quality surveillance. For each row, please indicate if the issue was a major issue/constraint, a minor issue/constraint, or not an issue/constraint for both urban and rural drinking-water quality surveillance. In total, each row should have two marked boxes (one for urban and one for rural). **B10.g.xiii** (the last row of the table) provides space to write one additional issue/constraint resulting in limited implementation of drinking-water quality surveillance activities. **B10.g.xiv** provides space for additional comments or reasons for limited implementation of drinking water quality surveillance. *If more space is needed or there are additional constraints to list, please provide the information in the survey annex.*

B11: Independent wastewater effluent surveillance

Surveillance should be performed by an agency that is independent (e.g. Ministry of Health) from the service provider.

For questions **B11.a** and **B11.b**, please mark one box per set of columns (four checks per row). However, for the column 'Testing of effluent quality against national standards/testing quality of treated sludge', please leave **B11.a** blank in this column if faecal sludge is not reused (e.g. it is disposed of in sewer or landfill). For question **B11.c** and **B11.d** please mark one box per row.

Section C: Human resources (HR)

In addition to the HR questions included in Sections A, B and D, this section focuses on HR assessments, training institutions/programmes and HR for operations and maintenance.

C1: Human resources needs assessments

Understanding human resource needs is essential for enabling WASH. Please provide information on any HR needs assessments conducted in your country.

C2: WASH training institutions and programmes

Gaps in human resources are sometimes the source of too few trained or educated staff in specialized fields. This question seeks information on the types of WASH training institutions or programmes available in your country. These may be programmes in water engineering or training for hygiene promotion. **C2.b** asks about the sufficiency of WASH training institutions/programmes. Sufficiency is in regards to the number of programmes and the quality of the programmes. **C2.b.i** asks for a description of any insufficiencies and the reasons for their insufficiencies. *If more space is required to answer this question, please use the survey annex.*

C3: Human resources for WASH operations and development

Operations and maintenance (O&M) includes activities necessary to keep WASH services running. This question asks about sufficiency of human resources for operations and basic maintenance, as well as design and construction of WASH facilities.

Section D: Financing

This section of the survey explores what processes (i.e. planning, budgeting, financial tracking and reporting) are in place to distribute financial resources to the WASH sector, how well allocated funds are absorbed, who finances WASH, the amount and sufficiency of funding, and the types of services funded. Previous GLAAS results have shown that there are substantial gaps in our understanding and tracking of financing to the sector. Improving this evidence base can contribute to better decision-making in funding allocations for priority needs, catalysing better management of available resources, and attracting additional investment to the sector.

D1: Existence of financing plan

The range of responses for this question includes:

- No financing plan: There is no agreed financing plan that allocates funds to this particular WASH sub-sector/area. This sub-sector/area may be funded from a broader ministry budget or from other programmes, but no separate line items for this WASH sub-sector/area are identified and no finance plan is agreed.
- Financing plan in development: Work is in progress to develop separate budget lines or a strategic financing plan for this WASH sub-sector/area.
- Financing plan agreed, but insufficiently implemented: Budgets or finance plans for the WASH sub-sector/area are agreed, but allocation of funds is not forthcoming or only a small fraction of budget, and/or the capacity to implement these plans/projects has yet to be developed. ‘Agreed’ means agreed and publicly available.
- Financing plan is agreed and used for some decisions: A strategic financing plan has been developed for the WASH sub-sector/area which establishes or identifies financial needs, budget allocations, sources of funds, and activities necessary to achieve plan goals. Budget allocations/expenditures and planned/implemented activities may be monitored according to planned activities, but only used sporadically in decision-making. Budgets and plan activities may or may not be adjusted based on assessments of capacity and progress. Financing gaps have been identified, but activities to reduce financing gaps may not be acted upon or monitored consistently.
- Financing plan is agreed and consistently used in decisions: A strategic financing plan has been developed for the WASH sub-sector/area which establishes or identifies financial needs, budget allocations, sources of funds, and activities necessary to achieve plan goals. Budget allocations/expenditures and planned/implemented activities are monitored consistently, while adjustments in plan activities are made accordingly based on a periodic assessment of capacity and progress. Financing gaps have been identified and actions to reduce such gaps are planned and monitored.

In some countries there may be several plans each covering a specific area e.g. separate plans for drinking-water, sanitation and hygiene, separate plans for urban and rural areas, even sometimes different plans for urban differentiating according to utility boundaries and urban areas not covered by the national utility. Please include descriptions and/or web links to all agreed/publicly available plans.

D2: Government budget specific to WASH

Line ministry WASH budgets for water, sanitation and hygiene are requested in a disaggregated format, however, it is acknowledged that only aggregated data may be available. If disaggregated data are available, please ensure that the ministries and national institutions listed here are the same as those listed in Question A11.

D2.a requests the following information:

- Ministry/national institution: Please list all agencies/ministries/national institutions involved in WASH even if specific WASH budgets/line items cannot be obtained. *This list should align with information provided in A11.*
- Total annual WASH budget: Please provide disaggregated annual budget information for each listed ministry/national institution. If the WASH budget cannot be disaggregated among drinking-water, sanitation, hygiene promotion, WASH in health care facilities, and WASH in schools, please list total budget for WASH in the most recent fiscal year.
- Percentage (%) of activities covered in WASH plan: If there is a national WASH plan, please estimate the percentage of WASH-related (i.e. not all ministry/institution activities) activities planned by the ministry/national institution that are covered or aligned with the national WASH plan.
- No data available: If no budget specific to WASH could be estimated for a specific ministry/national institution, please check 'no data available' column.

Please be sure to include the time period (**D2.b**) and currency units (**D2.c**). If the table in **D2.a** cannot be completed, please estimate the annual WASH budget in the most convenient format available in **D2.d** or include the budget in the survey annex.

D3: Financial reporting

This question aims to assess whether WASH funds spent are reported against WASH funds committed. Reporting may be disaggregated by source of funds (external/government), service types, or may have other formats. ***Publicly available and easily accessible entails that expenditure reports may be available online or can be requested through government offices.*** For **D3.a-e**, financial reports may be available from the Ministry of Finance, line ministries responsible for WASH programmes, annual reports for specific programmes/areas, audited financial statements, donor or NGO reports or financial statements, etc. Expenditure reports for external funding may originate from donors and/or NGOs and content is not necessarily determined by the government.

D4: Cost recovery strategies

While some countries have integrated cost recovery into their national strategy, it is possible that cost recovery is only addressed in some WASH areas (e.g. urban drinking-water) and not others (e.g. rural sanitation). This question aims to assess whether basic operation and maintenance costs are to be covered partially or entirely by tariffs or household contributions in a financing plan/budget, if such a plan exists. In **D4.a-d** tariffs are considered payments made by users to service providers for getting access to and for using the service.

Operations and basic maintenance: Includes activities necessary to keep services running. Operating costs are recurrent (regular, ongoing) spending to provide WASH goods and services: labour, fuel, chemicals, materials, and purchases of any bulk water. Basic maintenance costs are the routine expenditures needed to keep systems running at design performance, but does not include major repairs or renewals.

D4.e requests information on cost recovery strategies where tariffs are insufficient to cover operations and basic maintenance.

D4.f requests information on legal or regulatory frameworks for tariff review, including whether utility cost recovery is reviewed periodically and tariff adjustments made as necessary (i.e. by utility decision-making, by regulatory board, etc.).

D5: Equity

In line with the 2030 Agenda and SDG 6, many countries have established specific financing measures to reach vulnerable groups to ensure equal and non-discriminatory access to drinking-water and sanitation services. Examples include:

- Specific budgets for identified disparities (e.g. in rural, peri-urban or slum area with low access);
- Grants for basic services that promote some service to all rather than all services for some;
- Subsidized water tariffs, with lower rates for low consumption volumes that cover basic needs;
- Geographic targeting of available funds (e.g. towards rural or interior areas with low access); and
- Subsidies/grants targeted to specific vulnerable groups for water connections, or assistance in the construction of latrines.

This question aims to assess which vulnerable groups are the main focus of equity measures, and whether these measures are funded and applied through resources identified in the financing plan/budget. If there is a vulnerable group listed that does not exist in your country, please mark the 'not applicable' column.

D6: Affordability

Low-income populations, vulnerable population groups and rural communities commonly do not have the financial means to obtain or connect to existing water and sanitation services, let alone pay for the cost to sustain these services. This question aims to assess whether the government has defined affordability criteria and whether any specific measures have been made to make WASH more affordable for vulnerable groups, and how widely these are used.

Financial schemes for affordability may include, for example, voucher schemes, fee exemption schemes, reduced tariffs, etc. The vulnerable groups can include any or all of the mentioned groups identified in question A9, B5 and D5.

D7: Absorption of external funds

Improving the use of available external funds is one means to incrementally increase financing to the WASH sector. In this question, please provide an estimate (or specific value) of the proportion of donor capital WASH commitments that are used, and whether there are differences in different WASH areas (sanitation/water, urban/rural).

Commitment refers to a firm obligation expressed in writing and backed by the necessary funds, undertaken by an official donor to provide specified assistance to a recipient country.

D8: Domestic absorption

In this question, please provide an estimate (or specific value) of the proportion of domestic capital WASH commitments that are used, and whether there are differences in different WASH areas (sanitation/drinking-water supply, urban/rural).

D9: External funding

This question is used in monitoring SDG Target 6.a³². Donor activity and disbursement Information has been requested specifically for drinking-water and sanitation, and for the broader water sector. Countries may use information from OECD Creditor Reporting System to identify gross aid disbursements for those donors that do not channel funds through the national budget process if these amounts are unavailable in national budget or WASH sector planning or assessment documents (see <http://stats.oecd.org/Index.aspx?DataSetCode=crs1>).

The column for Drinking-water supply and sanitation only refers to water sector policy and administrative management, water supply and sanitation systems, waste disposal, and education and training in accordance to OECD-CRS codes: 14010, 14020 to 14032, 14050, and 14081. The column for Total water sector (if available) refers to any external funds channelled to the water sector, including drinking-water and sanitation systems, integrated water resources management, water conservation and rehabilitation, agricultural water use (CRS 361140), flood prevention/control (CRS 41050), and hydro-electric power plants (CRS 23220).

With regard to **D9.d.i** on Funding provided for specific expenditures or lines in national budget, and are channelled through treasury (includes basket funding), targeted budget support involves the transfer of funds to the national treasury as ex-post “financing” of specific expenditures within the budget or of specific budget lines for the sector. Basket funding can be assimilated to this category.

With regard to **D9.d.iv**, general budget support is a transfer to the national treasury in support of a national development or reform policy and strategy to promote good governance across multiple sectors. Support may be conditional on certain eligibility criteria and meeting specific sector performance indicators (e.g. targets for health or other basic services). In the response, please estimate a proportion (in currency units, not as a percentage) of overall general budget support, that potentially benefited water sector programmes.

In **D9.e** ‘Aligned with national WASH plan’ means those external funds that have been directly channelled to programmes or projects outlined in the national WASH plan if one exists. ‘Per cent (%) of donor funds’ means what proportion of the donor funds identified for the water sector or for drinking-water and sanitation are channelled to programmes or projects in the national WASH plan. It does not mean the percentage of total donor funds provided for all sectors.

³² <http://www.sdg6monitoring.org/indicators/target-6a/>

D9.f seeks further information on the disaggregation of donor funds. This could include difficulties encountered in the coordination and channelling of external funding (e.g. multiple centres of coordination, different procedures and implementation teams for each donor, late fund releases, project-driven approaches not aligned with government priorities). If there is insufficient space for your answer please continue in the survey annex.

D10: Sufficient finance to meet targets

This question aims to assess whether there are sufficient funds being allocated, as perceived by the country, to meet national targets for different WASH service types. Responses should be based on current financing trends with respect to national budget allocation and external assistance.

D11: Financial flows for sanitation, drinking-water and hygiene promotion

D11 requests annual WASH expenditure data (most recent available fiscal year) for the sector nationally. Data are requested by financing type/revenue source (e.g., households, private sector, government, external, etc.) and by service type (i.e. drinking-water, sanitation, etc.). A compiled response to this question can help policy-makers answer the following:

- What is the total expenditure in the sector?
- How are funds distributed among the different WASH services and expenditures types?
- Who pays for WASH services and how much?

The GLAAS TrackFin initiative has developed a detailed approach for tracking financing to WASH and developing WASH accounts at the national level. Currently, several countries are implementing the TrackFin methodology to gain a better understanding of financial flows to WASH.³³ It is not expected that countries responding to this survey will undertake an intensive study as outlined in the TrackFin methodology to respond to this question. However, calculating estimated expenditures in this question may involve similar types of estimation methods and draw on some of the same data sources.

Recommended steps to be taken in responding to this question, definitions, and examples of data sources follow below. These steps should be undertaken and agreed by the country team before completing the table.

Step 1: Identify currency, units, and data year: It is expected that data could be obtained from several different sources, and it is possible that expenditures will be presented in different currencies other than the national currency (e.g. national vs. external aid reporting), different units, or for different timeframes. Please attempt to reconcile expenditure data in consistent units and timeframes, however, if this is not possible, please use/respond with as much data as possible and note where currencies or timeframes do not match.

Step 2: Identify contact person: Please identify a contact person for this question. When reviewing and assessing responses to this section, it will be important to understand methodologies and data sources used, and there may be a need for follow up with the respondent country.

³³ See http://www.who.int/water_sanitation_health/monitoring/investments/trackfin/en/

Step 3: Identify available data: Countries should start by identifying relevant data already available through existing reports and information systems. Examples of existing information include:

- National planning documents
 - Annual Development Plan
 - Medium-Term Expenditure Framework
 - National budgets and budget execution documents (public expenditures)
 - Ministry budgets
 - Poverty Reduction Strategy Paper (PRSP) documents and planned poverty reduction expenditure
 - Local government budgets (for decentralized WASH sectors, for a sample of localities)
 - Project-specific documentation
- National information systems
 - Household surveys, for example UNICEF's Multi Indicator Cluster Surveys (MICS)
 - National population estimates (breakdown of population urban/rural population estimates)
 - Government financial management systems
 - Information on the water sector from national statistics offices
- Sector planning documents and information systems
 - WASH sector reports / annual water sector review (expenditure data)
 - Sector information systems
 - Sector financing reports produced by the sector regulator (where these exist)
- International databases
 - IBNET (water and sewerage utilities performance, average annual water bill / utility revenues)
 - OECD Creditor Reporting System (international public transfers, i.e. external funds)
- Studies, reviews, and assessments
 - Relevant studies of the United Nations Economic Commissions
 - World Bank Water Sanitation Programme's Country Status Overviews (sub-Saharan Africa only)
 - UN-Water Country Briefs
 - World Bank Public Expenditure Reviews (PERs)
 - Africa Infrastructure Country Diagnostic studies
- Utility information
 - Utility financial statements or annual reports (tariff revenues / average cost per user)
 - Benchmarking reports from utility associations, governments (for example Brazil or India) or regulators (for example Kenya or Mozambique).

Step 4: Establish WASH sector boundaries: For purposes of this question, the WASH sector boundary has been defined as services related to the provision of water, sanitation, and hygiene services. This would

include support services to the WASH sector including policy-making processes, governance, and capacity-building activities, as well as water resources management (as it relates to water and sanitation services).

Step 5: Identify financing units (revenue sources): Country respondents should identify relevant financing units providing and/or allocating funds to the sector. Some financing units, such as central government institutions, do this from their own resources, while others channel funds provided by other institutions. For example, local governments may channel funds received from national authorities or bilateral and multi-lateral donors. They may also have their own sources of funding from internally generated funds from local resources, property taxes, development fees, etc.

Step 6: Avoid double counting between financing units: To establish overall expenditure in the WASH sector, financial flows should be computed at the level of the financing unit through which they enter the sector. A key principle is that one flow should only be recorded as one financing type. Donor funding channelled to local government through the national government, for example, should be recorded as *international public transfers*. Similarly, while network service providers (i.e. utilities), spend significant funds on infrastructure and operation and maintenance activities, these funds originate from user tariffs, grants, loans, and ODA and should be recorded under these financing types where appropriate.

Step 7: User tariffs for services provided: These include payments made by users to service providers for getting access to and for using the service. For these flows, you will need to include an estimate of the total tariff revenues received by service providers. For example, this information might be obtained in IBNET, via the National Statistics Office, through individual service provider financial statements, with service regulators, or through associations of service providers.

Some countries or organizations have gathered data on average tariffs in a given country or in different cities, while other organizations gather and present data on tariff structures at country level. However, few if any countries consistently and regularly collect data on the total amount of revenue generated through tariffs paid by users for services provided. In addition to collecting tariff revenue data from service providers, or if these data are not available, average tariffs could be combined with data on average water use and population estimates to derive very rough estimates of revenues from tariffs.

In some areas, commercial and industrial facilities may make significant payments to service providers for water use or wastewater treatment. These payments include tariffs based on volume, high strength fees, permit and inspection charges, etc. Such information is likely only available through individual service provider financial statements, with service regulators, or through associations of service providers.

Step 8: Households' out-of-pocket expenditure for self-supply: Funding provided by households for investment in water self-supply solutions (private or community wells, small private water production systems, water tanks) and household level sanitation. In most countries, it is likely that these expenditures will need to be estimated based on estimated changes in water and sanitation coverage rates, and estimates of investments in self-provision by households. See "FT2: User expenditure on self-supply" (p.55) in Methodological Note 4 of the TrackFin guidance document³⁴ for more information on

³⁴ http://www.who.int/water_sanitation_health/publications/trackfin_guidance_document/en/

estimating these expenditures. It would be preferable to at least provide an estimate of those expenses and to provide an explanation of the estimation method used below the table.

Step 9: Government expenditures: Funds contributed by the government or public authorities at central, provincial or local level to WASH. These funds are typically government transfers that come from taxes or other sources of revenues of the government. Such funds would typically be provided as subsidies for capital investment or operations. This category includes only “pure” grants and excludes repayable financing and concessionary loans, which should be included in the “repayable financing” row of this question.

Data on public transfers channeled to the WASH sector should be collected from a wide range of stakeholders and sources, including national and local governments or other public financing units. The latter may include common funding baskets, if a sector-wide approach to pool funding is adopted. In some cases, aggregated data at the national level can be found in established tools for tracking and planning financial resources. They can also be found in programme budget reporting systems.

Step 10: International public transfers: This category includes only voluntary donations from external public donors and multi-lateral agencies. These funds can be contributed in the form of grants or guarantees. Other forms of repayable financing from international donors, such as concessionary loans, are excluded from this category and should be shown in the “Repayable financing” row. Data on international public transfers can be sought from the following sources:

- The OECD Creditor Reporting System³⁵: This database tracks most transfers in the form of official development assistance (ODA) from donor countries and international organizations (bilateral and multilateral cooperation). This is a widely used source of international public transfer data and offers the possibility of tracking grants and (concessionary) loans separately.
- National and local government financial accounts: These can be used to complement and refine data from OECD databases at the national level. In the event of conflicting information, however, it is essential to state which source has been given priority (which will depend on reliability). The Ministry of Finance should have aggregated reports on transfers from donors, but it may not differentiate between grants and concessionary loans.

Step 11: Voluntary transfers: Voluntary donations may come from international and national non-governmental donors, including from charitable foundations, non-governmental organizations (NGOs), civil society organizations and individuals (remittances). Only donations that are 100% pure grants are included in this category. All forms of repayable financing (including concessionary loans and guarantees) should be included in the “Repayable financing” row. In many developing countries, voluntary organizations frequently contribute to funding the water and sanitation sector both in cash and in kind (for example, by digging a well or providing equipment). Such transfers are often not reliably recorded, and therefore will likely be excluded from estimated voluntary donation amounts.

³⁵ <http://stats.oecd.org/Index.aspx?DataSetCode=crs1>

Step 12: Repayable financing: This category includes all types of repayable financing, including concessionary loans or guarantees. Information on repayable financing to the sector is limited, but some can be found in existing databases:

- The [OECD-CRS database](#) contains information on concessionary lending;
- The [International Financing Review](#) compiles data on commercial loans or bonds; and
- The [World Bank Private Participation in Infrastructure database](#) reports the amount of capital investment committed by private operators at the start of a public private partnership contract. It is commonly used to track private investment in infrastructure. Although private operators would not typically bring “new” financing to the sector as they are not financing types as such, they can temporarily bridge the financing gap.

Please mention the source(s) of information for each financing type and indicate where data gaps exist (i.e. the respondent has attempted to locate the information, but the information is not available). Additionally, it is important to differentiate between what is not available at all and where insufficient data is available. Lastly, please feel free to include any comments on how much existing data/estimates reflect the actual overall sector spending.

It is acknowledged that the data requested in Table D11 may not be readily available for some countries. Please complete as best as possible based on the available data. To improve information on financial flows in WASH, GLAAS has developed the TrackFin initiative which is an in-depth study on WASH finance. This initiative is a global standard methodology for tracking financing in the water, sanitation and hygiene sector at the national level. Should your government be interested in participating in TrackFin, please contact: glaas@who.int

For more information on the TrackFin initiative and the methodology, please refer to:
http://www.who.int/water_sanitation_health/monitoring/investments/trackfin-methodology/en/

THANK YOU FOR YOUR PARTICIPATION IN THE GLAAS SURVEY

We truly appreciate the time and effort involved in completing this form. Please return this form to:

UN-Water GLAAS Team
Water, Sanitation, Hygiene and Health Unit
World Health Organization
20, Avenue Appia
CH-1211 Geneva 27, SWITZERLAND

E-mail: glaas@who.int

Appendix A: Top five donors of Official Development Assistance, by recipient (cumulative disbursement from 2014 to 2016)

Recipients of Official Development Assistance (as defined by the OECD) cumulative gross disbursements towards water supply and sanitation (DAC 140³⁶) from 2014 to 2016. Please note that other types of development assistance that are not defined as ODA, such as non-concessional loans are not captured in this listing. Countries and territories that are not listed either did not receive ODA or are not be eligible to receive ODA (i.e. high income countries).

| Country/ Territory | Donor 1 (USD, millions) | | Donor 2 (USD, millions) | | Donor 3 (USD, millions) | | Donor 4 (USD, millions) | | Donor 5 (USD, millions) | |
|----------------------------|---------------------------------------|-------|----------------------------|------|----------------------------|------|---------------------------------------|------|---------------------------------------|------|
| Afghanistan | Germany | 63.3 | United States | 21.9 | AsDB Special Funds | 12.4 | International Development Association | 9.8 | Norway | 9.6 |
| Albania | EU Institutions | 69.2 | Japan | 51.0 | Germany | 48.0 | United Arab Emirates | 25.2 | International Development Association | 15.5 |
| Algeria | EU Institutions | 11.6 | Belgium | 5.1 | Germany | 3.0 | United States | 0.1 | Japan | 0.1 |
| Angola | International Development Association | 69.6 | African Development Fund | 13.6 | EU Institutions | 9.6 | United States | 3.4 | Portugal | 0.7 |
| Antigua and Barbuda | Japan | 0.1 | NA | NA | NA | NA | NA | NA | NA | NA |
| Argentina | Kuwait | 7.9 | EU Institutions | 0.3 | United States | 0.2 | Japan | 0.1 | Italy | 0.1 |
| Armenia | AsDB Special Funds | 26.1 | France | 24.8 | EU Institutions | 22.9 | Germany | 21.5 | United States | 1.6 |
| Azerbaijan | Japan | 114.7 | Korea | 27.4 | Germany | 23.0 | International Development Association | 10.4 | AsDB Special Funds | 0.8 |

³⁶ <https://stats.oecd.org/Index.aspx?DataSetCode=CRS1>

| | | | | | | | | | | |
|---|---|-------|---------------------------------------|-------|---------------------------------------|-------|---------------------------------------|------|--|------|
| Bangladesh | International Development Association | 157.1 | AsDB Special Funds | 153.6 | Japan | 148.8 | Netherlands | 66.4 | Korea | 22.2 |
| Belarus | EU Institutions | 4.0 | Sweden | 2.8 | Poland | 0.4 | Germany | 0.03 | Korea | 0.01 |
| Belize | OPEC Fund for International Development | 1.4 | IDB Special Fund | 0.9 | Japan | 0.1 | EU Institutions | 0.1 | NA | NA |
| Benin | Netherlands | 31.5 | EU Institutions | 28.0 | International Development Association | 26.2 | Germany | 15.7 | France | 3.7 |
| Bhutan | Australia | 3.0 | Japan | 2.2 | AsDB Special Funds | 1.9 | International Development Association | 1.8 | Korea | 0.1 |
| Bolivia (Plurinational State of) | IDB Special Fund | 151.7 | EU Institutions | 52.6 | Germany | 27.2 | International Development Association | 13.9 | Switzerland | 9.7 |
| Bosnia and Herzegovina | EU Institutions | 104.3 | Germany | 17.6 | Switzerland | 15.0 | Sweden | 6.8 | International Development Association | 1.8 |
| Botswana | EU Institutions | 0.3 | Japan | 0.1 | United States | 0.03 | Australia | 0.01 | NA | NA |
| Brazil | Japan | 226.2 | Germany | 95.9 | France | 28.2 | IDB Special Fund | 2.7 | United Kingdom | 1.2 |
| Burkina Faso | EU Institutions | 69.5 | International Development Association | 65.3 | France | 45.7 | Denmark | 38.4 | African Development Fund | 30.6 |
| Burundi | Germany | 18.0 | African Development Fund | 4.6 | UNICEF | 4.1 | International Development Association | 2.3 | Belgium | 0.7 |
| Cabo Verde | United States | 25.3 | France | 14.5 | Luxembourg | 8.7 | Japan | 5.7 | Arab Bank for Economic Development in Africa | 4.2 |
| Cambodia | Japan | 43.6 | AsDB Special Funds | 39.7 | France | 33.4 | Korea | 20.8 | Australia | 7.0 |
| Cameroon | France | 92.8 | African Development | 39.4 | International Development | 35.7 | EU Institutions | 27.8 | Belgium | 9.9 |

| | | | Fund | | Association | | | | | |
|---------------------------------------|---------------------------------------|-------|---|-------|--------------------------|------|---|-------|---|------|
| Central African Republic | International Development Association | 5.9 | EU Institutions | 2.5 | African Development Fund | 2.4 | France | 2.4 | OPEC Fund for International Development | 0.2 |
| Chad | EU Institutions | 50.9 | African Development Fund | 14.3 | Switzerland | 13.7 | France | 2.5 | UNICEF | 2.0 |
| Chile | Germany | 16.0 | Denmark | 1.5 | Switzerland | 0.5 | Canada | 0.2 | Japan | 0.1 |
| China | Germany | 276.8 | Japan | 118.6 | France | 12.4 | AsDB Special Funds | 9.5 | Global Environment Facility | 8.0 |
| Colombia | Spain | 10.7 | Switzerland | 4.0 | Japan | 1.1 | Korea | 1.0 | France | 0.9 |
| Comoros | France | 8.7 | African Development Fund | 8.5 | EU Institutions | 1.8 | UNICEF | 0.1 | United States | 0.03 |
| Congo | African Development Fund | 7.4 | International Development Association | 2.8 | EU Institutions | 2.3 | France | 0.9 | Japan | 0.4 |
| Cook Islands | New Zealand | 7.2 | EU Institutions | 2.4 | Japan | 0.1 | Australia | 0.002 | NA | NA |
| Costa Rica | Japan | 74.1 | Germany | 2.7 | IDB Special Fund | 0.3 | Korea | 0.1 | EU Institutions | 0.1 |
| Côte d'Ivoire | International Development Association | 74.2 | African Development Fund | 22.8 | EU Institutions | 20.9 | OPEC Fund for International Development | 9.9 | Germany | 6.3 |
| Cuba | Kuwait | 27.2 | OPEC Fund for International Development | 24.7 | Japan | 3.7 | France | 1.2 | Spain | 0.5 |
| Democratic People's Republic of Korea | Switzerland | 3.8 | Kuwait | 1.3 | EU Institutions | 1.2 | UNDP | 0.8 | UNICEF | 0.8 |
| Democratic Republic of the Congo | United Kingdom | 108.5 | African Development Fund | 49.0 | Germany | 37.0 | UNICEF | 17.3 | United States | 14.7 |

| | | | | | | | | | | |
|---------------------------|---------------------------------------|-------|---|-------|-----------------------------|------|---------------------------------------|------|--------------------------|------|
| Djibouti | Arab Fund (AFESD) | 28.7 | Japan | 11.1 | EU Institutions | 10.6 | International Development Association | 1.3 | African Development Fund | 0.6 |
| Dominica | EU Institutions | 1.1 | International Development Association | 0.1 | Japan | 0.04 | NA | NA | NA | NA |
| Dominican Republic | France | 62.0 | Spain | 14.2 | United States | 2.4 | EU Institutions | 0.5 | Japan | 0.2 |
| Ecuador | France | 23.4 | Korea | 9.5 | Belgium | 4.0 | Japan | 1.6 | Spain | 1.3 |
| Egypt | United Arab Emirates | 94.0 | Germany | 49.9 | EU Institutions | 47.2 | Switzerland | 21.5 | United States | 18.1 |
| El Salvador | Spain | 9.7 | Japan | 0.9 | Germany | 0.8 | France | 0.6 | Italy | 0.5 |
| Equatorial Guinea | Korea | 0.01 | NA | NA | NA | NA | NA | NA | NA | NA |
| Eritrea | EU Institutions | 0.8 | UNICEF | 0.6 | UNDP | 0.4 | Japan | 0.3 | Italy | 0.3 |
| Eswatini | EU Institutions | 19.8 | OPEC Fund for International Development | 4.2 | United States | 1.2 | Finland | 0.2 | Italy | 0.1 |
| Ethiopia | International Development Association | 217.9 | United Kingdom | 145.4 | African Development Fund | 36.5 | EU Institutions | 29.9 | Japan | 29.5 |
| Fiji | Japan | 4.3 | Australia | 1.7 | New Zealand | 1.7 | AsDB Special Funds | 0.6 | UNICEF | 0.4 |
| Gabon | France | 22.0 | EU Institutions | 6.1 | Global Environment Facility | 0.3 | United States | 0.1 | UNDP | 0.1 |
| Gambia | EU Institutions | 1.3 | African Development Fund | 1.2 | UNICEF | 0.3 | Germany | 0.2 | Kuwait | 0.2 |
| Georgia | AsDB Special Funds | 65.7 | EU Institutions | 57.6 | Germany | 22.2 | International Development Association | 1.6 | United States | 0.6 |
| Ghana | International Development Association | 138.0 | Netherlands | 53.2 | Canada | 44.5 | African Development Fund | 42.6 | Korea | 24.2 |
| Grenada | Japan | 0.1 | NA | NA | NA | NA | NA | NA | NA | NA |

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|-----------------------------------|---------------------------------------|-------|---------------------------------------|-------|---------------------------------------|-------|--|-------|-------------------|-------|
| Guatemala | Spain | 2.9 | IDB Special Fund | 1.9 | Japan | 1.0 | Germany | 0.6 | Norway | 0.6 |
| Guinea | EU Institutions | 7.9 | Japan | 7.2 | International Development Association | 4.6 | Arab Bank for Economic Development in Africa | 3.9 | France | 1.7 |
| Guinea-Bissau | International Development Association | 5.5 | EU Institutions | 4.4 | Spain | 0.4 | Portugal | 0.3 | Italy | 0.3 |
| Guyana | IDB Special Fund | 11.0 | EU Institutions | 8.8 | United States | 0.6 | Global Environment Facility | 0.1 | Japan | 0.1 |
| Haiti | IDB Special Fund | 39.8 | International Development Association | 7.7 | Canada | 7.5 | Japan | 7.4 | Switzerland | 5.5 |
| Honduras | EU Institutions | 19.0 | IDB Special Fund | 11.0 | International Development Association | 10.9 | Switzerland | 7.1 | Spain | 3.9 |
| India | Japan | 750.9 | International Development Association | 301.3 | Germany | 37.4 | France | 25.3 | United Kingdom | 19.1 |
| Indonesia | Japan | 89.1 | Australia | 65.7 | Korea | 30.9 | United States | 22.9 | Netherlands | 17.0 |
| Iran (Islamic Republic of) | Japan | 2.7 | Germany | 2.6 | Australia | 0.01 | Sweden | 0.002 | NA | NA |
| Iraq | Japan | 333.1 | International Development Association | 38.8 | EU Institutions | 9.6 | Canada | 6.5 | Norway | 3.3 |
| Jamaica | IDB Special Fund | 1.1 | Japan | 0.2 | Belgium | 0.1 | United States | 0.03 | Canada | 0.002 |
| Jordan | France | 311.7 | United States | 270.2 | Germany | 213.1 | Korea | 60.0 | Arab Fund (AFESD) | 41.3 |
| Kazakhstan | Korea | 0.2 | France | 0.1 | Germany | 0.05 | Japan | 0.04 | United States | 0.01 |
| Kenya | International Development Association | 195.9 | African Development Fund | 101.9 | France | 52.4 | Japan | 43.4 | Germany | 24.3 |

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| Kiribati | EU Institutions | 6.0 | New Zealand | 5.7 | AsDB Special Funds | 2.7 | Australia | 0.6 | Japan | 0.2 |
| Kyrgyzstan | International Development Association | 27.5 | Switzerland | 22.7 | AsDB Special Funds | 20.5 | EU Institutions | 5.7 | Global Environment Facility | 3.0 |
| Lao People's Democratic Republic | Japan | 34.1 | AsDB Special Funds | 17.3 | Korea | 9.9 | International Development Association | 8.6 | Australia | 8.5 |
| Lebanon | Kuwait | 63.0 | EU Institutions | 55.2 | United States | 49.4 | Arab Fund (AFESD) | 25.7 | Italy | 18.9 |
| Lesotho | United Arab Emirates | 18.8 | International Development Association | 16.1 | Kuwait | 9.9 | EU Institutions | 9.6 | Arab Bank for Economic Development in Africa | 5.0 |
| Liberia | United States | 31.5 | African Development Fund | 18.4 | EU Institutions | 5.8 | United Kingdom | 3.6 | Ireland | 3.1 |
| Libya | Spain | 0.001 | NA | NA | NA | NA | NA | NA | NA | NA |
| Madagascar | African Development Fund | 16.7 | France | 12.1 | EU Institutions | 6.8 | UNICEF | 4.2 | International Development Association | 2.1 |
| Malawi | International Development Association | 105.2 | EU Institutions | 30.6 | United States | 8.5 | African Development Fund | 8.4 | Japan | 7.9 |
| Malaysia | Japan | 153.8 | Global Environment Facility | 0.2 | Korea | 0.008 | NA | NA | NA | NA |
| Maldives | France | 10.4 | International Development Association | 3.0 | Kuwait | 1.5 | Adaptation Fund | 0.5 | OPEC Fund for International Development | 0.2 |
| Mali | EU Institutions | 60.1 | Denmark | 46.0 | France | 35.3 | International Development Association | 25.1 | African Development Fund | 19.5 |
| Marshall Islands | Australia | 1.4 | Japan | 0.5 | EU Institutions | 0.4 | AsDB Special Funds | 0.2 | Korea | 0.008 |
| Mauritania | Arab Fund (AFESD) | 74.7 | Kuwait | 13.9 | African Development | 8.0 | International Development | 5.4 | Global Environment | 4.2 |

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|----------------------------------|---------------------------------------|-------|--------------------------|-------|-----------------------------|-------|---------------------------------------|------|--------------------------|-------|
| Mauritius | EU Institutions | 14.0 | Adaptation Fund | 2.0 | Japan | 1.1 | United States | 0.01 | African Development Bank | 0.004 |
| Mexico | Germany | 264.5 | France | 132.9 | Global Environment Facility | 23.7 | EU Institutions | 2.0 | IDB Special Fund | 1.3 |
| Micronesia (Federated States of) | AsDB Special Funds | 2.8 | Japan | 1.4 | NA | NA | NA | NA | NA | NA |
| Mongolia | AsDB Special Funds | 13.4 | Japan | 5.7 | EU Institutions | 2.2 | Germany | 1.9 | Korea | 1.7 |
| Montenegro | Germany | 33.3 | EU Institutions | 20.6 | Slovenia | 2.1 | Japan | 0.1 | Italy | 0.1 |
| Morocco | Germany | 319.9 | Japan | 166.4 | United Arab Emirates | 134.2 | EU Institutions | 91.7 | Arab Fund (AFESD) | 60.4 |
| Mozambique | International Development Association | 91.6 | Netherlands | 23.4 | France | 23.0 | African Development Fund | 21.8 | United Kingdom | 19.6 |
| Myanmar | Japan | 57.8 | UNICEF | 5.1 | United Kingdom | 4.0 | International Development Association | 3.3 | Australia | 2.6 |
| Namibia | EU Institutions | 20.4 | Germany | 4.2 | United States | 0.5 | Finland | 0.2 | Japan | 0.01 |
| Nauru | Australia | 1.7 | Japan | 0.2 | NA | NA | NA | NA | NA | NA |
| Nepal | AsDB Special Funds | 126.6 | Japan | 30.1 | Finland | 29.2 | International Development Association | 15.7 | United Kingdom | 9.6 |
| Nicaragua | EU Institutions | 41.2 | Germany | 24.3 | IDB Special Fund | 18.2 | International Development Association | 14.3 | Switzerland | 6.8 |
| Niger | International Development Association | 58.6 | EU Institutions | 28.1 | Denmark | 20.1 | France | 16.9 | Switzerland | 13.4 |
| Nigeria | International Development Association | 226.7 | African Development Fund | 101.6 | France | 62.6 | EU Institutions | 49.2 | United Kingdom | 45.9 |

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|----------------------------------|---------------------------------------|-------|--|------|---|-------|--------------------------|-------|---------------------------------------|-------|
| Niue | Korea | 0.008 | NA | NA | NA | NA | NA | NA | NA | |
| Pakistan | United States | 40.0 | France | 25.8 | Japan | 18.5 | AsDB Special Funds | 16.9 | International Development Association | 14.1 |
| Palau | Japan | 8.2 | AsDB Special Funds | 1.0 | NA | NA | NA | NA | NA | NA |
| Panama | Japan | 3.0 | IDB Special Fund | 1.4 | Global Environment Facility | 0.3 | Canada | 0.2 | United Kingdom | 0.1 |
| Papua New Guinea | Japan | 28.2 | Australia | 7.6 | New Zealand | 1.6 | EU Institutions | 1.1 | United States | 0.4 |
| Paraguay | Japan | 15.9 | IDB Special Fund | 8.2 | Spain | 0.2 | Netherlands | 0.03 | Canada | 0.008 |
| Peru | Japan | 71.1 | Germany | 34.6 | Switzerland | 21.8 | Spain | 6.6 | EU Institutions | 3.8 |
| Philippines | Japan | 15.6 | United States | 11.5 | Germany | 5.5 | Korea | 3.3 | Belgium | 1.7 |
| Republic of Moldova | EU Institutions | 31.6 | Switzerland | 11.3 | Austria | 5.6 | Czech Republic | 3.7 | Slovak Republic | 0.7 |
| Rwanda | International Development Association | 45.0 | Netherlands | 9.2 | Japan | 6.5 | United States | 4.9 | Korea | 2.4 |
| Saint Lucia | EU Institutions | 0.7 | International Development Association | 0.2 | Japan | 0.1 | France | 0.1 | Australia | 0.01 |
| Saint Vincent and the Grenadines | Japan | 0.1 | NA | NA | NA | NA | NA | NA | NA | NA |
| Samoa | EU Institutions | 22.5 | Japan | 19.4 | Korea | 0.008 | Australia | 0.005 | NA | NA |
| Sao Tome and Principe | EU Institutions | 7.8 | Arab Bank for Economic Development in Africa | 2.8 | OPEC Fund for International Development | 1.8 | Portugal | 1.7 | International Development Association | 0.2 |
| Senegal | EU Institutions | 32.4 | France | 31.2 | International Development Association | 26.8 | African Development Fund | 14.3 | United States | 12.1 |
| Serbia | EU Institutions | 44.8 | Germany | 35.1 | Sweden | 3.3 | Luxembourg | 1.9 | Japan | 1.2 |

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| Seychelles | EU Institutions | 4.4 | France | 1.6 | African Development Bank | 0.8 | Japan | 0.5 | Global Environment Facility | 0.1 |
| Sierra Leone | United Kingdom | 51.8 | African Development Fund | 26.3 | OPEC Fund for International Development | 12.2 | Global Environment Facility | 1.8 | Ireland | 1.2 |
| Solomon Islands | Australia | 6.8 | Japan | 4.4 | Global Environment Facility | 4.1 | EU Institutions | 3 | New Zealand | 0.5 |
| Somalia | United Arab Emirates | 20.4 | United Kingdom | 15.3 | EU Institutions | 11.4 | UNICEF | 4.2 | Norway | 2.5 |
| South Africa | France | 26.0 | Germany | 3.3 | Japan | 1.5 | United States | 1.1 | Netherlands | 1.1 |
| South Sudan | United States | 31.7 | Japan | 23.7 | Netherlands | 17.0 | Germany | 17.0 | Finland | 6.6 |
| Sri Lanka | Japan | 112.0 | AsDB Special Funds | 110.2 | International Development Association | 63.6 | Korea | 39.5 | EU Institutions | 12.3 |
| Sudan | Japan | 24.2 | United Kingdom | 9.7 | Arab Fund (AFESD) | 9.2 | Belgium | 4.7 | UNICEF | 4.6 |
| Suriname | EU Institutions | 0.7 | IDB Special Fund | 0.4 | Japan | 0.04 | Canada | 0.008 | NA | NA |
| Syrian Arab Republic | Canada | 2.4 | Switzerland | 2.3 | Germany | 1.4 | Japan | 1.3 | Denmark | 0.7 |
| Tajikistan | Switzerland | 39.3 | International Development Association | 21.8 | Japan | 16.9 | EU Institutions | 6.6 | Kuwait | 5.0 |
| Thailand | Japan | 33.4 | Germany | 3.3 | Australia | 1.2 | Canada | 0.4 | EU Institutions | 0.3 |
| The former Yugoslav Republic of Macedonia | Switzerland | 23.9 | EU Institutions | 16.5 | Germany | 2.9 | Japan | 1.8 | France | 0.5 |
| Timor-Leste | Australia | 18.0 | AsDB Special Funds | 8.0 | Japan | 3.2 | United States | 1.0 | EU Institutions | 0.8 |
| Togo | France | 17.5 | EU Institutions | 16.2 | Arab Bank for Economic Development in Africa | 2.6 | Japan | 1.3 | UNICEF | 0.4 |

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| Tonga | Australia | 1.8 | AsDB Special Funds | 1.8 | Japan | 0.8 | Climate Investment Funds | 0.1 | Korea | 0.008 |
| Tunisia | Germany | 107.3 | France | 83.9 | EU Institutions | 50.1 | Japan | 43 | Switzerland | 14.6 |
| Turkey | EU Institutions | 249.8 | Japan | 110.1 | Germany | 30.3 | France | 0.3 | Kuwait | 0.006 |
| Tuvalu | Japan | 3.4 | EU Institutions | 0.8 | Korea | 0.009 | NA | NA | NA | NA |
| Uganda | African Development Fund | 88.7 | International Development Association | 49.4 | Denmark | 44.5 | EU Institutions | 44.0 | Germany | 37.9 |
| Ukraine | EU Institutions | 8.7 | Japan | 6.6 | United States | 2.1 | Switzerland | 1.8 | Norway | 0.6 |
| United Republic of Tanzania | United Kingdom | 70.4 | France | 52.2 | EU Institutions | 51.0 | International Development Association | 40.3 | African Development Fund | 30.2 |
| Uruguay | IDB Special Fund | 0.5 | Japan | 0.4 | Spain | 0.05 | NA | NA | NA | NA |
| Uzbekistan | AsDB Special Funds | 177.7 | International Development Association | 74.4 | France | 10.5 | Switzerland | 6.6 | EU Institutions | 4.9 |
| Vanuatu | New Zealand | 7.2 | Australia | 2.0 | AsDB Special Funds | 0.5 | Japan | 0.2 | UNICEF | 0.04 |
| Venezuela (Bolivarian Republic of) | EU Institutions | 0.5 | Japan | 0.3 | France | 0.2 | NA | NA | NA | NA |
| Viet Nam | International Development Association | 495.4 | Japan | 372.5 | AsDB Special Funds | 151.8 | Germany | 76.4 | Korea | 71.6 |
| West Bank and Gaza Strip | United States | 149.6 | Germany | 53.2 | Japan | 28.2 | France | 27.2 | EU Institutions | 22.9 |
| Yemen | Germany | 37.2 | International Development Association | 19.9 | Netherlands | 11.1 | Arab Fund (AFESD) | 10.1 | United Arab Emirates | 2.5 |
| Zambia | United States | 95.6 | Denmark | 60.8 | Germany | 42.0 | International Development Association | 23.2 | African Development Fund | 20.8 |
| Zimbabwe | United Kingdom | 37.6 | Australia | 19.8 | Germany | 9.1 | Switzerland | 6.3 | EU Institutions | 3.8 |

