



In cooperation with



Toilet construction in South Africa. Photo: Dick de Jong, IRC

South Africa: municipal failures put decentralisation at risk

Water service delivery failures at municipal level are a widespread and fundamental problem in South Africa. All year (2009) there have been recurring stories in the press of poor communities receiving sub-standard basic services, and sometimes no services at all. Municipalities continue to receive qualified audits, to have service delivery backlogs that have scarcely reduced in a decade and to be plagued by poor physical infrastructure. There is a general problem of poor governance at municipal level and a public perception that some municipalities do not have the human skills to provide a proper service to the poor. Other municipalities appear to be unaccountable to poor and disenfranchised residents. Central government has already taken over the management of two municipalities and is rethinking its decentralisation policy. Various departments are considering removing the powers and functions of these municipalities.

Civil society organisations (CSOs) in South Africa are worried about the democratic implications of these moves and the impact on the poor, as they made clear at the "Celebrating our stories" Learning and Sharing Forum of the African Civil Society Network on Water and Sanitation (ANEWS), in Lesotho from 7-8 October 2009.

Audit of all municipalities requested

Various national government departments in South Africa have recognised the severity of the problem and have attempted to address it. Legislation has been enacted to make service delivery more transparent and to make municipal government more accountable for service delivery. Municipal



Toilet as storage. Photo: Dick de Jong, IRC

governments must include broader society in budget monitoring and decision making, and there is guidance on how municipal budget documents must be prepared. Despite these efforts, the Department of Co-operative Government and Traditional Affairs recently declared the need for a comprehensive department audit of all municipalities.

South African metropolitan areas and large cities are doing better than most cities elsewhere on the continent. Smaller municipalities, however, particularly in rural areas are not. The most important reason is that the last round of decentralisation devolved complex powers and functions to local authorities that did not and will never have the capabilities of managing them. The removal of powers and functions in these areas is one of the options on the table.

Empowerment and basic understanding needed

There is a clear need for South African residents to play an active role in ensuring that they can enjoy the services they are entitled to. They need to be empowered to engage meaningfully with the sometimes complex municipal systems and processes. This requires an understanding of the rights of access to information and to public participation, as well as a basic understanding of law, economics and financial accounting relevant to analysing municipal tariffs and financial statements.

And in this respect help is at hand. The Centre for Applied Legal Studies (CALs) and Mvula Trust held a workshop for civil society and community-based organisations on 28 September 2009 to present their recently developed Water Budget Monitoring Education

Highlights

- South Africa : municipal failures put decentralisation at risk
- Nepal: Children from 200 schools spread messages on point-of-use water treatment and hand washing
- "The worst job in the world"

News from GWA, p. 4-5

- Lessons from South Africa: exploring the critical link between rural women and water resource management
- Mentoring helped win support for including a gender perspective into community development guidelines

News from WSSCC, p. 6-7

- All that glitters is not silver
- China: Rising to meet the sanitation demand of 460 million rural people

News from IRC, p. 8-11

- South Africa: Citizens' voice acted on in the regulation of services
- Stories help to understand peoples' different realities and behaviours
- Better cost data needed to justify WASH investments says UNICEF
- Ghana journalist highlights water topics for Africa
- Follow Source through Twitter

Resources and Events, p. 11-12

With contributions from GWA



Tool. The monitoring tool is designed to be used by civil society organisations (CSOs) to enhance public accountability and service delivery. While the tool focuses on water, it can also be applied to other basic services, including electricity and sanitation. It will help CSOs to interpret budget information and other documents related to service delivery. CALS and Mvula Trust had found from research that in order to hold municipal government accountable for service delivery, it is important to understand the budgeting process and elements of public finance, including relevant legislation.

Training outline and questionnaire

The Water Budget Monitoring Education Tool includes a training outline and a questionnaire for municipal officials. It contains five educational modules:

Module 1: Analysis of Tariffs

Module 2: Basic Financial Accounting and Budget Documents

Module 3: Asset Management

Module 4: Equitable Share (ES) and Municipal Infrastructure Grant (MIG)

Module 5: Water Quality Management and Water Education

Annex 1 serves as a guide to civil society wanting to train members on the five modules.

Annex 2 is a questionnaire for municipal officials, to be used as a checklist once participants have gone through the modules. Participants can tick off questions that they can answer successfully and submit remaining questions (with possible changes) to their municipal authorities,

ideally by setting up a meeting with the municipal manager.

The tool provides guidance so that those engaged in the monitoring process contact the correct municipal officials with their questions. The booklet also refers to an information pack, which contains relevant laws as well as extracts from eThekweni Metropolitan Municipality's 2009/10 budget documents. The Water Budget Monitoring Education Tool is freely downloadable as a PDF file (1.5 MB) from http://web.wits.ac.za/NR/rdonlyres/C4147F19-053D-40F1-BB8F-7AF57E1C1485/0/Educationaltool_Sept_16.pdf

The principal author of the tool is Paul Berkowitz, with contributions from Jackie Dugard (CALS), Laila Smith (Mvula Trust) and Kate Tissington.

Dick de Jong

Nepal: Children from 200 schools spread messages on point-of-use water treatment and hand washing

Addressing safe water options at school in Nepal is a bigger challenge than at household level. No safe water products on the market can handle the high volume of water demand in an average school with 300 students, particularly in light of the operation and maintenance challenges. The Nepal Hygiene Improvement Project (NHIP) began a pilot study in 2006 to design and identify high volume water treatment products that could address schools' needs. These products filter water where it is needed and are known as point-of-use (POU) systems.

NHIP worked in schools to modify and refine several existing water treatment filters and finally developed a colloidal silver (CS) filter into a high volume device (15–18 litres/hour filtration capacity) that could provide safe water either from a

central base or in the classroom. The project also explored other technologies such as chlorination and solar disinfection (SODIS), so that schools would have options.

At the conclusion of the study, guidelines for school POU promotion were developed and implemented in 200 schools in Nepal. Schools were expected to contribute to the treatment systems in cash or in kind, normally by providing accessories such as stands or platforms for the filter, mugs for the children and buckets, etc. Members of the school management committee, teachers, or child clubs are responsible for day-to-day operation and maintenance.

Students have tremendous potential to be effective change agents

In Nepal diarrhoeal disease accounted for 2,200 deaths in children under the age of five in 2001. To improve water quality in Nepal and spread safe water treatment knowledge and practices, the Nepal Hygiene Improvement Project (NHIP) was launched in 2006, an initiative between the government of Nepal's Department of Water Supply and Sewerage and UNICEF. The USAID Hygiene Improvement Project provided technical assistance. However, NHIP also recognised the need to involve children in safe water and hygiene interventions.

Schools were identified as an ideal entry point because students have tremendous

potential to be effective change agents. It is estimated that each student can reach five family and community members with hand washing and POU messages. But to change complex behaviours and reduce waterborne illnesses it was crucial for students also to practice safe water treatment and drink clean water on a daily basis at home and at school.

A "wonderful solution" in village schools

Arunodaya Primary School in Subhang Village built a separate room for its water filters. The school has one large (100 litre capacity) CS filter, 10 small CS filters, and 50 SODIS bottles for solar water treatment. The principal says, "This is the first organisation that came to our Dalit community and offered such a wonderful solution to our village school. We were compelled to boil the water because the quality of village water was very bad, but now we can drink cool and refreshing water from these filters."

Jorkulo Primary School in Chokmagu Village has made a separate rack for SODIS bottles and invested in a separate safe water room and platform for the large CS filter. Students use their classroom roof top for SODIS and once the water is treated they store it on the rack for use the next day.

Sahid Dasahrad Primary School has strategically placed its filter outside the classroom so that villagers and visitors to



3 CS filters provided to the school - still intact after a year of operation. Photo: IRC

the school can see how it works. The school provided a certificate of appreciation for the technicians who installed the filter and committed itself to relay safe water and sanitation messages and practices all over the village.

20 - 30% decline in cases of diarrhoea

The health officer in charge of Kurumba Village, Manoj Shah, attributes a 20-30% decline in cases of diarrhoea and waterborne diseases to the promotion of safe water and hygiene in the village and in the schools.



Large CS filter racks made by the school for protection.

The Chairperson of the School Management Committee Baburam Mahara says that support from UNICEF, Water Supply and Sanitation Sub-Divisional Office [WSSSDO], Dang, and the Nepal Hygiene Improvement Project "has guided us to healthy life".

Chet Bahadur Nagarkatti, a member of the School Management Committee agrees that the village does not have the extent

of waterborne diseases such as diarrhoea or as cholera that used to occur on a

regular basis. He said, "If a household has a member suffering from such diseases, it is for the obvious reason of not following basic hygiene practices."

Mr. Nagarkatti and members of the Village Committee have spearheaded a separate initiative to offer households technical assistance to improve stoves. Thus a movement to have safe drinking water, a toilet, and an improved stove has now become a must for every household in the village.

There are other environmental benefits. Mandhwaj Lawati, manager of the village Agriculture Cooperative says "Options for safe water such as colloidal silver filters are in demand, which could help people get safe water every day and also help reduce the use of fuel wood."

For additional information: <http://www.hip.watsan.net/page/251>

Source: Arinita Shrestha, former HIP country advisor in Nepal

"The worst job in the world"

About 1.3 million Indians are still trapped in the degrading and dangerous job of manual scavenging of human excreta sixteen long years after the country passed a law to make the health threatening job illegal.

Even in modern India, manual scavengers are still working to clean what Wilson Bezwada of Safai Karmachari Andolan calls "shit from the pit" of people who then "discriminate and look down on the scavengers". "The worst job in the world" is the title of the emotional video he showed at a side-event in Stockholm organised by WaterAid and IRC on 18 August 2009, <http://www.youtube.com/watch?v=DXLBS5nw2Co>.

Safai Karmachari Andolan is a national campaign movement started by Mr. Bezwada who himself comes from a scavenger family. The campaign says: "Through eradicating manual scavenging, we will break the link imposed by the caste system between birth and dehumanizing occupations. It is a matter of human dignity".



Cleaning toilets without any protective clothing.

"Like a priest predestined to preach"

Since 1986, the movement has been engaged in protracted struggles one of which was to change the mindsets of the scavengers themselves, many of whom believed that "like a priest who is predestined to preach, we are predestined to do this work".

For Bezwada, the struggle for the eradication of manual scavengers will not end until every single person is liberated from the scourge. "This is not a fight for power, wealth nor fame but for human dignity and respect", he said.

Not enough government commitment

Bezwada says that the Indian government has not demonstrated enough commitment to liberating those involved in the job that legally does not even exist.

Without any protective clothing such as boots, masks or gloves, manual scavengers, clean toilets and clogged sewer lines. They collect the faecal matter into baskets lined with leaves, an activity which leaves many sick. About 80 per cent of these workers are women, the majority of



them are Dalits. They are paid a paltry 900 rupees (15 Euro) a month and can afford only cheap drugs to treat their illnesses.

For most of the scavengers the work is hideous and devoid of dignity. "We have not yet told our children what we do. They won't understand; there is no pride in it," said one lady scavenger in the video.

Icon of hope

Bezwada has become an icon of hope for the hopeless as he strives to lift the manual scavengers from their plight with a 2010 battle plan already drawn up.

The situation is not all gloomy. Bezwada says that, thanks to Safai Karmachari Andolan, a significant number of manual scavengers have been liberated and equipped with alternative livelihoods.

Harriette Naa Lamiley Bentil, e-mail: beehert2@yahoo.com.

Photos from: www.SafaiKarmachariAndolan.org

Lessons from the field: exploring the critical link between rural women and water resource management in South Africa

"In the picture I had of myself, I was always in the kitchen and looking after the children. Even though I am on the water management institution I did not see myself as a leader. Now I do." (Florence Mavhambi, participant in the Limpopo region)

Over the past two years we, as a Consortium of social development-focused partners, worked on the challenge to ensure that less educated, socially and economically disempowered, black, rural women participate equally with their male counterparts in water user associations in communities in rural South Africa.

In South Africa water user associations are statutory bodies established under the National Water Act. They are co-operative associations of individual water users that undertake water-related activities for their mutual benefit. The idea of such associations is for communities to pool resources to carry out water-related activities more effectively. However, traditionally they are very male dominated.

We believe that active participation and real decision making by women in water resource management depends on how women perceive themselves in relation to other women and, more importantly, men. We also know that issues of gender intersect with issues of race, language, education, (dis)ability etc. and that these issues are not limited to water only, but exist in society in general. So we addressed gender as a holistic change process, requiring a strong foundation of personal and interpersonal skills and a good knowledge and understanding of various aspects of gender.

Capacity building programme

We developed 8 training modules where the personal aspects in the training laid the foundation for the rest of the interventions.

The first two modules focus on aspects such as self-esteem and personal goal orientation and were targeted exclusively at women. It provided them with the opportunity to speak up for themselves without being either overshadowed or in

competition with men. It allowed them to discover their own value and strength, and to become confident participants in the transformation of their water user associations. It enabled women to engage with men in a more equal manner, without feeling they had to step back, or have less to offer.

Module 3 brings male participants together with the women participants. It focuses on gender issues and promotes interdependent gender relationships and inclusive and empowered leadership. Only then are the technical details of water resource management dealt with (module 4). These include the importance of water as a limited resource, the current water situation in South Africa, the impacts of water use, legislation and water management institutions, and the role of women in water decision making.

Modules 5 & 6 concentrate on building interpersonal skills and deal with communication and handling conflict. Module 7 focuses on building a common vision for the respective water user associations, and in the last module (8) the design of mini projects is facilitated, which provides the participants an opportunity to apply what they have learned.

Throughout the training, linkages between participants as members of water user associations, the community at large, developmental organisations, local government (i.e. municipalities) etc. were actively encouraged as a means to create a wider development network that stretches beyond the boundaries of water resource management.

As part of the capacity building process, the facilitators also used mentoring to explore possible options of dealing with barriers experienced by the water user associations, identifying local resources and potential partnerships, setting actions

to reach goals, getting commitment to action plans, and for support and encouragement. In total 61 people (31 in Limpopo province, 9 in Kwazulu-Natal province and 21 in the Eastern Cape Province) have completed the training modules.

Challenges

Women (most of them older women) were very interested and committed. Although they had to travel long distances to the venues, were unfamiliar with this kind of capacity building, and had restricted language skills, traditional roles and responsibilities etc. it did not prevent them from fully participating.

We soon realised that the challenge was not so much to get women to participate, but to get the buy-in, commitment and participation of their male colleagues, showing again that gender transformation is not only about women, but also men. Fewer men participated although the water user associations are dominated by men, and in some cases, the men showed that they have a way to travel on gender equality and women's empowerment. This continues to remain one of the challenges of the project and one for which we have, not yet, found a definitive answer.

Another remaining challenge is to ensure the ongoing, long-term support for the women who have repeatedly declared their deeply felt meaningful and life-changing experience and who feel that they can now effectively and confidently contribute to their respective water user associations.

Even though the capacity building process is still ongoing, the first results are beginning to show. Women are far more confident and willing to participate actively in meetings and discussions. Their mindset changed from 'inactive' to 'active' and they realise that they can - and must - influence decision making. They feel that they have something to contribute.

By Carla Ackerman (Dynamic Development CC), Alinda Nortje (Free to Grow (Pty) Ltd), Toni Belcher and René Ngwenya (Dynamic Learning Spaces). Contact details: Carla Ackerman: ca-lp@iafrica.com, tel: +27 21 887 4124.



Participants from the Limpopo Province engrossed in an exercise from the first training module that focused on the women's personal journeys. Photo: Alinda Nortje

GWA members engender Bolivia's water policy

The government of Bolivia uses a social strategy for its water and sanitation projects with the objective of developing a basis for sustainable services. At the end of 2007 the Drinking Water and Basic Services Department planned to update its "Guidelines for Community Development", which are part of the social strategy. GWA members used this opportunity to advocate to mainstream gender equity into the guidelines. This initiative was well received and accepted by the then vice-minister, who is a member of GWA.

To support the government in revising the guidelines, a Technical Advisory Group (TAG) was formed of representatives of NGOs and stakeholders, including GWA. The main challenge for GWA was to ensure that all the members of this group and decision makers in the water sector were convinced of the need to integrate a gender equity perspective into the guidelines. But how could we achieve this?

The first problem was the different levels of understanding by the members of this multidisciplinary group. While some work with gender theories on a daily basis, others did not know anything about gender equity. A single set of top-down information would not have met these different needs. Instead, every group member was mentored according to their own specified needs by a contracted GWA member. This more personal approach helped to integrate the gender concept.

Formulation of indicators

As part of the process, quantitative and qualitative indicators for mainstreaming gender were developed based on the

experience of Bolivian NGOs. These indicators are designed to show what progress has been made and after careful consideration they were accepted by the TAG. However, it became clear that the quantitative indicators were better accepted than the qualitative indicators. For example, a quantitative indicator could be "the percentage of men and women taking part in the decision making". A qualitative indicator would be "measures are taken to support women to take part in decision making in the project; like meeting times appropriate to women, child care available during meetings, etc". The importance of qualitative indicators was not well understood and the difficulty in measuring their use was a main obstacle. This is perhaps not surprising, since there is more experience in the use of quantitative indicators.

In addition, some decision makers in the Department of Drinking Water and Basic Services, considered "gender" to be a foreign concept not applicable to the Bolivian socio-cultural context. As a result it was decided to develop a "Menu of Indicators" within the guidelines for monitoring and evaluation. These indicators address gender issues, but offer choices. Users of these guidelines and decision makers can choose the indicators that they feel are most relevant. The indicators are in a menu in an annex, but that does not mean that they have been marginalised. The guidelines always acknowledge the different needs of men and women as well as the importance of men and women participating under equal conditions, and were approved by the government in August 2008.



Reasons for success

Flexibility with respect to the formulation of indicators and the individual mentoring process ensured acceptance of the process of gender mainstreaming by decision makers and members of TAG. "Training on the job" and the creation of an operational tool like the "menu of indicators", succeeded in breaking through the false concept that gender issues can only be dealt with at a conceptual level. It forced decision makers and those writing the strategy to take gender mainstreaming further than just talking about it.

The next step is, without doubt, the development of methodologies that permit the use of qualitative indicators to be measured, as well as capacity building to further this process.

By Isabel Ascarrunz, isabelascarrunz@yahoo.com. More information: Christine Verheijden, Gender and Water Alliance, christineverheijden@chello.nl

From the GWA Secretariat

One of the most significant events in 2009 for the Gender and Water Alliance was the Workshop and Study Tour on Gender, Water, Sanitation and Good Governance, for a group of dignitaries from Nigeria. From four states of Nigeria, the Wives of the Governors (or First Ladies) and a Queen, with their WATSAN teams, came to the Netherlands to develop State Gender Action Plans for water and sanitation management in their state, reflecting better understanding of accountability, integrity, transparency, participation and similar important aspects. The First Lady of Nigeria, who is also very interested in improving the sanitation of the poor women in the country, unfortunately was unable to come. The workshop focused on the governance aspect of sanitation and water supply, and what can be done in states with different cultures and ecological situations. The First Ladies are GWA Ambassadors, and each of them showed an impressive film of their activities in the field. The fieldtrip went to Schokland, now a little hill in a polder (a low-lying piece of land protected by dykes), but once an island in the sea, where people were very poor and depended on regular government subsidies. The government evacuated the people and resettled them on the main land, supporting them to empower themselves. This event 150 years ago was for the Nigerian Ambassador an important lesson for present-day Nigeria. She was impressed to see that sons and daughters of poor labourers are now well-off farmers, taking their chance when they saw it, and working hard for their futures.



All that glitters is not silver

Asmin found that what she most valued for her family could not be measured in precious metal – once she was inspired by learning about the dangers of open defecation.

Asmin was born to a poor family in Kustia Uttar, a small village in Bangladesh. She and her family defecated in the open beside their kitchen. When flies buzzed around their food it did not bother the family, as they were used to this. However, they suffered from frequent sicknesses. In 2003 Asmin got married and had a son and family life continued much as before.

In 2008, Unnayan Shahojogy Team (UST), a national NGO in Bangladesh began raising awareness in her village of the health hazards of open defecation. Asmin understood that this practice had to stop. But economic hardship prevented her from thinking that it was possible to build a toilet or change her family's situation.

The president of the Paribesh Unnayan Committee (CBO), Mrs. Aleya Begum, visited Asmin's house and helped her understand that the disastrous hygiene situation and inadequate sanitation was dangerous, giving many examples of those

who had suffered adverse effects. Asmin also attended a CBO courtyard meeting that explained the importance of a hygienic and clean latrine and the use of safe water and clean surroundings. The Chairman of Dhubaria saw the terrible sanitation situation of the poor families and promised to provide hygienic sanitation, but said that Asmin would have to wait for several months.

In the meantime Asmin's son suffered serious diarrhoea and she felt extremely worried. It made her think again about the hygienic latrine, knowing that it would treat the real cause of the disease. She then remembered that she had a very old silver bracelet she received as a wedding present. Together with her husband, they decided to sell the bracelet. With the money, Asmin bought medicine for her child and materials to build a homemade latrine. A rural engineer helped her to install it.

Asmin shares her feelings about her toilet: "It was really a tremendous success for my family that at last we had built a hygienic latrine. It not only protects us from diseases but also enhances my family's social dignity. Now I think how my life has changed with

just a few pieces of information. I feel very proud to have saved my child from excreta and water borne diseases. I want to prevent other people in my community from getting sick. Now we are all using hygienic latrines, washing our hands with soap or ash after defecating. I am committed to working against open defecation."

She feels that her neighbours now respect her family for improving their quality of life. Through her experience she found that a hygienic latrine glitters more brightly than a silver bracelet.

By Kausik Das, UNDP Bangladesh, kausik_urp@yahoo.com or kausik.das@undp.org.



Asmin: 'It was really a tremendous success for my family that at last we had built a hygienic latrine'. Photo: courtesy of Kausik Das, UNDP Bangladesh

In Brief:

Studio WASH: Hygiene awareness is in the air

Messages about water, sanitation and hygiene are in the air – reaching people in seven countries – irrespective of educational background, age, sex, religion, language and ethnicity. With support from WSSCC, the National WASH Coalitions in the Philippines, Colombia, Ethiopia, Nigeria, Zimbabwe, Bangladesh and Kyrgyzstan have launched radio campaigns to accelerate their advocacy and communication efforts. They have created a new platform to share and promote WASH news, facts and stories.

To learn more, visit www.wsscc.org.



Join the world's longest toilet queue on World Water Day 2010

The World Longest Toilet Queue will line up next World Water Day, 22 March 2010, and it will be worth waiting for. WSSCC is joining forces with the End Water Poverty Campaign (EWP) and Freshwater Action Network (FAN) to provide a platform for continued advocacy on sanitation. Materials will give tips to sanitation and hygiene professionals to organise creative, fun and politically engaging toilet queue events to gain media attention, influence politicians and showcase the scale of support for the sanitation campaign.

To learn more, visit www.wsscc.org.

WSSCC bookshelf

Visit www.wsscc.org to download these recently produced WSSCC publications:

- Public Funding for Sanitation: The many faces of sanitation subsidies (English, French)
- Compendium of Sanitation Systems and Technologies (English, French)
- Reference Note: Disaster risk reduction & emergency response for WASH
- Reference Note: HIV/AIDS & WASH
- One Fly is Deadlier than 100 Tigers: Total sanitation as a business and community action
- National WASH Coalition Building Guidelines (English, French, Spanish)
- WASH Case Studies Series - Nepal
- WASH Case Studies Series - Ethiopia
- WASH Case Studies Series - Madagascar (English, French).

China: Rising to meet the sanitation demand of 460 million rural people

These days, China's fast development is well-documented. But there are growing gaps such as in access to sanitation, where some 460 million rural Chinese people are without improved sanitation. The Central Government wants to reduce this figure, as WSSCC representatives discovered when visiting the country in October 2009.

'China's experiences with its rural sanitation programme can provide interesting and important lessons to share with the wider international sector,' said Mr. Jon Lane, WSSCC Executive Director, 'but the Chinese stakeholders also made it clear that they are very interested to learn from other experiences, especially on issues of sanitation and hygiene promotion, and the balance between software and hardware.' These learning and sharing opportunities, he added, could benefit both China and other countries.

The WSSCC delegation also included Networking and Knowledge Management Officer Carolien van der Voorden, and former WSSCC regional representative for South East Asia, Ms. TV Luong. They visited stakeholders and sites in and around Beijing, in the Eastern part of the country, and Xi'an, toward the centre.

Sanitation coverage today

According to China's Ministry of Health, sanitation coverage is 60%, but of this 37% are not sanitary latrines as per the government's definition. The additional 40% of non-covered households do not defecate in the open as such, but use latrines amounting to not much more than holes in the backyard. The Central Government plans to increase coverage to 65% by 2010, and to 75% by 2015. This involves the construction of several million toilets each year that need to meet the minimum standard, namely that they cause zero pollution and facilitate treatment/digestion on the household's premises. Six pre-selected toilet models are available, ranging from basic to more advanced.

The big rural sanitation push was started by the Ministry of Health in 2004 and confirmed by the Central Government in 2009. Some 1.6 billion Yuan (approx USD 234 million) will be allocated per year from

the Central Government and augmented by provincial and local governments. Subsidy levels from the Central Government have been set at 400 Yuan (58 USD) per latrine to the poorest households, and 300 Yuan (40 USD) for the slightly better off. The average price of a sanitary latrine (except biogas latrines) is about 1,000 Yuan (146 USD). The remaining 600/700 Yuan (88/102 USD) need to be contributed by provincial or local governments, as well as the households. The latter can contribute cash or in kind contributions such as labour. For households that cannot provide labour (such as those with only elderly and children - a common feature in Chinese rural areas as the parents migrate to urban areas for work), a solution is generally found whereby the local Technical Unit of the Provincial Patriotic Health Campaign Committee Offices (PPHCCO) provides the labour for them.

Demand and sanitation promotion

Each year, an allocation is determined per county, and the county officials carry out promotion and assess demand. Households can register their demand, and will then be served in that year. In general not enough funds are available to help all households in a given area, so it is accepted that not all households will express demand at the same time. Some households may change their mind when seeing the sanitary latrines being installed at their neighbours, and so the county officials will then come back at the end of the year to ask whether they want to register for the next year's programme. In the counties around Xian in Shaanxi province, the county officials do try to cover whole villages (in one or a few years), and then spread the programme village by village rather than building a few toilets here and there.

Hygiene and sanitation education and promotion are also components of the programme. The PPHCCO spreads leaflets and materials widely; the government TV and radio channels air sanitation and hygiene messages; and the local women's and youth groups campaign door-to-door. Also, once households have had the sanitary latrines installed, representatives from the local Technical Unit will come back every three months for three years, to see that the households are using them appropriately, and if not provide them with additional information and education.

Each level up is responsible for monitoring progress of the level below, and the PPHCCO collects data on all households covered in the province and sends this to the National Patriotic Health Campaign Committee Office (NPHCCO), which is responsible overall for the implementation of the national rural household sanitation programme. If a county or a province is not progressing as expected, its allocation for the next year is lowered. There is strong pressure on each level to perform, and officials at each level personally commit themselves to achieving the targets by co-signing the plan with the official from the level above them. This 'contract' goes both ways, as the higher level therewith also commits to make available the agreed allocations. County governors and officials are urged to carry out their programmes even ahead of receiving Central Government allocations.

For more information, contact Ms. Van der Voorden at vandervoordenc@who.int.

By Dave Trouba, Programme Officer Communications, WSSCC

In Brief: China's Rural Sanitation Programme

The main components of China's rural sanitation programme are the following:

- Hygiene and sanitation promotion and demand creation components.
- Household choice of six types of "non polluting" latrines (double urns, biogas, three compartments, alternating twin-pit latrine; eco latrine with urine-faeces separation, and flush latrine).
- A partial hardware subsidy scheme.
- Targets set at levels from the Central Government down to villages; officials are measured against achievement.
- A strong monitoring system, focusing both on quantity and quality (construction and use).

South Africa: Citizens' voice acted on in the regulation of services

"Raising the Citizens' Voice in the Regulation of Services" is a public education initiative by the national regulator in South Africa. It supports a bottom-up approach to water services regulation by actively involving citizens in local monitoring of water and sanitation services. It aims to empower citizens through:

- Training them about their rights,
- Setting up user platforms that hold monthly meetings between the municipality and the community for solving problems reported by civil society.

The first Citizens' Voice pilot began in Cape Town in 2006 covering four townships and demonstrated its value through reduced water losses, increased payment levels. It was so successful that it was scaled-up in Cape Town and spread to other municipalities.

Government and civil society working together

Four spheres of government and civil society are working together in the Citizens' Voice initiative:

1. The national Department of Water Affairs and Energy provides 1 million Rand (Eur 110,000) per pilot.
2. Each Provincial Department of Local Government seconded 10 Community Development Workers (CDWs) to help train communities in water and sanitation issues, setting up executive committees and user platforms.
3. The municipal water department implements the scheme and provide training of trainers for the CDWs.



Getting views and perceptions from women and men. Photo: Dick de Jong, IRC

4. Civil society organisations act in an advisory role or as partners in implementation.

Success in Cape Town

In the first pilot in Cape Town citizens demonstrated more effective oversight of water provision. The City found the pilot so successful that it took over the funding from DWAF to continue the user platforms in the four pilot areas and, from 2007, scaled up the programme to new low-income areas. Water Services hired 22 community facilitators to assist user platforms to track service delivery problems.

As Citizens' Voice becomes more widely known in Cape Town it is becoming more demand-driven. Some ward councillors have asked for their constituencies to be included when the programme expands.

On the basis of this success the national regulatory body decided to support pilots in other municipalities. In 2008 DWAF funded a pilot project in the Ekurhuleni metropolitan municipality, in Gauteng province and the Msunduzi local municipality, in KwaZulu-Natal. A team from Ekurhuleni visited Cape Town to see for themselves how the user platforms work.

The eThekweni metropolitan municipality (Kwazulu-Natal) has also taken great interest in this initiative, and has framed and funded its own version in partnership with the Durban office of Mvula Trust. Dr. Laila Smith, head of the policy unit at Mvula Trust, developed the Citizens' Voice methodology and has helped guide implementation in the municipalities.

Key lessons to make user platforms work

Key lessons include:

- Secure political support at the outset,
- Keep momentum going,
- Ensure citizen ownership of users platforms.

In both Cape Town and Ekurhuleni pilots started before officials sought Council resolutions to endorse the pilots or to consider funding the programme in the



Citizens voicing their concerns. Photo: Dick de Jong, IRC

longer term. Delays in getting Council resolutions made it more difficult to get political support at the community level so that pilots could be sustained over time.

Key challenges

Some challenges are political in nature.

- The user platforms can be very easily used to become public relations vehicles for relaying council decisions on water and health.
- Cape Town Water Services uses the platforms to promote devices that restrict water flows in the household, which is controversial among users and civil society organisations. This threatens to undermine the reputation of Citizens' Voice among the general public.
- There are tensions between elected councillors and community development workers who take on a public profile by training communities, and who are at times seen as community leaders, which conflicts with the roles of the councillors.
- Community facilitators who represent the municipality have sometimes dominated user platforms which are meant to be community-driven.

Based on: WIN-SA (2009). *Public Accountability through Citizen's Voice: City of Cape Town shares good practice, Lessons Series 20, WIN- SA, Pretoria, South Africa, and through a discussion with Dr. Laila Smith in Lesotho.*

Dick de Jong

Stories help you to understand different realities and behaviour

"I became interested in stories because stories are a logical reflection of actions that seem illogical to me as an outsider, and explain people's underlying reasons." IRC's Christine Sijbesma shared two stories at the highly successful story telling session organised by IRC after the official opening of the International Water House by the Vice Mayor of The Hague on 30 September 2009.

The use of two wells in Tanzania

Women in a village in Morogoro, Tanzania, used two wells. They maintained one well and not the other. Why? Because the maintained one was a drinking well and the "non-maintained" well was for clothes washing and bathing.

The drinking well was deep with a little water at the bottom. They kept this well free from reeds and vegetation and used long poles with a recycled tin which had previously contained cooking fat, tied at the end of the pole to lift the water out. When not in use, they put the poles upside down in the soil, so that the tins remained clean. They explained that in this well the water 'wells up' from the soil very slowly, so that "the soil filters the water" (a kind of inversed sand filtration).

The other well (for washing and bathing) they did not take care of either in terms of maintenance or hygiene in my eyes, and it was full of reeds. The reason for not

cleaning it was that "the reeds bring frogs and the frogs bring the water; therefore if we remove the reeds then water will disappear because the frogs will go". To me it was interesting that from their observations in one case they arrived at an almost scientific explanation of the cause and effect of the water resource, while in the other case they turned the cause and effect around and looked at the question from the opposite perspective.

North Vietnam: The baby and the bathwater

There is a tradition in Vietnam that the mother of the husband comes and looks after a newborn baby. When a friend had a baby her mother-in-law forbade her to bathe herself or the baby for one month. This led to a conflict in the household, as the husband and wife tried to convince the mother about the need for bathing. I asked them, "What kind of water are you using when you bath?" The mother said "river water" and the daughter-in-law said "tap water". For me, the conflict was then understandable. River water in Vietnam is not very clean and the rule about not bathing after birth – supported by people's wisdom which was scientifically correct – had continued after the reason for it no longer existed. Neither mother-in-law nor daughter-in-law realised why the rule that made a lot of sense in some situations was not relevant any more in their specific case.



Story telling at IRC was highly successful. Photo: Rob Kamminga

Indigenous knowledge

My conclusion is that all these stories contain a lot of indigenous knowledge from people's direct and long interaction with the environment and their experiences with the consequences. If they do things differently from us, it is because they have (or had) very good reasons to do so. It is very important to find these reasons. It then becomes easier to discuss any issue on sanitation, water use and hygiene. Stories help you to understand peoples' different realities and behaviour!

Notes from Caridad Machín Camacho (camacho@irc.nl) at the Story telling session at IRC.

Better cost data needed to justify WASH investments says UNICEF

Better information about costs is one of the keys to successful advocacy for sustainable water and sanitation services, according to Clarissa Brocklehurst, UNICEF's Head of Water, Environment and Sanitation. UNICEF is starting to look into the full life-cycle costs in order to justify its investments as it has to do in other sectors such as health and education.

WASHCost, the four-country project researching the life-cycle costs of water, sanitation and hygiene (WASH) services in rural and peri-urban areas, co-convened a session at the Stockholm Water Week with other organisations looking into costs and benefits of WASH interventions. The conclusions from diverse studies show the difficulty of accessing cost information. There is still much discussion on how to measure benefits in the water sector.

Numbers are so context specific that it is critical to adapt methodologies at country level for local needs. A handpump can be three times more expensive in one area than in another, either within the same district or between Asia and Africa. Materials used in construction, geological conditions and labour costs are all factors to take into account.

Buy new or rehabilitate?

The real value of cost/benefit information lies in the harmonisation of a widely accepted methodology to assess the life-cycle costs of WASH service delivery. A government official of the Ministry of Water and Environment of Uganda, Aaron Kabirizi, explained it clearly, "We need to know if we should invest in new infrastructure or if we should rehabilitate

what is already there. Our budget for the water sector just decreased. With cost-benefit analysis we will be able to argue better for increased funds."

What seems to be critical is packaging information for practitioners and for advocacy. When questioned by the audience about the spending of large amounts of aid on handpumps that only last a couple of years, Clarissa Brocklehurst made it clear that UNICEF expects the WASH sector to justify its investments just as health and education have to do. Peter Feltman from PLAN International added that life-cycle unit costs "are a way of incorporating accountability into this business".

See the WASHCost project site for more information, <http://www.washcost.info/page/442>.

News in brief

Global Handwashing Day 2009: focus on schoolchildren and swine flu

Millions of children and adults in over 80 countries are celebrated the second annual Global Handwashing Day on 15 October 2009. About 200 million children took part last year.

Under the slogan 'Clean hands save lives,' events in 2009 will focus on schoolchildren as effective communicators and agents of change, who learn good hygiene practices at school and promote them at home and in their communities. Many countries will also be promoting handwashing with soap as a way to control the spread of the H1N1 virus (swine flu).

The annual observance was launched in 2008 as an initiative of the Global Public-Private Partnership for Handwashing with Soap.

Planned activities in 2009 include educational programmes, demonstrations and performances in Japan, Guatemala and Mali. Nepal is promoting a handwashing song to be played during its annual Teej Festival. Côte d'Ivoire is training restaurant workers on handwashing techniques and prevention of H1N1, and the UK is hosting the Golden Poo Awards for animated films on handwashing.

Celebrations in India will take place on 27 October due to the Diwali holiday. There will be an attempt at establishing the Guinness World Record for highest number of children washing hands with soap.

Awareness raising: first clown in space hosts show to save Earth's water

Cirque du Soleil founder hosted a show from space linking events in 14 world cities to raise awareness about clean water. Wearing a red clown nose, the Canadian founder of Cirque du Soleil hosted the show on 9 October 2009, saying he wanted to use his trip as a space tourist to highlight the scarcity of water on Earth.

Guy Laliberté's two-hour performance event called Moving Stars and Earth for Water linked the International Space Station with singers, dancers and celebrity campaigners in 14 world cities. The show streamed on the Internet and broadcast on satellite TV in the United States, Canada and Latin America.

Celebrities who took part in the event included Irish singer Bono and former U.S. vice president Al Gore. Musician Peter Gabriel and Nobel Peace Prize

Ghana journalist highlights water topics for Africa

Harriette Naa Lamiley Bentil is a senior environmental reporter with the Daily Graphic newspaper in Accra and a member of the Ghana Watsan Journalist Network (GWJN). She was sponsored by IRC



(<http://www.irc.nl/page/49529>) to attend the World Water Week in Stockholm from August 16-22, 2009.

IRC wanted Harriette to bring her perspectives to the World Water Week in Stockholm in August 2009 and to broaden her sources of information and contacts. We trained her to use small video cameras and she made 13 short interviews with participants at the very successful Stockholm World Water Cube (Watercube.tv studio) the online video that allowed people who could not get to Stockholm to follow the issues over the Internet.

Harriette said: "Being part of this year's World Water Week has been both exciting and fun for me. Thanks to the IRC, I participated both as a journalist and a participant. It has also given me new leads for features I can develop further".

The Stockholm World Water Cube is a joint project by SIWI, Akvo and IRC. All video clips can be downloaded and used and they can be accessed at <http://watercube.tv>

Here are some of Harriette's highlights for Africa:

Africa needs compensation for climate change

Climate change took centre stage on the fourth day of the World Water Week in Stockholm, Sweden. Focus on Water and Climate: Presenting the African-European Dialogue on Climate Change was particularly interesting. Speakers including Bethel Nnaemeka Amadi, First Vice president of the Pan African Parliament, were very passionate about the issue.

As far as Amadi was concerned, Africa's response to climate change needs compensation from the more developed world, which must come in the form of special projects and knowledge sharing to improve the lives of its people and "not funds that would be stashed into Swiss accounts." By contrast, a session which initially promised to be interesting, turned

out to be a bit boring. A panel discussion on getting the politics right (Towards Stronger Collective Action on Water and Climate Change Impacts at COP-15 and Beyond) turned out to be a 'talk shop' with most panel members delivering

long speeches and leaving no time at all for Q and A.

Parliamentarians for climate change

The European Parliamentarians for Africa (AWEPA) approached the Water Cube TV to get video footage from Stockholm that they can use in their campaign for the important December 2009 Climate Change meeting in Copenhagen. SIWI asked IRC to do the interviews, and IRC asked me to do some.

Four of the five guests I interviewed on <http://watercube.tv> relate to this:

- Mr. Joseph Souza, a Member of Parliament from the Kingdom of Swaziland;
- Mr. Bethel Nnaemeka Amadi from Nigeria, First Vice President Pan African Parliament;
- Ms. Aune Amwaama from Namibia, Ministry of Agriculture, Water and Forestry;
- Mr. Tommy Nambahu from Namibia, Member of Parliament, with a special interest in natural resources and economics.

The final interview was with Pieter van Eijk from Wetlands and Livelihoods. He stressed that Africans must take the initiative to demand the West to take responsibility for climate change adaptation.

Big need for educating Africans

In all these interviews, we tried to delve into the causes of climate change and how the effects can be mitigated, especially for Africans.

One major point for action emerging from this is the big need for more education on climate change for Africans, since they are hardest hit by floods and droughts that lead to famine. These disasters also push people out of their habitats moving them into already crowded places, which cause conflicts.

Harriette Naa Lamiley Bentil, e-mail: beehert2@yahoo.com.

Follow Source through Twitter

"The thing about Twitter that makes it really powerful is its simplicity," said Juliana R, a Kenyan who has used the messaging system for many purposes.

Twitter (www.twitter.com) is a free service that lets you keep in touch with people through the exchange of quick messages of maximum 140 characters by computer or mobile phone. If you add Twitter to your phone you can post or receive a tweet (message).

Source is experimenting with Twitter, offering an opportunity for readers who may not have access to the Internet on

Resources and Events

Training: Decentralised Water Supply and Sanitation. Delft, The Netherlands, 05-23 July 2010. Organised by: UNESCO-IHE Institute for Water Education with guest lecturers from IRC and SANDEC

Target group: Mid-career professionals dealing with planning and management aspects of water supply and sanitation infrastructures, working for municipalities, government ministries, water supply agencies or consulting firms.

Programme: Introduction: Module objectives and contents (General introduction to water supply and sanitation situations in small towns, peri-urban areas and urban slums etc.); Water Supply Systems: Water sources, supply systems, source selection, water supply service levels, spring catchments and sand dams, wells and pumps, rainwater harvesting, small-scale water treatment methods; Sanitation Systems: Ecological sanitation (introduction to ecosan, basics of conventional wastewater treatment, relevant treatment technologies, ecosan and agriculture, greywater treatment and reuse, linkages between ecosan and Millennium Development Goals). Faecal Sludge Management, Low-cost Sewerage and Drainage; Management aspects of DWSS: Participatory planning and evaluation of DWSS systems, financing and cost recovery, institutional arrangements and operation and maintenance aspects.

Course fee: €2250 [fellowships available],
Registration deadline: 5 June 2010.

a computer, but who can receive news on their mobile phones. By using this link <http://twitter.com/ircsource> you can 'follow' Source water and sanitation news. Every time a new article is published you will be sent a tweet with the first line of the story and an Internet link to the full article. In this way you can pick and choose the stories you want to read, when you want them (or when you have access to the Internet).

Send us a tweet by text anytime and inform us about your latest water and sanitation news! Feel free to follow Source!

Caridad Machin Camacho

Water costing: WHO testing guidelines in East Asia

As part of on-going work on the economics of water and sanitation, the World Health Organization has published two workshop reports on the costing of drinking-water supply systems in South East Asia and the Western Pacific.

The workshops were held in Khon Kaen (Thailand)¹ and Luang Prabang (Lao PDR)² in 2008 on the Practical Manual for Costing Improved Drinking-water Supply Systems for Low-income Communities. The Practical Manual, which is produced in collaboration with the University of Geneva, will become available later in 2009.

The report of the second workshop includes case studies on the costing of low-cost drinking water systems in Cambodia, Indonesia, Lao PDR, Philippines, Thailand and Viet Nam.

New publications

Ludwig-Maarooft, J. ... [et al.] (2008). *Making decentralisation work for development : methodology of the local government performance measurement (LGPM) framework*. Jakarta, Indonesia, Decentralization Support Facility and World Bank. vi, 33 p. : 4 fig., 1 tab.

This paper discusses the local government performance management (LGPM) tool used to measure and track the performance of local governments (LGs). The purpose is to provide both central and local policy-

News in Brief continued

winner Wangari Maathai were the hosts in South Africa, where a clip of children spinning around on a play pump was shown as Ladysmith Black Mambazo sang "Rain Rain Beautiful Rain".

Billionaire Guy Laliberté launched his Montreal-based nonprofit One Drop Foundation in 2007 to increase access to clean water worldwide.

Uganda: water sector loaded with corruption, US\$ 32.5 million lost over last 5 years

A World Bank sponsored baseline survey on integrity in Uganda's water supply and sanitation sector found that between US\$ 5 million (€ 3.38 million) and US\$ 10 million (€ 6.77 million) meant to improve access to safe water for drinking in Uganda is lost to corruption annually. Between 10 and 20 per cent of the money given to contractors is spent on kickbacks, significantly reducing the extent to which the contract can deliver on improving access to safe water and sanitation.

To address outright corruption as well as influence peddling by politicians, some stakeholders are advocating an independent regulator, and introduction of integrity pacts between the government and contractors, to be monitored by civil society.

India, Andhra Pradesh: US\$ 150 million for rural water supply and sanitation

Over 2,600 villages in the state of Andhra Pradesh will get improved water supply and sanitation thanks to a US\$ 150 million (€ 101 million) World Bank loan. The Andhra Pradesh Rural Water Supply and Sanitation Project (APRWSSP) will provide piped water to 2.1 million people and sanitation services to 1 million people over a five-year period. The first phase, starting in December 2009, will cover 400 villages.

The villages targeted in the project are those where access to water is less than the 40 litres per capita a day or where there is no safe source of drinking water. Communities will contribute 10 per cent to the cost of the rural water and sanitation schemes, either in kind or in labour.

Besides through community participation, the project aims to achieve improvements through progressive decentralisation and enhanced accountability. Activities include institutional capacity, conducting sector development studies, construction or rehabilitation of infrastructure.

The APRWSSP loan is the first one that the World Bank has given to Andhra Pradesh exclusively for rural water supply and sanitation. It has extended similar loans for ongoing projects in Uttaranchal, Punjab, Karnataka and Kerala, and to a now completed project in Maharashtra.

1. Report of the first workshop on costing of improved drinking-water supply systems for low-income communities – Khon Kaen 3-6 March 2008. Download full report http://www.who.int/water_sanitation_health/economic/report_khon_kaen_workshop_O3_08.pdf [1.16Mb]
2. Report of the second workshop on costing of improved drinking-water supply systems for low-income communities – Luang Prabang, 2008. Download full report http://www.who.int/water_sanitation_health/economic/report_luang_prabang_workshop_10_08.pdf [640kb]

WWD 2010: Communicating water quality challenges and opportunities

UN-Water has chosen "Communicating Water Quality Challenges and Opportunities" as theme for World Water Day 2010. The overall goal of the World Water Day on 22 March 2010 campaign is to raise the profile of water quality at the political level so that water quality considerations are made alongside those of water quantity. <http://www.worldwaterday.org/> or <http://www.unwater.org/>.

makers, development partners, and citizens with a simple and transparent tool for gauging LG performance across districts and within different domains of LG activity, as well as a set of best practices that can be replicated. The LGPM tool also measures the performance of LGs against targets that are known to be achievable within a relatively short timeframe and within the Indonesian context. The LGPM tool seeks to capture the four key dimensions of LG performance: public financial management; fiscal performance; service delivery; and the investment climate. Three of the 131 indicators are directly related to water and sanitation: Average perceived quality of five types of infrastructure (district roads, street lighting, water from the local water authority (PDAM), electricity, telephone); Share of population with access to clean water; and Share of population with access to proper sanitation. The LGPM tool was piloted in three locations and results indicated that most indicators were relevant in capturing LG performance.

European Centre for Development Policy Management and Boesen, N. (2008). *Analysing and addressing governance in sector operations*. (Tools and methods series. Reference document ; no. 4). Luxemburg, European Commission. - 60 p. : 16 boxes, 6 fig., 9 tab. – 26 ref. - ISBN 978-92-79-11376-5

This document offers guidance to EC sector specialists on how to analyse and address governance in sector operations in a more systematic and comprehensive way, without being a compulsory blueprint. Chapter 1 sets the scene for dealing with governance in sectors. It re-iterates the broad definition of governance that the EC adopted in its 2003 Communication on Governance and Development. Chapter 2 tries to capture the essence of the EC's experience so far in dealing with governance at sector level and the various reasons for strengthening the efforts. Although technical matters remain important, democratic governance is increasingly crucial in support for sector development. Chapter 3 sets out where to start and what to aim for in order to address governance better and thereby enhance

the quality and impact of EC response strategies at sector level. Chapter 4 presents a methodology that can guide the process of analyzing governance at sector level and suggests a set of practical steps to carry out such an analysis. It also examines critical process issues such as who should make sector governance assessments, when and for what purpose.

Montangero, A. (ed.) (2009). *Promising management models of rural water supply services : outcomes of the 24th AGUASAN Workshop*, Gwatt, Switzerland, 13 to 17 October, 2008 : a workshop for sector specialists and decision-makers. (AGUASAN workshop series). Berne, Switzerland, SDC in collaboration with Eawag/Sandec, Helvetas and Skat. - v, 46 p. : fig., tab.

This report synthesizes the main workshop outcomes. It describes an analytical framework that can be used to assess the potentials and limitations of rural water supply management models. It also highlights key ingredients for success in managing rural water supply services. The main findings are: The existence of a legal framework clearly defining the roles and responsibilities of the various stakeholders is one common element of successful models; In countries undergoing decentralization, local authorities should play a central role in the management of water services; The private sector plays an important part in managing water supply services; Capacity building is a crucial issue to tackle in order to improve the management of

water services, regardless of the type of management model; In most cases, the dependence on external funding for the replacement of long-term assets or system extension is considered as a threat to sustainability; The case studies from Burkina Faso, Kosovo, Tanzania and Switzerland, analysed during the workshop show a trend towards more involvement of the private sector. This is considered as a way to professionalize the management of water services.

Triche, T. and McIntosh, A. (2009). *Improving water supply and sanitation services for the urban poor in India*. (Guidance notes / WSP). New Delhi, India, Water and Sanitation Program - South Asia

Findings of the research to identify barriers to service delivery for the urban poor, initiated by the Water and Sanitation Program–South Asia in 2006–07. The Guidance Notes provide a systematic analysis of the barriers to service delivery for the urban poor and recommend practical solutions and strategies for overcoming these barriers. The Guidance Notes are based on an in-depth research of various initiatives from across the world (including South Asian, African, and Latin American countries) and consultations with urban poor communities across four major Indian cities (Mumbai, Bengaluru, Vadodara, and Delhi). An accompanying volume, *Global Experiences on Expanding Services to the Urban Poor*, is a documentation of 'Global and Indian Case Studies' and 'Consultations with Urban Poor Communities'.

SOURCE Bulletin is published quarterly by IRC International Water and Sanitation Centre in cooperation with the Water Supply & Sanitation Collaborative Council.

Editor: Dick de Jong (jong@irc.nl). Contributors: Cor Dietvorst (dietvorst@irc.nl); Caridad Machin Camacho (camacho@irc.nl); Esther de Jong (estherdejong@gwalliance.org); Peter McIntyre (petermcintyre@btconnect.com); Dave Trouba (troubad@who.int).

IRC International Water and Sanitation Centre, P.O. Box 82327, 2508 EH, The Hague, The Netherlands, tel. +31 70 3044000, fax +31 70 3044044, e-mail: general@irc.nl. Internet: <http://www.irc.nl>

You can subscribe to Source Weekly and the quarterly Special Features Edition via the Source web page at: <http://www.irc.nl/source> or by sending a message to: sourceweekly-join@watsan.net