



SOURCE Bulletin

water and sanitation news review



No 27

January 2003

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Source Bulletin will continue to be published on paper for those in the developing world without e-mail access.

Women place a higher value on household toilets

Women in Cambodia, Indonesia, and Vietnam put a greater value on their household toilets than men do. This is one of the outcomes of an interesting multi-country study of sanitation experience by the Water and Sanitation Program for East Asia and the Pacific.

The findings suggest that those promoting sanitation schemes should treat women as 'valued customers' and give them a greater voice in how toilets are planned and installed. However, there is also evidence that the extra work involved in keeping toilets clean and ready for use is falling on the women in the family.

Achieving sustained sanitation for the poor - Policy lessons from Participatory Assessments documents field research in 36 rural communities with unusually high sanitation coverage rates (at least twice the national coverage) in the three countries.

Women in all three countries consistently gave higher 'value for cost' scores to their toilets than men did. Women in Indonesia and Vietnam also mentioned more benefits than men. The benefits that women valued more highly were convenience, privacy and a clean home environment. Men in Cambodia and Vietnam valued the ability to use night soil from latrines as a fertiliser marginally more highly than women did.

Women's greater interest in sanitation was also evident from the fact that they initiated the process for acquiring family latrines in 18 out of 24 communities in Indonesia and Cambodia. Men rarely initiated a discussion about acquiring a family latrine. In Vietnam, men made the final decision on the basis of a joint discussion between men and women. In Cambodia and Indonesia, men and women decided together in half the cases. When there was no joint decision, men were more likely to take the decision in Indonesia and women were more likely to do so in Cambodia.

In general in Indonesia and Vietnam people agreed that the value of the benefits from household latrines exceeded the costs of construction and maintenance. In Cambodia the value of the benefits were perceived to be marginally lower than costs.

Author Nilanjana Mukherjee, Senior Community development Specialist at WSPEAP, has drawn up policy recommendations based on the findings.

She says that in view of women's greater interest and influence on family decisions regarding sanitation improvements, projects should evidently treat women as 'valued customers' and seek to strengthen their voice. This can take the form of ensuring that women are fully informed of options and costs. It can also mean more actively promoting women's access to credit for sanitation and offering women training in income generating skills such as mason training for sanitation.

In general, users of pour-flush latrines in all three countries were close to being fully satisfied with their toilets (75-100 per cent satisfaction), provided water was available close by for flushing. Again, women were more satisfied than men in each country.

In Indonesia, dissatisfaction with pour-flush toilets comes from having to carry water from a distance, or from the poor quality of the low-cost pans provided by projects. Women in Cambodia and Indonesia complained that cement pans were difficult to clean. They were planning to replace them with ceramic pans as soon as they could afford to do so.

It is worth highlighting that in the survey men did not generally carry water to the toilets, and would not use them if there was no water available. It therefore fell on the women to keep the latrine's water tank or bucket filled, adding to their long list of chores.

There is a clear desire amongst rural people everywhere to upgrade facilities to a level that they may be unable to afford at the time when a project is first launched. Sanitation programmes can capitalise on this by offering a range of upgradeable options that can be introduced later at a range of costs.

Local NGO-based field researchers used a specific sequence of techniques developed for this study, combining tools from the Methodology for Participatory Assessments (MPA), Participatory Rural Appraisal (PRA) and Participatory Hygiene and Sanitation Transformation (PHAST).

Contact - Ms. Nilanjana Mukherjee (2001), Achieving sustained sanitation for the poor -- Policy Lessons from Participatory Assessments in Cambodia, Indonesia and Vietnam, Water and Sanitation Program for East Asia and the Pacific, Jakarta Stock exchange Building, Tower 2, 13th floor, Jl. Jenderal Sudirman Kav. 52-53, SCBD, Jakarta 12190, Indonesia. Fax: +62 (0)61 5299 3004, e-mail: nmukherjee@worldbank.org

Journalists urged to draw political lessons from water stories

The media needs to generate greater public awareness and hold politicians accountable for the state of water in their country, the executive director of UN Habitat has told journalists in Africa.

More than 75 journalists from Africa gathered in Nairobi between November 18-20 last year for a workshop on water policy issues in East Africa, organized by the Water Media Network and UN Habitat.

Anna Tibaijuka, executive director of UN Habitat told them that they had a major role to play in generating public awareness and stimulating political will.

She said that half of the people of Kenya did not have access to safe water, while half the water provided by the municipalities was lost before it reaches the consumer.

"It is unbelievable but true that a dweller in the Kibera slum in Nairobi, earning less than a dollar a day, pays as much as five times the price paid by an average American citizen for the same quantity of water," she said.

Sekou Toure, director of the regional office for Africa of the United Nations Environment Program, asked why African journalists were not as inquisitive as their western counterparts. "I don't understand why African journalists are not more aggressive in pursuing the truth," he said.

Journalists heard that the region is well endowed with freshwater, although it is not evenly distributed. Many cities rely on boreholes, which bring their own problems such as in Dakar, where seawater is seeping into the water supply. They were told that it was important for governments to create a legal and regulatory framework to deal with water issues.

As part of the workshop, the journalists had the opportunity to see for themselves the urban conditions in

Kibera, the biggest slum in Africa, with more than 700,000 inhabitants. Abdi Rabe, district officer for Kibera, said: "Water is a major issue in this environment," and pointed out that the tap did not even work in his office.

In Kibera more than 1,400 water vendors control the supply and price of water very strictly. They buy water for 0.65 Kenyan shillings for a 5-litre drum, but sell it for 3-10 Kenyan shillings, delivery extra. A number of latrines have been installed by NGOs, but they are tightly controlled and locked. Most inhabitants use plastic bags instead of lavatories.

The journalists were split into ten groups and asked to produce the beginning of a story, together with a headline and a synopsis. Joseph Otindo, managing editor of the Nation newspaper, agreed that it was a worthwhile exercise. "We all have a duty to increase the coverage of issues such as water," he said.

Journalists agreed that they needed a sustained campaign by a number of newspapers, television and radio stations until something positive is achieved. Journalists were urged to use human interest stories such as "day in the life" profiles to bring to light the challenges that many people face just to get water every day.

It was acknowledged that in some countries, such as Cameroon, it is difficult for journalists to say what they want, particularly when they work for state-owned media.

The Water Media Network is an initiative sponsored by the World Bank Institute and the governments of the Netherlands and Japan aimed at producing better reporting on the water sector.

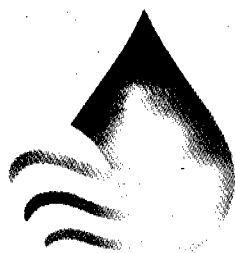
Contact: Ms. Tracey Osborn, Program Manager Water Media Network, External Affairs, 1818 H Street, NW, U11-1106 Washington DC, USA, tel.: 202 4734033, fax: 202 5222654, e-mail: tosbome@worldbank.org, <http://www.worldbank.org/wmn>.



WSSCC helps kick-off Water Year 2003

WSSCC Executive Director, Mr. Gourisankar Ghosh participated in a dialogue organised jointly by the United Nations Departments of Economic and Social Affairs and Public Information on Thursday, 12 December to launch the International Year on Freshwater 2003. The event took place at UN Headquarters in New York.

Moderated by Mr. Shashi Tharoor, Under-Secretary General for Communications and Public Information, the dialogue on "The Challenges of Freshwater" was opened by Ms. Louise Freschette, Deputy Secretary-General of the UN and H.E. Mr. Talbak Mazarov, Foreign Minister of Tajikistan. Mr. Ghosh then joined Mr. Nitin Desai, Under-Secretary General for Economic and Social Affairs, H.E. Ambassador Milos Alcalay (Venezuela), Chair of the Group of 77 and China, H.E. Ambassador June Clarke (Barbados), Vice-President of the UN General Assembly, in a lively debate with the audience on the key issues affecting freshwater in the 21st century.



WaterYear2003

Children and WASH

Mrs. Nane Annan, wife of UN Secretary General Kofi Annan, has two new roles – one as an author and the other as an Ambassador for the WASH (Water, Sanitation and Hygiene) Campaign.

Mrs. Annan presented her new book entitled: *Tip and Top – the Adventures of Two Water Drops* and discussed WASH messages with children from the UN International School in New York. *Tip and Top* is published by the American Forum for Global Education. The UNIS Middle School Choir sang water songs and asked Mrs. Annan many questions about *Tip and Top*. Mr. Ghosh, who accompanied Mrs. Annan, invited her to be a WASH Ambassador, and she agreed.

Mrs. Annan was a featured speaker at the launch of the WSSCC's own publication *WASH: It's the Big Issue* during the World Summit on Sustainable Development in Johannesburg last September. Proceeds from the sales of her book will benefit UNICEF.

WSSCC reviews guidelines on household centred environmental sanitation

Sanitation experts from NGOs, research institutes, donors, and international organisations joined a WSSCC workshop in Hiltterfingen, Switzerland, 25-28 November 2002 to review its household centred environmental sanitation (HCES) guidelines.

The HCES guidelines represent a cornerstone of the Council's work on environmental sanitation, and are designed for the municipal decision-making level. They aim to provide decision makers with a sustainable framework to design, plan, implement and monitor household level environmental sanitation, and are built around the Bellagio principles (see below), which are in agreement with the core elements of Vision 21.

A second review was carried out in early January before wider consultation. By March 2003, the Council will have a draft tool which can be presented at the 3rd World Water Forum in Kyoto, Japan. Over the following six to eight months, the guidelines will be piloted in a few countries in order to enable lessons to be learned and further refinements to take place. Ultimately, the latest version of the guideline, with accompanying tools on the policy, advocacy, technology, capacity strengthening and health aspects of ecological sanitation will be presented at the

Council's 6th Global Forum in Dakar, Senegal in December 2003.

The Introduction provides background information about the HCES approach, its objectives and justification, the audience to be addressed, and the structure of the guideline.

The Enabling Environment can be summarised as a guideline for the municipal leadership (referred to as "the mayor" for convenience) on how to create the enabling environment successfully to implement the HCES approach.

The 10-Step Program is the guideline for the municipal official responsible for planning environmental sanitation services and their operation.

The guidelines are centred on the *Bellagio principles*, which are:

1. Human dignity, quality of life and environmental security at household level should be at the centre of the new approach, which should be responsive and accountable to needs and demands in the local and national setting:
 - solutions should be tailored to the full spectrum of social, economic, health and environmental concerns

- the household and community environment should be protected
 - the economic opportunities of waste recovery and use should be harnessed.
2. In line with good governance principles, decision-making should involve participation of all stakeholders, especially the consumers and providers of services:
 - decision-making at all levels should be based on informed choices
 - incentives for provision and consumption of services and facilities should be consistent with the overall goal and objective
 - rights of consumers and providers should be balanced by responsibilities to the wider human community and environment.
 3. Waste should be considered a resource, and its management should be holistic and form part of integrated water resources, nutrient flows and waste management processes:
 - inputs should be reduced so as to promote efficiency and water and environmental security
 - exports of waste should be minimised to promote efficiency and reduce the spread of pollution
 - wastewater should be recycled and added to the water budget.
 4. The domain in which environmental sanitation problems are resolved should be kept to the minimum practicable size (household, community, town, district, catchment, city) and wastes diluted as little as possible:
 - waste should be managed as close as possible to its source
 - water should be minimally used to transport waste
 - additional technologies for waste sanitation and reuse should be developed.



News from IRC International Water and Sanitation Centre

Submit your *Water Story*

Water means different things to different people all over the world. What does it mean to you? Tell us your story and we will publish it in a beautiful book called *Water Stories!*

We are looking for personal stories, anecdotes or quotes varying from a few lines to a maximum of 750 words. They may be funny, motivational, inspirational, sad, etc. as long as they are in some way related to water. An international panel will select the best stories from the submissions we will receive.

Anyone can submit a story. We want to achieve a balance in the book with regard to themes and origin of the stories. Therefore, we are interested in stories from people all over the world. Submit your story to IRC online (www.irc.nl/waterstories) or on paper by 15 April 2003.

Authors will receive notification by IRC whether their submission will be included or not by July 2003 at the latest. Name and organisation are included in the book when submissions are accepted. Authors of accepted submissions will receive a complimentary copy of the book *Water Stories* once it is published

Water Stories will be a colourful book of approximately 100 pages. It will be full of personal stories, quotes, photos and fascinating facts about water. The purpose of the book is to show with text and images what water means to different people all over the world. *Water Stories* will inspire readers to contribute to a world where everyone has access to clean and safe water.

Water Stories will be published and presented during IRC's 35th anniversary and the sixth Water Information Summit to be held in September 2003 in the Netherlands. We will publish the book in English in a first print-run of at least 2000 copies. If there is sufficient interest, we will also publish *Water Stories* in French, Spanish and Dutch.

Because of the easy-to-understand concept and language that will be used, *Water Stories* is suitable for a broader audience as well as those working in the water sector. It would be an excellent gift for business relations. A number of copies will be distributed to organisations and individuals in the international water sector, including of course organisations and individuals in developing countries.

Dutch fund three-year development of Streams of Knowledge Foundation

The Streams of Knowledge (SOK) global coalition of resource centres has been promised funds to establish a foundation and secretariat over the next two years, and a chance for further funding for a third year. The Dutch Ministry of Foreign Affairs (DGIS) is putting in a 1.4 million grant to support this work to strengthen southern

resource centres for improved water and sanitation. The secretariat of the SOK Foundation, currently based at IRC, in the Netherlands will during 2003 be transferred to one of the founding partners from the South, the Philippine Centre for Water and Sanitation.

Three components

Additional funding for 2005 will depend on positive evaluation in 2004. The approved budgets concern three main development programme components:

- 1 Building the coalition as a recognised umbrella organisation.
- 2 Establishing a collective track record through South-South collaboration in interactive and innovative action learning, capacity building and advocacy programmes.
- 3 Fundraising and building capacities for fundraising among participating resource centres.

120 centres in all regions

Streams of Knowledge (SOK) was launched during the 2nd World Water Forum and has developed as an umbrella organisation supporting regional alliances of resource centres. These regional alliances associate more than 120 resource centres active in the water and sanitation sector in all regions of the world. IRC is one of the eight founding members of Streams of Knowledge, and is committed to supporting its aims as part of its Resource Centre

Development programme. One of the main outputs of SOK is the draft Toolbox on Streams of Knowledge, a set of tools developed by partners as work in progress in shared learning in the SOK coalition.

The SOK Management Board met in the week of 13 January 2003 in Delft to discuss progress so far, and review the activities and tasks division for 2003 and 2004 in the light of the approved funds. European partners joined the dialogue from 15–17 January. They also met with DGIS, the Gender and Water Alliance (GWA), the IHE Partnership for Water Education and Research (PoWER), and the Capacity Building Network for Integrated Water management (CAPNET). SOK Europe also facilitated a meeting with the EU in Brussels.

Executive secretary change coming

Initially, IRC's Teun Bastemeyer will remain the SOK executive secretary in 2003 (subject to completing a contract between IRC and SOK). Towards the end of 2003, after the legal establishment of the coalition, it hopes to recruit a new executive secretary from a country in the South.

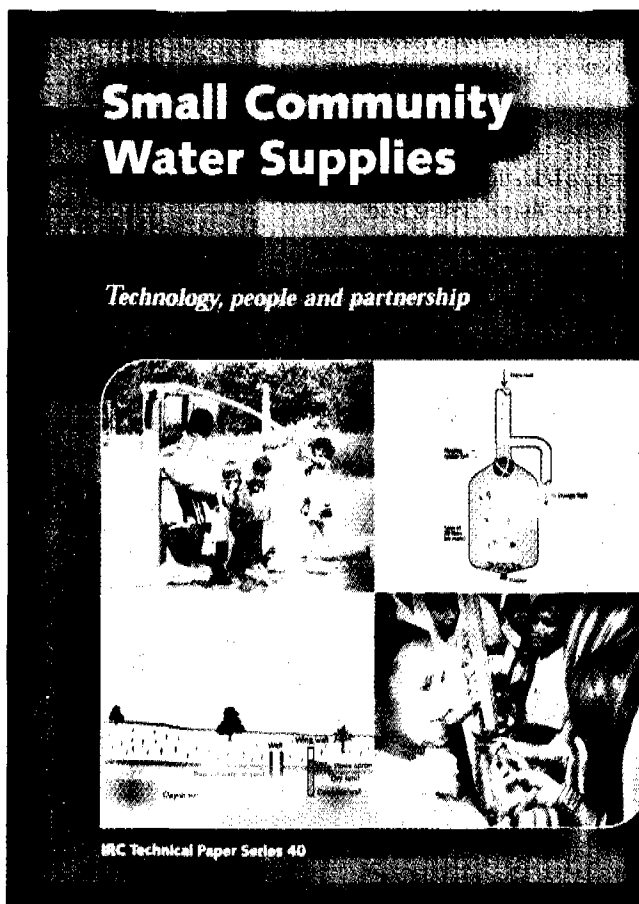
Small community water supplies

Smet, J. and Wijk, Christine van (2002). *Small community water supplies : technology, people and partnership* (TP 40-E). IRC International Water and Sanitation Centre, Delft, the Netherlands.

IRC has published a completely revised edition of its 1981 best seller: *Small community water supplies*, a textbook which links water supply science and technology with the specific needs of small communities in developing countries. Jo Smet and Christine van Wijk were the editors of updated and new texts from 29 authors, 15 of them from the developing countries.

The book provides a general introduction to a wide range of technologies. Topics covered are: planning and management, community water services in Central and Eastern European countries, water quality and quantity, integrated water resources management, artificial recharge, rainwater harvesting, spring water tapping, pumping, groundwater withdrawal, surface water intake and small dams, water treatment, water transmission, water distribution, technologies for fluoride and for arsenic removal, and water supply in disasters and emergencies. The book is meant for engineers and other staff involved in water supply programmes and projects, and for students.

The 585-page, 24-chapter book has 282 very clear figures, additional tables, and a bibliography and lists of web sites. Production was co-funded by the Dutch Ministry of Housing, Physical Planning and Environment (VROM). The Ministry and IRC will officially launch the book at the 3rd World Water Forum in Japan 16–22 March 2003.



Order and contact details: Ordercode: TP 40-E, ISBN 90-6687-035-4, 585 p. fig., tab. Includes references. EUR 34.00, IRC, P.O. Box 2869, 2601 CW, Delft, the Netherlands, fax: +31 15 2190955, e-mail: publications@irc.nl, <http://www.irc.nl>

News in Brief

G8: Chirac puts Johannesburg Summit goals for water and sanitation on agenda

In his New Year Greetings to the Diplomatic Corps, French President Jacques Chirac proposed that the Group of Eight (G8) "devote itself to one of mankind's most fundamental needs - water" at its forthcoming summit in Evian-les-Bains, France, on 1-3 Jun 2003. Chirac will also be attending the 3rd World Water Forum in Kyoto in Mar 2003. "Our commitment to halve the number of people without access to safe drinking water and sanitation services by 2015 requires a doubling of annual investment in the water sector. In Kyoto and Evian we will be working out a worldwide plan to achieve that goal", Chirac said. Economic development in Africa, sustainable development and the ongoing global fight against terrorism will top the agenda at G8 summit. France currently holds the rotating presidency of the G8, which also comprises the United Kingdom, Canada, Germany, Italy, Japan, Russia and the United States.

(AFP, 7 Jan 2003)

UGANDA: Muhwezi opens sanitation drive

The Ministry of Health has earmarked UGS 375 million (EUR 205,000) from the Poverty Action Fund (PAF) to build latrines in selected districts, the Minister, Brig. Jim Muhwezi has said. He added that the government see sanitation promotion as one of the important strategies for poverty eradication. Muhwezi urged the district and urban health inspectors at the launch of the campaign, to be vigilant in enforcing laws that promote health in all the communities. The health inspectors, who attended a five-day annual sanitation workshop, passed a number of sanitation guidelines to follow. The recommendations include getting support from the ministry, speeding up the review of the Public Health Act and getting the health inspectors designated as environmental health officers.

(New Vision, 19 Dec 2002, <http://allafrica.com/stories/200212190557.html>)

School sanitation and hygiene education - India

Snel, Marielle et al. (2002). *School sanitation and hygiene education - India. Handbook for teachers and Resource Book*

The Handbook and Resource Book are practical manuals meant for managers, trainers and teachers involved in SSHE programmes. They examine key features of SSHE such as: behavioural change, education and training, strategic planning, district planning, local mobilisation, technologies, and on-going school/community activities. Both books contain a number of activity sheets to assist managers and trainers in their work. The books were developed in the context of the School Water and Sanitation Towards Health and Hygiene (SWASTHH) programme in India, but they provide many useful guidelines and activities that apply to similar programmes elsewhere.

Order and contact details: Ordercode: TP 39-E, includes: Handboek, ISBN 90-6687-034-6, 45 p. boxes, fig., tab. 2 ref. and Resource Book, ISBN 90-6687033-8, 268 p. boxes, fig. tab. 46 ref. EUR 30.00.

IRC, P.O. Box 2869, 2601 CW, Delft, the Netherlands, fax: +31 15 2190955, e-mail: publications@irc.nl, <http://www.irc.nl>

New staff at IRC

Mr. Paul van Koppen joins IRC on 17 February 2003 as the new Director. He replaces the current Director, Mr. Jan Teun Visscher, who is stepping down after six years. Mr. Van Koppen was Director of the Business Group 'International Water Supply and Sanitation', with the Netherlands-based Royal Haskoning consulting engineering group. Mr. van Koppen is educated as a civil engineer and graduated as hydrologist in 1985 (MSc, Delft University). Since 1992 he has occupied several management positions both in the Netherlands and overseas. In 2001 Mr. van Koppen completed his MBA (NIMBAS/Bradford University) in general management, graduating with a thesis on strategy development in a multi-national engineering consultancy.

Jan Teun Visscher will continue to contribute to our knowledge sharing work, while working on a PhD at the University of Wageningen on a study particularly related to several IRC projects.

On 1 December 2002 Mr. **Viktor Markowski** joined IRC as Head of the new Information and Communication section. Mr. Markowski has over 15 years of professional experience, both as a line manager and business consultant. Before joining IRC he initiated and managed a consulting practice on knowledge management and he was the director of the knowledge centre for Europe, Middle East and Africa for Arthur Andersen. Mr. Markowski is finishing his dissertation for his MBA at the University of Warwick.

Mrs. Colette Snaathorst has joined IRC as Management Assistant in the Director's Office. She has worked as management assistant at various companies and at the Turkish Consulate in the Netherlands.

Resources and Events

New Publications

Deverill, P. ... [et al]. (2002). *Designing water supply and sanitation projects to meet demand in rural and peri-urban communities. Book 1: Concept, principles and practice; Book 2: Additional notes for policy makers and planners; Book 3: Ensuring the participation of the poor.*

Practical guidelines demonstrating how water supply and sanitation projects in rural and peri-urban areas can be designed to meet user demand. The aim is to improve the use and sustainability of the services provided. Book 1 is intended for engineers, social facilitators, financial specialists and project managers, implementing water supply and sanitation projects. It introduces the concept of demand and shows how it can be used as a practical design tool at different stages of the project cycle. A number of case study examples, checklists and schematic illustrations are included. Book 2, designed primarily for policy makers and planners, investigates the wider policy implications of designing to meet demand. It focuses on what needs to be done to facilitate the transition from a supply-led to an effective, poverty sensitive demand responsive approach. Book 3, describes, for a wide audience how to design, implement and scale-up poverty sensitive, demand responsive approaches.

Order and contact details: Book 1 Concept, principles and practice, 184 p. ISBN 1-84380-006-3, £ 24.95; Book 2: Additional notes for policy makers and planners, 66 p. ISBN 1-843380-007-1, £ 9.95 ; Book 3: Ensuring the participation of the poor. 16 p. ISBN 1-84380-018-7, £ 5.95.

WEDC, Loughborough University, Leicestershire LE11 3TU, United Kingdom, tel.: +44 1509 222618, fax: +44 1509211079, e-mail: k.j.betts@lboro.ac.uk or from ITDG Publishing, 103-105 Southampton Row, London WC1B 4HL, United Kingdom, tel.: +44 20 74369761, fax: +44 20 74362013, e-mail: marketing@itpubs.org.uk

Ockelford, J. and Reed, R.A. (2002). *Participatory planning for integrated rural water supply and sanitation programmes.*

The Guidelines and supporting Manual provide a participatory process and methods to enable the user to address the integration of the different components of rural water supply and sanitation - water supply, sanitation and hygiene promotion, and water resource management together with the institutional arrangements to provide the services and to enable all the stakeholders to participate in the planning process - women and men in the villages and communities to be served; field staff of implementing and facilitating agencies; the various technical and management staff at district, provincial and central levels; and other organisations including NGOs and the private sector. The process and methods can be applied in most contexts - they are intended to help the user to develop their own solutions to their own issues and problems.

Order and contact details: ISBN 0 906055 75 X, Available free of charge on application (explain why you want a free copy and supply your postal address), Bob Reed, WEDC, Loughborough University, Leicestershire LE11 3TU, United Kingdom tel.: +44-1509-222618, fax: +44-1509-211079, e-mail: r.a.reed@lboro.ac.uk.

News in Brief continued

NORTH AFRICA/MIDDLE EAST

IRAQ: new oil-for-food programme includes water

Secretary-General Kofi Annan has approved on 7 Jan 2003 the distribution plan for the latest phase of the United Nations humanitarian programme for Iraq, which allows Baghdad to use a portion of the revenue generated by oil sales to purchase food and other relief supplies, as well as repairing infrastructure. The plan submitted on 6 Jan by the Government of Iraq contains a humanitarian budget of US\$ 4.93 billion (EUR 4.66 billion), which includes an allocation US\$ 359.2 million (EUR 339.6 million) for fixing water supply and sanitation systems. The plan covers the current period from 5 Dec 2002 to 3 Jun 2003.

Contact: Mr. Ian Steele, UN Office of the Iraq Programme Oil-for-Food, tel.: +1-212-9631646, <http://www.un.org/Depts/oip> (UN, 7 Jan 2003, <http://www.un.org/apps/news/>

CHINA: government opens up urban water sector

The Chinese government will open the national urban utility market to domestic and overseas investors in 2003, divesting itself of managing the massive water, waste disposal, gas, and heat supply sectors. The Minister of Construction Wang Guangtao said at a national construction conference which ended 7 Jan 2003 that his ministry would take steps this year to accelerate the commercialization of the urban utility sector. Domestic and foreign investors would be allowed to invest alone or cooperate with local authorities or enterprises, and would also be allowed to invest in different utility sectors in different geographical areas, said the minister. Chen Xiaoli, chief planner of the Ministry of Construction, said the ministry would regulate utility charges and services, so as to secure the interests of urban residents as well as the safety of facilities. The ministry would further promote charges for sewage and refuse treatment in 2003, and deepen the price reform of water supply, so as to establish a price system adapted to the market economy.

Contact: Ministry of Construction, e-mail: cin@mail.cin.gov.cn (People's Daily, 8 Jan 2003)

McDonald, D.A. and Pape, J. (eds). (2002). *Cost recovery and the crisis of service delivery in South Africa*.

This book takes an alternative view towards cost recovery, arguing that cost recovery policies have failed to address inequality and access problems in post-apartheid South Africa. Using case studies that are based on qualitative and quantitative data, this book presents a clear picture of how cost recovery policies, when implemented without significant institutional reform (and without addressing issues such as unemployment) can have deleterious effects on rural and peri-urban areas.

Order and contact details: ISBN 0796919976 [ZA]. ISBN 1842773313 [PB]. ISBN 1842773305 [HB]. 176 p. Hardback - £ 42.95, paperback - £ 13.95. Human Sciences Research Council Publishers, London, United Kingdom, ZED Books, 7 Cynthia Street, London N1 9JF, United Kingdom, tel.: +44 207 8374014, fax: +44 207 8333960, e-mail: sales@zedbooks.demon.co.uk or from HSRC Publishers, Private Bag X9182, Cape Town 8000, South Africa, tel.: +27 21 4675204, fax: +27 21 4610836, e-mail: publishing@hsr.ac.za

Events

28 - 30 April 2003 - **Water Safety - Risk Management Strategies for Drinking Water**, Berlin, Germany - Organised by: Federal Environmental Agency, WHO Collaborating Centre for Drinking-Water Hygiene

Focus on the "Water Safety Plan" of the World Health Organization (WHO), which includes principles of the HACCP (Hazard Analysis and Critical Control Points) approach. Topics include: Drinking-water targets for public health; Water Safety Plans: HACCP principles for safe drinking water; Experiences with the application of HACCP principles in drinking water; Limitations of applicability?; Common standards for quality management systems in drinking water; Assessing risk for chemicals; and Regulation and surveillance. Although most experiences/ case studies will come from Europe/North America, there are also presentations from Ghana, India and Thailand.

Contact: Mr Michael Frobel or Mr Oliver Schmoll, Federal Environmental Agency, Section II 4.3, PO Box 33 00 22, D - 14191 Berlin, Germany, fax: +49 30 89031800, e-mail: water.safety@uba.de

27 - 29 October 2003 - **RCA Pollution Solutions Conference 2003**, Albany, NY, USA - Organised by: Research Consortium on Africa (RCA)

Objective: to bring together international government and business leaders who are committed to environmental conservation, to discuss pollution solutions for sustainable development in Africa, particularly the Niger Delta Region. Topics include: oil spills in estuaries and coastal areas; arsenic poisoning in drinking water; mercury contamination of rivers; and cyanide poisoning.

Contact: RCA, 2001 Central Avenue, Albany, NY 12205, USA, tel.: +1 518 4820050, fax: +1 518 8692153 or +1 775 2959461, e-mail: info@researchafrica.org

Training Courses

Structuring, financing, and monitoring PPP projects in the water sector 5 - 23 May 2003, Washington, D.C., and Philadelphia, USA. Organised by: Institute for Public-Private Partnerships

To address the issues involved with private sector investment and contracting more effectively, participants who attend IP3's intensive three-week training workshop on Structuring, Financing, and Monitoring PPP Projects in the Water Sector, will learn how to identify, design, structure, implement, and monitor public-private partnership (PPP) projects. Tuition Fees: USD 4,350

Contact: Institute for Public-Private Partnerships, Inc., 1120 20th Street, N.W. Suite 850-S, Washington, DC 20036, USA, tel.: +1 202 466-8930, fax: +1 202 466-8934, e-mail: training@ip3.org

Practical training on rainwater harvesting, Kibwezi, Kenya. Organised by: Kenya Rainwater Association (KRA) and ASAL Consultants Ltd.

In 2003, KRA offers a series of practical 4-5 week "hand-on" training courses on the following topics: small roof catchments; road catchments; hand-dug wells; subsurface dams; earth dams; large roof catchments; and rock catchments. Course fees range from US\$ 683 to US\$ 795 (EUR 637-741).

Contact: KRA, PO Box 10742-00100, Nairobi, Kenya, tel./fax: +254-2-2710657, e-mail: kra@africaonline.co.ke or gharp@wananchi.com, website: <http://www.gharainwater.org>

Colophon

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SOURCE Bulletin

water and sanitation news review



Special issue around the 3rd World Water Forum on knowledge sharing

In this special issue of Source Bulletin we focus on experiences of IRC and various partners in Africa, Asia and Latin America, on knowledge sharing and the development of resource centres for improved water and sanitation programmes.

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Source Bulletin by e-mail?

If you are interested in subscribing to the electronic news service, please see the colophon on page 8.

Source Bulletin will continue to be published on paper for those in the developing world without e-mail access.

IRC and partners make a splash at 3rd WWF

IRC and partners are planning to make a significant impact at the 3rd World Water Forum in Kyoto, Japan, as part of the process to support information and knowledge sharing in the developing world. The overall message is the need to bridge the knowledge gap between the North and South and between countries of the South. Governments need to invest in knowledge to improve water and sanitation. Activities in Japan from 16-23 March 2003 include:

- Bridging the Knowledge Gap information booth
- Closing the Digital Divide session
- Responding to poverty
- Inputs in other sessions
- Gender in Court session

Bridging the Knowledge Gap information booth

Partners will use an information booth to showcase the value of information and knowledge sharing activities, resource centre strengthening, capacity building and networking. This booth is shared between the Streams of Knowledge coalition - <http://www.streamsofknowledge.net/> - the Water Supply and Sanitation Collaborative Council - <http://www.wsscc.org> - and the IRC. The booth is next to the Gender and Water Alliance booth in the Event Hall. *Contact person: Dick de Jong and Sascha de Graaf.*

Closing the Digital Divide session

A session on Information and Knowledge Sharing for Safe Water and Sanitation in the Developing World will be held on 17 March 2003 from 12:30 to 15:15 in Room I, Kyoto International Conference Hall, (KICHC). It is part of the theme Water Supply, Sanitation, Hygiene and Water Pollution.

IRC will be addressing the importance of knowledge sharing, some imminent problems and promising solutions. The session will include short presentations by partners from Burkina Faso, Colombia, and the Philippines, and from support agencies including UNESCO/IHE Water and Education Institute. It will be followed by a panel discussion under guidance of professor Segeren, former Director of IHE and Governing Board member of IRC. *Contact person: Paul van Koppen and Dick de Jong*

The launch of the completely revised **Small Community Water Supply** is also scheduled for 17 March. VROM and IRC first published this bestselling book in 1981. A large part of its appeal has been that it is one of the few textbooks to link water supply science and technology with the specific needs of small communities in developing countries. Of the 28 authors, 15 are from the developing world. Two of them will be present during the launch. The 585 pages and 270 technical illustrations are available in all formats: on paper, on CD ROM and online (PDF 10.9 MB). *Contact person: Sascha de Graaf*

Responding to poverty

Productive use of water at the household level by poor people reduces poverty. That is one of the key messages in the Statement on Poverty and Productive Uses of Water at the Household Level that emerged from an international symposium in South Africa from 21-23 January 2003.

At the information booth and in various sessions partners will share their knowledge from this symposium, which was convened by the South African Department of Water Affairs and Forestry (DWAF), the International Water Management Institute (IWMI), the UK Natural Resources Institute and IRC. Water and poverty is one of IRC's focus areas for knowledge development and advocacy in collaboration with others. Read the full statement on <http://www.irc.nl/prodwat>.

Inputs in other session

IRC staff will also make inputs into other sessions, including:

- Water for People session: short input on Productive use of water at the household level by poor people reduces poverty, by Patrick Moriarty, 16-17 March.
- Water and Information Day sessions, convened by the American Water Resources Association, UNESCO and WaterWeb consortium, in Osaka:
Does information matter? Legal, economic, scientific & cultural perspectives on the role of information in water management and governance, Dick de Jong is co-chairing, 18 March 15:30 – 18:15;

Challenges for Resource Centres in Water and Sanitation-related Knowledge Sharing, presentation by Dick de Jong, 19 March 08:45 – 11:30.

- Water and Poverty session, 19 March 15:45 -18:30
- Water, A drop of oil in the economy, a Self Employed Women's Association session, presentation by Patrick Moriarty
- Youth World Water Forum, Corinne Otte and Rosalie Castro, 18 and 20 March.

Gender in Court session

The Gender and Water Alliance puts three years of work on 'trial' on 17 March in a Gender in Court session.

The Alliance (its secretariat is hosted by IRC) will use the court to assess the results of three years of hard work to mainstream gender in water and sanitation policies, institutions, programmes and projects.

More than 200 people will attend this mock trial to analyse the impact of gender approaches in water and sanitation policies, institutions and programmes. A jury representing governments, private organisations, NGOs, independent experts, and international organisations will give their 'verdict' and make recommendations for further actions and commitments according to the strengths and weaknesses of the cases presented.

Gender in Court is from 09:00 to 16:00 at the Kyoto International Conference Hall, Room D, as part of the main Gender session. <http://www.genderandwateralliance.org/english/forum.asp>. Contact person: Jennifer Francis

Better exchange of information needed in Nepal

A failure to share, exchange and use crucial information is hampering progress in the water and sanitation sector in Nepal. This was one conclusion from a recent sector stakeholder workshop in Kathmandu (October 9, 2002). The Resource Centre Development (RCD) workshop revealed that some information is shared, but, for various reasons, not used by the receivers, while a lot of knowledge and information gained by the various stakeholders is not shared at all.

Nepal Water for Health (NEWAH) in collaboration with Integrated Development Society Nepal (IDS/N) and with the support of IRC has started a process that will eventually lead to effective sharing, so that information is available to people who need it at the appropriate time, in the appropriate form. This work is part of the 2002-2006 Resource Centre Development collaboration.

Participants of the RCD workshop confessed that documents were often sent out without much thought and that information exchange inside and outside the organisation is unsystematic and sometimes completely

missing. This is a waste of resources and a missed chance to learn from one another.

This was the story from the central level in Kathmandu. What happens in the regions, district and communities is less well known. The information that is available is potentially very useful: what is needed is a more accurate view of people's information needs and the best forms and channels to reach them, as a foundation for successful information sharing.

To sharpen the picture, NEWAH, ISD/N and IRC conducted two Information Needs Assessments in the last week of January 2003 with 18 people from community water and sanitation committees and from NGO and local government district support organisations. Those attending included people from the hills and flatter Terai area in Nepalganj and Biratnagar, in the mid western and eastern district.

This process gives a picture of the situation at a certain moment in time, based on discussions in a limited geographical area.

Conclusions

The main conclusions from this process are:

1. There is currently no strategic and structured way of dealing with information. Much of the sharing that does take place is uncoordinated and people get information by chance.
2. Community members are very outspoken about their problems and the information they need about quite a number of issues. If sector organisations want to be of service, there is a need to make information available and accessible so that community members see the various alternatives they can choose from. Stakeholders in the RCD workshop selected a couple of areas where they will start this work. Once they have gained experience on how to improve information flow, the number of issues can be expanded.
3. Representatives working at the intermediate levels would gain a lot if there was improved coordination and sharing of information about work undertaken and approaches applied. They also expect better information from the national level about policies and about rules and regulations with respect to ownership issues.
4. Before information materials are designed, careful thought has to be given to the form and channels to be used. Pre-testing materials before large-scale production will prevent expensive mistakes. Assessments need to be done at regular intervals, to keep abreast of changing information needs in the field.

Information/knowledge needs

Information is essential so that people can solve problems. Community members and participants from intermediate levels identified the need for better information as their most pressing problem.

User committees want information about:

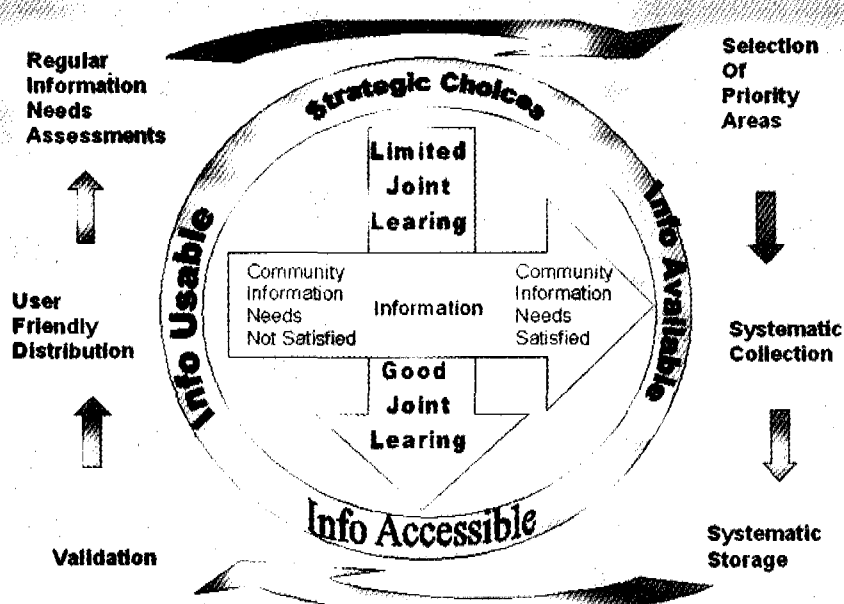
- How diseases spread and how to prevent them;
- The availability and quality of spare parts, and how to manage them;
- How to motivate community members to pay for water;
- How to look after the system;
- Management skills such as book keeping and conflict management;
- Where to go for water quality testing;
- How to improve drainage.

Intermediate levels need information about:

- Who is doing what and how (approaches used) in the district;
- How to monitor effectively;
- How to motivate community members about hygiene issues, the proper use of facilities and the management of the maintenance fund;
- Training opportunities (so they can inform communities);
- The usefulness of alternative technologies and implementation approaches;
- Opportunities and methods for water quality testing.

The need for useful information at various levels is huge, and it may not be wise to try to address all these needs at once. What to do first? Nepalese stakeholders at national level agreed in early February to form a task force, which is now preparing an action programme and an organisational structure to decide how to build on existing efforts. They are also identifying what can and should be done at the national level and what can and should be done at regional district level. The plan is scheduled to be ready in May 2003. It will be validated in Nepalganj and Biratnagar before action begins.

For more information contact: Ananda Pokharel, NEWAH, P.O. Box 4231, Kathmandu, Nepal, e-mail: rcd@newah.org.np, or Eveline Bolt, IRC, e-mail: bolt@irc.nl



Information flow diagram used in Nepal

Water Supply, Sanitation, Hygiene, and Water Pollution sessions in Kyoto, 16-17 March 2003

The Water Supply and Sanitation Collaborative Council (WSSCC), World Health Organization (WHO), UNICEF, Japan Water Research and Japan Sewerage Committee for 3rd World Water Forum are organising two days of sessions on 16 and 17 March at the 3rd World Water Forum.

Some 2.4 billion people lack access to adequate sanitation, and 1.1 billion people are without access to safe drinking water. Current water management practices and lack of environmental sanitation contribute substantially to water-related diseases. Even in countries where a large part of the population has access to improved water, sanitation and the quality of water resources need improvement. At the World Summit in Johannesburg in September 2002, UN Secretary-General Kofi Annan identified water and sanitation as one of the five key areas in which concrete results were expected.

The 3rd World Water Forum will also address issues of water, water supply, sanitation, hygiene, and water pollution. Numerous activities are already under way worldwide. UN agencies such as the World Health Organization and UNICEF have been working rigorously with national and local governments and NGOs on water and sanitation, executing mitigation projects and providing technical guidance. The Water Supply and Sanitation Collaborative Council has developed a global and local-level advocacy campaign, Water, Sanitation, and Hygiene for All (WASH), which has been launched internationally and locally. Representatives of international organisations, government officials, decision-makers, NGOs, and the private sector will also see presentations about the results of other activities on drinking water quality and health implications in developing countries, ecological sanitation, improved water management practices, water pollution control, and urban wastewater and water reuse.

The five coordinating partners are responsible for the overall theme, and there are 23 separate sessions on a range of issues covering health, security, people-centred approaches, indicators and monitoring, legal frameworks and financing, and sustainable development – all of them issues that influence and are influenced by water management practices. The sessions are expected to produce a 'Kyoto Statement' on future dialogue that will

further integrate evaluations and discussions of case studies.

Recommended long term goals

Leaders and decision-makers in all fields are urged to:

- Raise the profile of sanitation, safe water supply and improved environmental health in political and developmental processes, at all levels.
- Increase the levels of financial and human investment to achieve the WSSD goals, and to monitor progress.
- Prioritise and focus public resources for sanitation, safe water supply, hygiene and water environment only on those items for which households and others cannot or will not pay.

Recommended short term goals

Leaders and decision-makers are urged to:

- Develop global goals into realistic local, national targets for improved sanitation and hygiene, adopting people centred approaches, and bearing in mind the human right to water.
- Develop and strengthen clear policies and institutional frameworks needed to improve sanitation, safe water supply and hygiene.
- Initiate national level campaigns, such as WASH, Healthy Environments for Children, etc, in order to involve all elements of society in meeting these short and long term goals.

Tools to address challenges

To address these challenges leaders and decision-makers should:

- Adopt integrated efforts to improve the management and allocation of resources.
- Develop clear and measurable indicators for monitoring progress.
- Develop partnerships to sustain advocacy efforts.

Finding answers to requests from the professionals

On behalf the WSSCC, GARNET recently carried out a survey of 14 Technical Response Services and help desks of potential use to WSSCC coordinators and other sector professionals. These services handle various forms of requests, mainly technical and long distance, coming from water and sanitation sector professionals. The answers are

usually a mix of information, selected literature and references; or they may need specialised technical support.

The survey collected information about each Technical Response Service, including:

- the lead organisation,
- contact details,

- eligibility criteria (who can ask for support),
- costs (most services are free of charge),
- specific services provided,
- expertise present within the organisation, and
- recent examples of support provided.

The survey covers the more specialised services active in the water and sanitation sector. These include the USAID-funded Environmental Health Project (EHP) Information Centre, the IRC Question and Answer Service, the Sanitation Connection Help Desk of the Water and Sanitation Program (WSP), and the more recently launched WELL Enquiry services. This last service provides up to one-day free advice per query from developing country government agency staff, NGO staff and DFID-supported programmes.

Similarly, the GATE – Information Service of the German Gesellschaft für Technische Zusammenarbeit (GTZ) is free of charge for those working in or with developing countries, and answers all questions within the field of appropriate technologies. Other examples of less well-known initiatives are also included, such as the Advisory Support Information Services and Training (ASIST) Technical Enquiry Service (TES) of the International Labour Organisation (ILO).

The report 'Technical Response Services – a survey of current systems of potential use to WSSCC coordinators' can be requested free of charge from the WSSCC Secretariat at wsscc@who.int.

UNICEF and WSSCC to Collaborate on 'WASH in Schools'

The United Nations Children's Fund (UNICEF) and the Water Supply and Sanitation Collaborative Council are joining forces to accelerate action towards achieving the Millennium Development Goals on water and sanitation set by the World Summit for Sustainable Development in Johannesburg last September.

'WASH in Schools' is a joint UNICEF/WSSCC initiative that stems from the global WASH – Water, Sanitation and Hygiene campaign – first introduced by the Council at the Bonn International Conference on Freshwater and followed by national launches in South Africa, Kenya, Uganda, The Philippines, Madagascar, Senegal and in other countries.

The initiative aims to ensure safe water and clean, separate sanitation facilities for boys and girls in primary schools.

Empowering young people through hygiene promotion and education will make schools safer and healthier for all children and will provide entryways for hygienic change in families.

'WASH in Schools' will be formally announced in Kyoto, Japan on 18 March at the 3rd World Water Forum where both organizations will be holding events including a dialogue with children with author and WASH supporter Mrs. Nane Annan in the lead-up to the Children's World Water Forum to be held there on 20-21 March.

For more information, check the website www.wsscc.org or contact: Vanessa Tobin, Chief, Water, Environment and Sanitation, UNICEF, 3, UN Plaza 10017 NY, New York, tel: +1(212) 824-6307, fax: +1(212)-3267371, e-mail: vtobin@unicef.org/.

First Global WASH Forum in Dakar: 1-5 December 2003

The WSSCC is organising the First Global Water, Sanitation and Hygiene (WASH) Forum in Dakar at the CICES Convention Centre on 1-5 December 2003. The theme is 'Implementing the Goals of the World Summit on Sustainable Development'. This First Global WASH Forum is organised with the collaboration of a wide range of multilateral, bilateral, public and private institutions.

The objectives of the Global WASH Forum are:

- to draw lessons on how successful water, sanitation and hygiene programs, sector reforms and development partnerships are in leading to the eradication of poverty, and
- to strengthen regional and national partnership initiatives aimed at attaining the goals of the World Summit on Sustainable Development.

The Forum will be divided into three parts as follows:

- Part I: Creating an enabling environment to fight poverty, and to promote sanitation and hygiene.
- Part II: Strengthening regional and national initiatives in water supply, sanitation and hygiene.
- Part III: Meeting the goals of the World Summit on Sustainable Development.

All major issues at the Forum will be introduced by internationally known speakers.

A detailed programme will be published on April 15. All information regarding logistics (including the exhibition) will also be made known in mid April.

For additional information, please contact the Forum Manager, WSSCC, 9, Chemin des Anémones Chatelaine, International Environmental House, CH-1219, Geneva, Switzerland, tel: +41 22 9178657, e-mail: wsscc@who.int.

News in Brief

3RD WWF: draft Ministerial statement covers funding, governance, knowledge sharing

Officials from 95 countries and 21 international organizations met in Tokyo recently to discuss the Japanese government's five-page draft of the ministerial declaration to be released at the Third World Water Forum in Mar 2003. The draft was reported to mention funding programmes and improving governance in the developing world. The draft also stated that nations should place priority on resolving water problems and called for greater cooperation in the international community. It said industrialized nations should share their experience and information with the rest of the world. Web address: Third World Water Forum, <http://www.worldwaterforum.org>

Contact: Secretariat of the 3rd World Water Forum, 5th FL, 2-2-4 Kojimachi Chiyoda-ku Tokyo 102-0083, Japan, e-mail: office@waterforum3.com (World Bank News Review, 11 Feb 2003)

Children's World Water Forum 18 - 22 Mar 2003, Kyoto, Shiga and Osaka, Japan.

Organised by: Unicef

Children will discuss and exchange views on water issues at the Forum. Representatives of children will convey the outcomes of the Forum to the Ministers. Web address: <http://www.cww-forum.com>

Contact: Secretariat of the Steering Committee for the Children's World Water Forum, 45-213,6-10 Akasaka, Minato-ku, Tokyo, Japan 107-0052, e-mail: info@cww-forum.com

People's World Water Forum, 21 - 22 Mar 2003, Florence, Italy

Organised by: the International Committee for the World Water Contract and the World Coalition against Water Privatisation

This "Alternative World Water Forum" will promote campaigns supporting the objectives of the "right to water for everyone" and of the recognition of "water as a common good" as declared in the Manifesto for the World Water

Contract. Web address: <http://www.cipsi.it/contrattoacqua/forum-acqua/index.htm>

News in brief continues on page 7

IRC/CREPA Cooperation

Sources Nouvelles

Since July 2002 CREPA has been involved in producing the French newsletter 'Sources Nouvelles', a monthly newsletter distributed by e-mail and on the web site. It has one quarterly issue with features and is also available in hardcopy.

CREPA translates selected English news and features from Source Weekly and Source Bulletin, CREPA and l'association H₂O, the French electronic magazine published from Paris. CREPA also adds francophone news on water and environmental sanitation.

Sources Nouvelles, Informations pour le Secteur Eau et Assainissement - Microsoft Internet Explorer

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Putting people at the centre

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Sources Nouvelles
Actualités du secteur eau et assainissement

Informations du mois-ci - 1 mars 2003

Articles - décembre 2002

Crise de l'eau douce: l'homme et la nature en compétition
Le besoin sans cesse croissant en eau pour l'irrigation, l'industrie, et l'utilisation municipale réduit radicalement et affecte les habitats naturels des écosystèmes, rapporte le magazine World Watch (1). En savoir plus

Consommation d'eau: l'augmentation des ménages de petite taille menace les écosystèmes
Une nouvelle recherche révèle une tendance globale à l'augmentation des ménages de petite taille, due en partie au taux croissant de divorce et à la réduction des familles traditionnelles nombreuses. En savoir plus

Journaux médicaux: l'OMS subventionne 43 pays en plus
L'Organisation Mondiale de la Santé (OMS) a annoncé que...

Support to resource centres in West Africa

Collaboration between IRC and CREPA (the Centre Régional pour l'Eau Potable et l'Assainissement à faible coût), which has resource centres in 10 African countries, has been strengthened through a series of initiatives including visits to their headquarters in Burkina Faso.

In addition, the Danish aid agency DANIDA expects to renew its support for CREPA after a gap of several years.

Teun Bastemeyer, senior programme officer at IRC, spent five weeks in West Africa and during this time carried out mini evaluations of the CREPA headquarters.

For part of his time Teun Bastemeyer took part in a review of the Danish sector support programme to Burkina Faso, concentrating on planning the second phase of Danish support, which will start in 2004 and last for five years.

Components include support for:

- rural water supply and sanitation,
- urban water supply and sanitation,
- a national integrated water resource management action plan,
- municipalities and the private sector, and
- strategic investment planning and repositioning of the ONEA, the national water company.

The trend is towards sub-sector approaches rather than a sector-wide approach, with a special strategy for urban water supply and sanitation. DANIDA support will focus more closely on supporting municipalities and local organisations. An official *Procès Verbal* was finalised and signed by representatives of the Danish and Burkina governments at the end of the

review. The team, headed by Henning Jensen of DANIDA, assisted by senior advisor Steffen Hvam, received compliments for its work.

DANIDA envisages renewing support for CREPA, after withdrawing a few years ago. Planning this support provides an excellent opportunity for dialogue, with a view to strengthening national resource centre networks in a few more countries. In general, CREPA has the mandate and, potentially, the capacity to launch resource centre development processes in several countries with IRC methodological and moral support.

One initiative during this visit was a meeting with 33 mayors and other stakeholders in Burkina Faso. This needed detailed preparations and some lobbying to make sure that the Association of Municipalities in Burkina Faso would be in the driver's seat. Success was shown by the fact that the Chairperson of the association, Mr Simon Compaoré, who is also the Mayor of Ouagadougou, chaired the meeting.

The two-day meeting produced strong recommendations and an action programme. A core group, or working committee, was formed to ensure quick follow-up. This group is composed of two mayors representing the municipalities, and representatives of the ONEA and CREPA. The results of the workshop will feed into the development of terms of reference for participatory evaluation/formulation of DANIDA support for municipalities. It is envisaged that this will include strengthening the municipalities association as one of the resource centres in the network.

Cooperation reviewed

The over-all cooperation between CREPA and IRC was reviewed and activities for 2003 were discussed. In general, progress is good, although CREPA has to better articulate its needs to get the right support, and although IRC cannot provide all of this support. One option is the involvement of SKAT and other Streams of Knowledge coalition members. A progress report will be prepared.

The two-week CREPA/IRC training course on cost recovery was reviewed and overhauled. The modules were simplified and made more coherent. Unnecessary theoretical parts were minimised to put a greater emphasis on collecting participants' experiences, and a greater emphasis on the strategic elements of cost recovery.

CREPA-Mali

CREPA-Mali is one of the national centres that are part of the CREPA network and have a semi-independent status. A mini-review showed opportunities to strengthen CREPA-Mali, initially following a thematic approach. However, there also needs to be a clearer strategy for the role of these national centres. The Netherlands Embassy, SNV, and Helvetas are interested in discussions on collaborating on a RCD/information initiative. SKAT has entered into discussion with CREPA with a view to joining resource centre development in Mali, Burkina Faso, and, possibly, Benin.

Joint publishing

Sascha de Graaf, IRC's Publications Officer, made an interesting assessment of CREPA's capacities and opportunities in the areas of information and communication, and developed plans for joint publishing activities. With centres in 10 different countries, CREPA has a tremendous potential for development and dissemination of information. These centres, however, also need to be strengthened. The director and several other CREPA staff voiced a strong need for training in terms of documentation and 'capitalisation' and dissemination of information.

Among the joint activities are Thematic Overview Papers (TOPs) and translations. For a complete overview see the box on page 8.

News in brief continued

Contact: Segreteria operativa del 1° Forum Alternativo Mondiale dell'Acqua, via Luciano Manara 10/b - 50134 Firenze, Italy, e-mail: segreteriaafama@contrattoacqua.it

Privatization: low cancellation rate for World Bank projects

Despite the high publicity profile given to contract failures, only 48 projects were cancelled from the 2500 privately financed infrastructure World Bank projects over the period 1990-2001 [1]. With seven failures from a total of 202 projects, the water and sewerage sector had a cancellation rate of 3.5% by numbers and 11.3% by investment value (representing 2001 US\$ 4.5 billion = 2001 EUR 5 billion), second only to the toll roads sub-division of the transport sector. The water sector contract cancellations were attributed to "controversies over price increases", especially sparked by "some consumers and politicians" and "difficulties in collecting from consumers". The cancellation of the controversial Cochabamba concession in Bolivia was blamed on the choice of a high-cost bulk water source, which led to a 35% hike in previously subsidized water prices. The small number of cancellations indicate that in most instances problems are solved by renegotiation and adjustment of key terms: some 55% of the water concessions agreed in Latin America during the 1990s were subsequently adjusted in this way. Nevertheless, investment flows for infrastructure projects have been falling steadily since 1997, dropping to less than half their peak by 2001.

Contact: World Bank Private Sector & Infrastructure (PSI) - Private Sector Development Advisory Service - Rapid Response Unit, World Bank, Mailstop 19-909, 1818 H Street, NW, Washington, DC 20433, USA, e-mail: rpu@worldbank.org

(IWA, 17 Feb 2003)

[1] Harris, C. ... [et al.] (2003). Infrastructure projects: a review of canceled private projects. (Public policy for the private sector; no. 252). Washington, DC, USA: World Bank. 6 p. <http://rpu.worldbank.org/Viewpoint/HTMLNotes/252/252summary.html>

Joint publishing and dissemination activities for 2003 by IRC and CREPA

- Inspired by the meeting with the mayors of Burkina Faso and the training course on cost recovery, CREPA and IRC will jointly produce three small training modules on cost recovery meant for local government staff.
- IRC and CREPA will co-publish the masters' thesis of one CREPA staff member, concerning cost recovery in peri-urban areas.
- Thematic Overview Papers (TOPs) are a new Internet based publication series that IRC has recently launched. The first English TOP was on hygiene promotion. CREPA has agreed to translate this and, where necessary, adapt it to the context of francophone Africa. CREPA will also produce a new TOP on participatory methods.
- CREPA is now finalising translation into French of an IRC book on community management, *Keep It Working*. Once the French translation is co-published, CREPA will be the main distributor of the book in francophone Africa. This book (and other IRC publications in French) will be distributed under the 'solidarity pricing principle'. This means that a price is established that is locally affordable.
- IRC will facilitate a training workshop for CREPA on communication and 'information management' (collection, treatment, distribution, documentation), including information distribution by electronic means.

Brazil shows support for Mozambique resource centre

Specialists in Brazil are showing a great interest in helping a water and sanitation training centre in Mozambique to better develop and manage its information.

Libraries and documentation centres in São Paulo, Brazil, have the expertise – and some also have the training skills – to assist the Centro de Formação Profissional de Água e Saneamento (Centre for professional training in water and sanitation) in Mozambique on a number of issues. These include information gathering and dissemination, the construction of databases, information network management, and virtual and digital library management.

This willingness to share skills emerged from an eight-day study and briefing mission organised by Maria Lúcia Borba of IRC, and carried out with Esperança Colua Rui and Jorge Manoel da Conceição Júnior of CFPAS in late 2002. The objective of the study, part of IRC's resource centre development assistance programme, was the further development of the CFPAS Documentation Centre. The main focus of the visit was on libraries and documentation centres in relevant organisations in the water and sanitation sector. Meetings were held with librarians, and professionals who develop or manage information systems, networks, audio-visual materials, websites and databases. The mission also identified literature in Portuguese relevant to the water and sanitation sector in Mozambique.

Some organisations also have expertise in other fields of interest to CFPAS, such as training. Topics include environmental management, school hygiene, sanitation through solid waste management, the rational use of water in schools and institutions and water treatment. The high interest in collaborating with CFPAS, prompted the mission to organise meetings with heads of training, technological development and international relations.

The next phase is to reach agreements for further collaboration between CFPAS, the Brazilian organisations and the Swiss Development Cooperation MOZI6 Programme, the main supporter of training in the water sector in Mozambique.

In September 2002, IRC facilitated a five-day Information Management and Dissemination Workshop for CFPAS staff, water ministry staff, universities and donors in Maputo.

Mozambique is one of 18 countries in Africa, Asian, Latin America and Europe where a local partner and IRC collaborate to strengthen resource centres for improved water and sanitation programmes. The Netherlands Government, recognising the importance of Resource Centres, is providing funding to IRC to co-ordinate a five-year programme (2002–2006).

Colophon

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Gender mainstreaming South Africa 'still a long way to go'

The South African Department of Water Affairs and Forestry (DWAF) has pledged to strengthen its regional gender units, and make sure that the centre and the regions pull together to achieve gender mainstreaming.

But Rosetta Semilani, editor of the Gender Tap and Assistant Director of the Water Services Directorate told the first regional gender workshop for the water and sanitation sector: "The Department of Water Affairs and Forestry (DWAF) acknowledges that the sector still has a long way to go in achieving all the desired gender mainstreaming objectives. It will not be good enough to have the above mentioned issues if we do not have gender monitoring tools and indicators and continuous training".

Gender has always been seen as a women's issue to an extent that often it is only women who are released by their managers to participate in gender forums.

This first Eastern Cape gender 'indaba' (forum) in February 2003 was different. It was opened and chaired by the Chief Director of DWAF Eastern Cape Dr Henk Van Vleit, who is a man, and was highlighted by the representation of both men and women. They agreed that they need to work together in order to realise and achieve the objectives of gender mainstreaming.

The indaba included men and women from the South African Local Government Association (SALGA), DWAF and from NGOs in Eastern Cape. It came about after the National Community Water and Sanitation Training Institute (NCWSTI) offered two training of trainers workshops funded by DWAF and Royal Netherlands Embassy. This is part of the IRC-supported Gender Mainstreaming in South Africa Project (GEMSA). Participants from the workshops took the initiative to ensure that their province participated in the GM programme.

The indaba was planned to bring all stakeholders under one roof to identify needs and to develop a plan of action to implement gender issues effectively. Ms Semilani, the Assistant Director, recommended that this plan should include:

- Disseminating the DWAF gender policy,
- Raising awareness,
- Raising the quota of women in water services programmes to 50%,
- Capacity building and training to include sector partners,
- Establishing gender focal units within the programme.

SALGA Eastern Cape briefed participants on its perspective on gender mainstreaming. The association committed its support to the initiative and said that the challenge would be to ensure that it was not implemented in a vacuum, but that all the stakeholders should be represented. This meant disseminating information to relevant target groups in municipalities.

Participants came up with recommendations and strategies to cover six key areas of concern:

- Policy issues,
- Planning,
- Service delivery,
- Monitoring and Evaluation,
- Institutional practices,
- Gender management systems communication and capacity building.

For example there is a need for a dedicated gender person to run with the project as the current coordinator performs these duties as an add-on to her other work. NCWSTI committed itself to provide its expertise as a resource centre and to support the province to ensure that gender mainstreaming is achieved.

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Gender and Water training South Africa (© IRC/Bury)



Climate and gender score most commitments in Japan

Water and climate accounted for more than 20 of the 100 plus commitments reached during the 3rd World Water Forum in Japan, while 13 commitments focused on gender issues.

The Forum in three neighbouring Japanese cities of Kyoto, Shiga and Osaka from March 16-23 attracted 24,000 participants from 182 countries, three times as many as expected. They attended 351 separate sessions on 38 interlocking themes dealing with water, especially on how to bring safe water and sanitation to the entire world.

The key issues revolved around balancing increasing human requirements for adequate water **supplies** and improved **health and sanitation** with **food production, transportation, energy** and **environmental** needs. To achieve this most countries require more effective **governance**, improved **capacity** and adequate **financing**.

However, the Ministerial Declaration, agreed by about 100 ministers, failed to deliver concrete plans or money to achieving the UN goal to halve the proportion of people without safe drinking water and sanitation by 2015. Some ministers, NGOs and journalists criticised the vagueness of the Declaration, and its relative lack of emphasis on water and poverty reduction, climate change impact and gender issues.

The Organising Committee issued a preliminary 8-page statement, saying that they were "solemnly committed to facing the global water challenges and to meeting the goals set forth at the Millennium Summit of the United Nations in New York (2000)". This included a commitment to cut in half the proportion of poor people without secure access to water and sanitation by 2015.

Other key issues in the final statement:

Governance: Many countries face a governance crisis, rather than a water crisis. "Good water governance requires effective and accountable socio-political and administrative systems adopting an integrated water resources management (IWRM) approach with transparent and participatory processes that address ecological and human needs."

Capacity Building: The need for capacity building, education and access to information for enhanced

effectiveness in water management was underlined. These critical elements of water development are often treated as add-ons, with scant regard to local capacity-building institutions, gender mainstreaming, cultural diversity and traditional knowledge or to long-term commitment.

Financing: Financing infrastructure for the water sector comes mainly from the public sector, "topped-up" with contributions from foreign aid, international financial institutions, commercial loans and private equity. Despite the link between water security, development and poverty alleviation, overall investment in water resources management has been seriously neglected. According to the Vision and other estimates, developing and transitional countries will require \$180 billion annually in order to produce global water security over the next 25 years. This will require greater efficiency and better financial management. The debate concerning public-private partnerships has not been resolved.

Participation: Many regions, countries and local communities understand that water is a multi-stakeholder issue, and that partnerships of all interested and affected parties are a viable mechanism for IWRM. Major groups including CEOs, unions, indigenous people, water journalists, parliamentarians, youth and children all have a right to be heard. Large segments of society, especially women and the poor, are not given a voice. There is a need for a closer examination of participation based on race, ethnicity, economic status, age, and religion to ensure inclusiveness.

Regional Issues: Asia and the Pacific face a water challenge due to the growth in water demand and population. Pervasive poverty has confined Africa to a vicious cycle of underdevelopment, conflict, and suffering. In the Americas, large investments in water-related projects and macroeconomic reforms have failed to stimulate sustainable economic growth. Dwindling water resources are threatening people's livelihood, the environment, and economic growth in the Middle East-Mediterranean. Europe's water resources are subject to pressure due to population density, industrial activity and intensive agricultural production.

Water journalists focus on controversies, crisis and human interest

Journalists writing and broadcasting about water mainly focus on controversy and crisis and personalise their stories by focusing on human interest. This becomes clear again by analysing the prize winning articles and stories of the Water Media Network Journalists' competition that received more than 200 entries from journalists around the world. The top winners of the competition in various categories were announced at the 3rd WWF in Japan. Streaming video is still available of two sessions at the Forum: "Why trust the press? organised by the Water Media Network, and "Media Misconceptions regarding Water Issues". <http://www.world.water-forum3.com/2003/eng/streaming/ondemand17.html>

The main prize winners were:

Print / Internet

Doug Alexander, a London-based Canadian print journalist and magazine writer, with a story "Just add water", published in Geographical Magazine about a controversial infra structure project in the Western Desert in Egypt, where one day the desert will bloom and crops will grow.

Radio

Secelela Balisidya, a broadcast journalist working with Radio Tanzania Dar es Salaam. Her story in the monthly "That's Life" focused on the water crisis in Tanzania, "...people who earn less than a dollar a day and who pay half of that dollar for just a 20-litres of water".

Television

Ina Thombozi, currently working with Television Malawi, with her "A Day in the Life of Nagama" programme, from Blantyre's Bangwe township.

Documentaries

Christopher Mitchell, an award-winning writer and director of documentary films for British TV. "Thirsting for War" was broadcast by ORTV, showing the full impact of Turkey's GAP (South-eastern Anatolia Development Project) down the Tigris and Euphrates rivers in Syria and Iraq.

Theme: Water Voices

Jose David Estrada, is a writer for Mural in Mexico, for a piece on water contamination and outbreak of diarrhoea in the surrounding areas of Guadalajara.

Theme: Day in the Life

Joseph Ngome, free lance reporter of BBC African Service in Western Kenya got an award for his story "Water Crisis in Kibera Slums, Nairobi", aired by the BBC World Service.

The contest was launched to recognise top-notch journalists from around the world who report on global, regional and local issues, with particular focus on the management of water resources and the provision of water and sanitation services.

The Water Media Network is an initiative designed to help journalists examine the social, environmental, regulatory and financial issues relating to water, and experience the difference that water can make to the economy in their regions. The two-year program features workshops, field visits, distance-learning courses and more. This initiative is a program of the World Water Council's 3rd World Water Forum and is funded by the governments of The Netherlands and Japan and the World Bank Institute.

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News from the Water Supply and Sanitation Collaborative Council

New publication "Kyoto ... the agenda has changed"

Hygiene, sanitation and water supply are three of the foundation stones of public health in the developing world. They also constitute one of the dismal failures of the last 50 years, as is made clear in a new publication by the Water Supply and Sanitation Collaborative Council (WSSCC). "Kyoto ... the agenda has changed" is a "ten-minute briefing" that was prepared for decision-makers and others attending the Third World Water Forum in Kyoto.

The new publication describes this failure as a largely hidden scandal that:

- causes three million deaths every year, mostly poor women and children in the developing world,
- deprives hundreds of millions of people of health and productivity,

- undermines the mental and physical growth of children,
- pollutes fresh water with faecal matter on a massive scale,
- condemns more than a billion people to live with squalor, smells and disease,
- holds back the development of people and nations.

The statistics are familiar to many in this International Year of Freshwater: 1.1 billion people are without access to a safe water supply and 2.4 billion lack adequate sanitation.

However, there are signs that the situation is slowly changing, says the WSSCC. Last September, the World Summit on Sustainable Development (WSSD) in Johannesburg adopted clear goals of halving the proportion

of people without proper sanitation and water supply by the year 2015. "The agreement on time-bound targets should not be taken to imply a 'more of the same' stepping up of current efforts or a continuation of the top-down, supply-driven approaches that have failed in the past", says WSSCC Executive Director Gourisankar Ghosh.

He stresses that even successful water and sanitation programmes frequently fail to bring expected gains. "The old models have underachieved and new models will need to be evolved if more political priority is to translate into more practical progress", Ghosh says.

Established in 1990 under a mandate by the United Nations General Assembly, the WSSCC promotes the WASH – Water, Sanitation and Hygiene – campaign. Working with UN agencies, bilateral and multi-lateral donors, the private sector, academic, research and training institutions in over 140 countries, the Geneva-based organisation helps define new approaches to address these vital issues towards alleviating poverty and achieving sustainable development.

WSSCC cites examples of 'new-style' water and sanitation programmes: from low-income communities of Orangi in Karachi, Pakistan, the Brazilian capital Brasilia, peri-urban areas of Kumasi, Ghana, and rural villages of Midnapur, India. The most important lesson is that official agencies are most effective when they seek to stimulate and support community-based initiatives, rather than doing the job themselves.

The WSSCC believes that services are more successful when people feel they are responsible for, and benefit from, them. Such approaches also lend themselves to "scaling up". In this context modern versions of old strategies such as household rainwater harvesting have enormous potential. The private sector in the form of local artisans, masons and small-scale manufacturers can develop and market low-cost technologies. In this way, better sanitation and water supply also contributes to the local economy.

WSSCC has long argued that it is not only increasing access to water and sanitation but also increasing access to the management of water and sanitation that determines whether progress is sustained. WSSCC Chair, Sir Richard Jolly, says that WASH efforts should begin with viable local plans drawn up with communities themselves, and based on their organisations and resources, and their struggles and coping strategies. The Kyoto paper says: "The task must first be re-defined in the light of past efforts and experience. Better hygiene is the goal; creating demand is the starting point; building accountable local institutions to support communities is the means and a better quality of life for over 2 billion people is the prize."

Copies of "Kyoto ... the agenda has changed" and other WSSCC materials for WWF-3 can be found at www.wsscc.org/ For interviews, please contact: Ms. Eirah Gorre-Dale, 2 UN Plaza Room DC2-2018, 10017, New York, USA Tel. +1(917) 367-2420; E-mail: gorre-dale@un.org

WASH launches media guide and competition

"A Guide to Investigating One of the Biggest Scandals of the Last 50 Years" is a new media guide launched by the WSSCC in Japan. This resource will be of use to media professionals interested in investigating the failure to develop solid foundation of public health through sanitation, hygiene and safe water supply.

The Guide gives a number of key messages:

Excrement kills. It kills by the million. Lack of safe sanitation is the world's biggest cause of infection and malnutrition. It is the number one enemy of world health. And it deprives hundreds of millions of people not only of health but also of energy, time, dignity, and quality of life. This issue has been shrouded in embarrassment for too long. Hygiene – helped by safe sanitation and water supply - is what transformed health and productivity in the rich world. And it is one of the world's longest running scandals that the same has not happened long ago in the poor world.

Why hasn't it happened? Why after fifty years of promises do a hundred million people in slums and shanty towns still defecate in the open air or in plastic bags? Why does faecal matter still contaminate water, food, hands, homes, so that infection and disease are everywhere? Most of the world's governments have failed to lay these obvious foundation stones of public health. And where government fails to assume its responsibilities, it is left to the media to call it to account.

This brief publication is designed to offer some limited information and assistance to media professionals ready to pick up this challenge.

It offers key facts, exposes common myths, reveals where each country stands in the 'hygiene league', suggests a check-list that might help evaluate government performance, and sets out the basic HYGIENE CODE that every family in the world now has a right to know. But international data of this kind is of limited value, and it will be local investigation and reporting by journalists in each country that really counts.

The Council has appealed for the help of editors and journalists – via leading articles, feature stories, or op-ed pieces. The WSSCC is offering 'WASH' awards for the best examples of reporting on hygiene, sanitation and water issues. The first prize will be \$500 plus an expenses-paid trip to attend the next WSSCC Global 'WASH' Forum meeting.

There will also be a second prize of \$500 with four further awards of \$250 for other outstanding examples of media reporting on progress towards water and sanitation goals.

Published newspaper and magazine articles and broadcast television and radio programmes are all eligible and should be submitted before the end of October 2003.

For details of the 'WASH' awards, visit the WSSCC web-site at www.wsscc.org

Jan Pronk designated as new WSSCC chair

Jan Pronk, former Minister for Development Co-operation in the Netherlands, and most recently Minister of Housing, Spatial Planning and Environment, is taking over the reins as Chair of the Geneva-based Water Supply and Sanitation Collaborative Council (WSSCC).

Mr Pronk was recently in the spotlight during the negotiations before and at the World Summit for Sustainable Development (WSSD) in Johannesburg, South Africa. Appointed as Special Adviser for the WSSD by UN Secretary-General Kofi Annan, Mr. Pronk skilfully moderated the discussion on the priority themes of Water and Sanitation, Health, Environment and Biodiversity (WEHAB) at the Johannesburg Summit.

He will take over in December during the Council's 1st WASH Global Forum to be held in Dakar, Senegal.

Born in The Hague in 1940, Mr. Pronk was a member of the Lower House of Parliament for the Labour Party several times during the period from 1971-1989 and was its first deputy Chairman from 1986-1989. He also had a

distinguished career with the United Nations serving as Deputy Secretary-General of UNCTAD (1980-1985) and Assistant Secretary-General of the UN (1985-86). He was appointed Minister for Development Co-operation three times under different government administrations before he was appointed Minister for Housing, Spatial Planning and the Environment in the second Kok government in 1998. He studied Economics at the School of Economics in Rotterdam and lectured at the School of Economics Developing Programming Centre and the Netherlands Economic Institute in Rotterdam. He was extraordinary professor of the theory and practice of international development policy at the Institute of Social Studies in The Hague from 1979 to 1980. In 1989 he took the Den Uyl Chair (endowed by the Wiardi Beckman Foundation) at the University of Amsterdam. Mr. Pronk will succeed the outgoing Chair, Sir Richard Jolly, who has successfully led and served at the helm of the Collaborative Council since 1997. The first Chairperson of the WSSCC was Ms. Margaret Catley-Carlson, currently the Chairperson of the Global Water Partnership.



News from IRC International Water and Sanitation Centre

Two JPOs help South African NGO with water and rural livelihoods work

Two junior professional officers (JPO) who are taking part in an IRC training scheme went on mission to South Africa to study the impact of water on rural livelihoods.

Pauline Mwaniki, a Kenyan JPO at IRC and Stef Smits, a Dutch JPO on placement in Colombia, took part in an international symposium on water, poverty and productive uses of water at the household level. They also participated in data analysis based on research undertaken by a South African NGO, AWARD.

This is part of the JPOs professional training at IRC that includes travel abroad for training and/or advisory missions. The two junior officers were able to brief the Mvula Trust about experiences and expectations on the programme, which Mvula Trust joined in May 2003.

The international symposium on water poverty and productive uses took place in Muldersdrift, South Africa, in January 2003. The event was a joint venture by the UK-based National Resources Institute (NRI), IRC, International Water Management Institute (IWMI) and the South African Department of Water Affairs and Forestry. Pauline Mwaniki organised the symposium at which Stef Smits presented a paper, written with CINARA colleagues, that described a participative appraisal of the water situation in a Colombian micro catchment area. Experiences on this theme, mainly from southern African countries, were

exchanged among 50 participants. Valuable additions were made to the Colombian case study and important lessons learned from other cases.

Water and livelihoods process planning in the field

Stef Smits also carried out data analysis and complementary field research for the WHIRL project at AWARD (Acornshoek, Limpopo Province). The objective was to get an idea of amounts used for domestic and productive purposes in three study villages, the costs (in terms of extra pumping) and benefits (less drudgery, more production). Field research involved survey interviews with households, interviews with members of the water committee, history line activity and field observations of water use. These have been elaborated into a small report, with other data such as village history and wealth ranking (or as AWARD staff calls it "economic status ranking").

As well as planning and arranging the workshop, Pauline's mission at AWARD involved:

- Going through various reports and information based on the study carried out by AWARD, and creating comprehensive files of all relevant documents to serve as baseline for the three survey villages.
- Finalising and writing up an analysis by the two JPOs into a simplified report to provide feedback for all three villages.

News in brief

GHANA: rural water supply high on government agenda

The Volta regional minister, Kwasi Owusu Yeboah, considers the provision of clean water to the rural people as an essential component of the government's poverty reduction programme. This includes a memorandum of understanding with the German government to fund 905 rural water projects. However, the Minister said he had noticed that district assemblies and benefiting communities had not come up with their 10% contributions. He wondered whether this non-payment arose out of incapacity or wilful refusal to pay. He said that it was universally recognised that the most effective way of establishing sustainable ownership of water system was to be part of the project. Modestus Y.Z. Ahiable, MP for Ketu North suggested that, considering the low levels of rural incomes, part of the relief funds from the Debt Initiative for the heavily indebted poor countries (HIPC) should be channelled to offset the contributions of poor communities. The entire assistance of 90% German funding nationwide is said to be up to GHC 50.9 billion (EUR 5.5 million).

Contact: Frau Dr. Brigitte Hevel-Rolf, GTZ Office Accra, Ghana, fax: +233-21-773106, <mailto:gtz-ghana@gh.gtz.de>; Community Water and Sanitation Agency (CWSA) Volta Region, Ho, Ghana, fax: +233-71-28266, e-mail: wrcwsa@africaonline.com.gh, <http://www.cwsa-gh.org/>

(Ghana Web, 8 Apr 2003, <http://www.ghanaweb.com/GhanaHomePage/NewsArchive/artikel.php?ID=35099>)

SENEGAL: water shortages hit women the most

Balancing a large bucket of water on her head, Fatou Sarr, a 20-year-old domestic, reflects the plight of hundreds of thousands of women in Senegal who spend hours searching for clean water everyday. She covers several kilometres on foot, several times a day, to fetch water for her employer. In the Fatick region, 155 km west of Dakar, the availability of clean water is often unpredictable because of frequent pump breakdowns. Babacar Sarr, head of

continued on page 7

A WALPP (water and livelihoods process planning) process was used to develop a methodology and implementation plan for meeting village and household water needs for domestic and small-scale productive uses. Development of the tool is through a process of action research ("developing through doing it") over the next six months, under the auspices of a WHIRL funded research.

This methodology aims to provide a structured and practical means of designing secure water supplies that match people's needs and livelihood strategies. This can significantly reduce poverty and improve sustainability of projects. A pilot village has already been selected. Planning, will draw in as many relevant South African stakeholders as possible, including NGOs, local government and external agencies to plan how multiple sources can meet multiple uses.

Lessons Learned

A number of lessons have been learned from this work.

- "Productive water use" appears to have different connotations in different sectors. During the symposium, the definition was not always clear-cut and that "productive" was sometimes interchanged with "mixed".
- Several ingenious examples of local innovation in the face of water shortage were presented at the symposium. These local initiatives are poverty driven in an effort to improve livelihoods through prudent use of limited water resources. There is a need to find ways to scale them up.
- Improved access to water will not in itself suffice to reduce poverty. Access to markets and credit are also needed to maximise benefits of water use.
- Communities in South Africa see the government not only as a provider, but also as manager. (This is quite different to the situation in Kenya, for instance, where communities hardly rely on the government for provision of water supply.) One community had stopped contributing to the cost of diesel to run their borehole, as they wanted an electrical pump from the government. This is because the government meets the running costs of electrically-operated boreholes. The government is already responsible for maintaining of boreholes and engines.
- People usually have more than one water source to meet their various needs. Even in the case of a single source, people tend to put water to multiple uses.

EC guidelines water resources awareness raising workshop in Santo Domingo

Water sector professionals from five Central American countries spent three days outside the Dominican Republic capital Santo Domingo in March, focusing on the strategic approach to Integrated Water Resources Development and Management.

The professionals from various institutions and organisations in the Dominican Republic, Guatemala, Honduras, El Salvador and Nicaragua were focusing on learning to use a framework and operational tool, entitled *A Strategic Approach towards Sustainable Water Resources Management*, published as part of the European Commission Guidelines for Water Resources Development Co-operation in 1998.

The guidelines are intended for use by decision makers and practitioners in government, private sector, civil society and international organisations of all kinds involved in water management.

The EC, with the British Department for International Development (DFID) have co-sponsored a project *Building capacity for a strategic approach to water resources development and management*. This includes nine three-day workshops, using expertise from IRC International Water and Sanitation Centre (The Netherlands) and HR Wallingford (United Kingdom). The workshop held near Santo Domingo, from 4-6 March was organised and facilitated by the Colombian resource centre, CINARA.

The Strategic Approach is based on internationally agreed principles concerning the need to protect the eco-system, and to extend the health-giving and productive properties of water resources equitably, efficiently and in a sustainable manner, with special emphasis on poorer and under-served people. The approach comprises 19 policy principles grouped into six sub-sets:

- institutional and management principles,
- social principles,
- economic and financial principles,
- environmental principles,
- information, education and communication principles,
- technological principles.

These principles are centred on the Project Cycle Management (PCM) and can be applied to four different focus areas:

- Water Resources Assessment and Planning (WRAP),
- Basic Water and Sanitation Services (BWSS),
- Municipal Water and Wastewater Services (MWWS), and
- Agricultural Water Use and Management (AWUM).

The guidelines provide a set of practical checklists to identify key issues and appropriate responses at each stage of the project cycle and for each focus area.

The aims of the workshop were to reach a common understanding on the added value of a strategic approach and for participants to identify potential uses for the guidelines. Another aim was to assess the need for capacity building on the use of the Guidelines and on broader Integrated Water Resources Management (IWRM) issues.

Activities included a presentation on the guidelines, an analysis of the water sector in the Dominican Republic and Central American countries, the application of the Guidelines in the analysis of three case studies, a field visit and a training needs assessment.

Field visit and rapid assessment

A field visit to SABAMAR (Environmental Sanitation in the Poor Neighbourhoods of Santo Domingo) illustrated some problems and initiatives in IWRM in the Dominican Republic. Participants used the guidelines for a rapid assessment of the project, which is funded mainly by the EU, but also by the Dominican Republic government and by the local communities.

After the field visit, participants divided into 6 groups, each analysing various principles. During a rapid assessment participants came up with a number of observations:

- It was not clear whether "the private sector" is supposed to include non-profit community based organisations.
- It was noted that men occupied the only paid positions, while women were mainly involved in voluntary work.
- They were unable to identify information on rainwater drainage in the guidelines.

News in Brief continued

the Regional Hydraulics Division, said: "The government has initiated a project, which will provide 116 villages with clean drinking water at a cost of 18 CFA billion (EUR 27.4 million)." The project will ensure that 70,000 people have clean drinking water. Cleaning the wells frequently will also contribute to stamping out diarrhoeal illnesses, which have long plagued villagers. The government is also trying to create artificial rain in peanut-growing regions. There, the construction of some 50 rainwater retention reservoirs has already begun. Implementation of the project could begin as early as the beginning of next winter.

Web address: Ministère des Mines, de l'Énergie et de l'Hydraulique, <http://www.gouv.sn/ministeres/mmeh/contacts.cfm> (IPS, April 1, 2003, <http://ipsnews.net/interna.asp?idnews=17216>)

Kader Asmal reconsidering patronage Global Water Partnership over Camdessus report

Professor Kader Asmal, former Chair of the World Commission on Dams (WCD) and current education minister in South Africa, has threatened to withdraw his patronage of the Global Water Partnership (GWP) over the recent World Panel report on financing water infrastructure. In a strong letter to GWP chair, Dr. Margaret Catley-Carlson, Mr. Kasmal said that he was "astounded and disappointed" that the report chose to ignore the framework of five core values and seven strategic priorities proposed by the WCD. He is also unhappy that the only reference to the WCD report is in a footnote - which he describes as "misrepresentation and potentially damaging". He feels that the Camdessus report has missed an opportunity, and as a high profile product of the GWP it puts him in a difficult position. I will, regrettably, have to reconsider my patronage of the GWP". Mr. Asmal hopes that the answers will "go some way towards rectifying what is a most unfortunate direction for GWP and other sponsors of this exercise".

Web address: UNEP - Dams and Development Project, <http://www.unep-dams.org>

(Letter Kadr Asmal, 10 Apr 2003)

- The project planned to start with water supply, but did not know how to deal with the wastewater - participants recommended planning water and sanitation in an integrated way.

Training and information needs and opportunities assessment

Participants assessed the need for training in the Dominican Republic and Central America, identifying a need for training and information on the following themes:

- appropriate technologies,
- negotiation skills,
- project formulation,
- catchment organisations,
- *policy regulation instruments and*
- risk management.

Other areas of interest were support for designing and printing information products and for training of trainers.

Beneficiaries could include government officials, community members and leaders, NGOs and water users, who would mainly benefit from environmental education.

Information, for example on water and food security and poverty, can already be found with organisations such as GWP, CEPAL and AIDIS Internacional. GWP also helps with "water dialogues", such as those taking place during public consultations on the water sector between government and civil society in the Dominican Republic.

Possible sources of funding include the EC Delegations in the Dominican Republic and in Managua (covering Central America). The Dominican Republic government also has a budget line for training officials of INAPA (the National Drinking Water and Sewer Institute). The EC Delegation in Managua will plan a training of its 60 staff members in the use of the Guidelines and other project planning tools such as the logical framework.

Resources and Events

Training Course

School Sanitation and Hygiene Education - the way forward

9 - 17 Sep 2003, Delft, The Netherlands

Organised by: IRC International Water and Sanitation Centre

Learning workshop on how to create more effective school sanitation and hygiene education (SSHE) programmes. There is a major focus on creating a conducive environment, assessing current conditions, planning and implementing improvements in SSHE programmes. The purpose of the course is: to gain insight into the sociocultural aspects of SSHE programmes, which to a large extent determine the feasibility of the SSHE interventions; to upgrade knowledge about health and environmental risk reduction and key issues in hygiene education promotion; to review low-cost technologies for latrines used within the school areas; to provide those involved in developing an SSHE programme with effective planning and management skills. Course fee: US\$ 1,500 (EUR 1,366).

Contact: IRC, e-mail: training@irc.nl

Publications

Guide on the methodology for participatory assessment (MPA) Mukherjee, N. and Wijk van, C. (2003). Sustainability planning and monitoring in community water supply and sanitation : a guide on the methodology for participatory assessment (MPA) for community-driven development programs. Washington, DC, USA, World Bank. vii, 157 p. : boxes, fig., tabs. Includes references

Hard copy available from: Water and Sanitation Program (WSP), Water Supply and Sanitation Division, World Bank, 1818 H Street, N.W., Washington, D.C. 20433, USA,

fax: +1-202-5223313 / 522-3228, e-mail: info@wsp.org
 A free copy can be downloaded from: <http://www.wsp.org/pdfs/mpa%202003.pdf> [PDF file, 2.43 MB]

Update, supplemented with learning gained from Methodology for Participatory Assessment with Communities, Institutions and Policy Makers (MPA) applications worldwide during 1999-2002, of the original MPA Metguide published in March 2000. The document presents the MPA as it is currently being used in Asia, Africa and Latin America. It consolidates the lessons learned in the process of its continuing development. Section 1 represents the extensively re-written and supplemented version of the original Metguide. Section 2 contains case studies

Colophon

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SOURCE Bulletin

water and sanitation news review



No 30

July 2003

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Source Bulletin by e-mail?

If you are interested in subscribing to the electronic news service, please see the colophon on page 8.

Source Bulletin will continue to be published on paper for those in the developing world

Note from Editor

1968 was the year that the Americans realised they were losing the war in Vietnam, the Warsaw Pact invaded Czechoslovakia; Martin Luther King was assassinated, there were riots in Paris, 32 African nations boycotted the Mexico Olympics and the Beatles sang Hey Jude.

Perhaps not with the same degree of public attention, on 19 December 1968, the World Health Organization and the Dutch Government signed an agreement to establish the International Reference Centre for Community Water Supply.

This became the hub of a network of some 32 National WHO Collaborating Institutions in both developed and developing countries. In the early 1980s the IRC dropped "Reference" from its title and added in "Sanitation" to create the IRC International Water and Sanitation Centre.

Later this year we will celebrate the 35th anniversary of the WHO - Dutch Government agreement, and we are starting the celebrations early. In this and future issues of Source Bulletin we will publish highlights from the experiences of the IRC and partners, which helped shape our current collaboration.

In this issue readers will find on page 5 the first article: **Highlights from 35 years of joint learning** during the first 10 years.

We also invite contributions from readers. If you have an interesting experience of information and knowledge sharing with IRC let us know about it by e-mail and we will share it through Source Bulletin.

Dick de Jong, Editor.

Arsenic polluted village in Bangladesh loses all hope

Dr. M.I.Zuberi, from the Rajshahi University in Bangladesh is a committed fighter against arsenic pollution of groundwater in Bangladesh. He and his team regularly visit affected villages trying to help families. He reports on-line on his experiences to the arsenic-crisis Yahoo group.

Dr. Zuberi has given Source Bulletin permission to share a particularly moving story from Syedpur village in Pabna district, in the south of the country.

It illustrates the loss of hope in many villages in Bangladesh for measures by government and non-governmental organisations for effective prevention or cure of arsenic pollution. Hope dies when organisations visit the village, paint polluted handpumps red for danger and talk about alternative solutions, but then never come back.

Dr Zuberi wrote: "We visited several arsenic affected villages of Bera Upozila of Pabna (western Bangladesh) during July 6 & 7, 2003. In this report we concentrate on the village Syedpur which was reported to have 450 to 500 households and to be very badly affected by arsenic. More than 70% of the tube wells (about two hundred) are marked 'red' There are more than 200 patients with visual symptoms of arsenicosis. We saw several in two families

"The most important point is that many households were observed using the 'red' tube wells for drinking and cooking. We had discussion with families of Isakuddin,

Jinnah, Eunos Ali, Dulal all from 'Madhyapara' of Syedpur – all are using water from 'red' tube wells. When asked why they were doing so, the following history emerged.

"There were reports of a large number of arsenicosis patients from this village 3 to 4 years ago when there were several deaths. Workers from NGO Forum screened their tube wells 2 years ago and marked the contaminated wells 'red' asking them not to drink water from them. About 70% of the wells were contaminated. When the villagers asked what they should do instead, they were advised to use 'green' wells. Those who do not have 'green' wells nearby requested alternative sources. The workers said they wanted to come back with a solution later. But they did not come back. In the meantime people resumed drinking from contaminated wells.

"Several months ago, doctors and workers from Dhaka Community Hospital visited the village and collected blood,



Arsenic pollution shows spots on hands and feet, Photo: WHO.

hair, nail and other samples for testing. Villagers were given 'cards' for each member of the family. But they said they had no feedback on what this team had found.

"Many other teams visited them, interviewed them, collected samples of human tissue, vegetables, tube well water, cooked materials. But nobody came back with any results, remedy or any other support.

"The local branch of Gonosasthya Kendra (GK) has been providing some vitamins to the worst affected patients. Only last month GK took the initiative to dig two 'dug wells' but these are yet to be completed.

"The village community now has no faith in adopting mitigation measures because they have lost all hope. They responded vaguely to our suggestions of rainwater, solar removal of arsenic, solar treatment of pond water, charcoal/sand filtration and other remedial measures which they can adopt.

"Many patients are in need of intensive attention here. In a number of villages, there should be thorough mitigation action through community involvement. This is important to restore hope to those who are affected and save the community from rapid degradation of society. The communities are physically and morally on the decline. The scene is simply pathetic. When a 15 year old girl of named Nargis came to show me her amputated leg, I felt I could not stand it any more. We need to give immediate attention to this situation."

For more information contact: Dr. M.I Zuberi, University of Rajshahi, Third Science Building, Rajshahi 6205, Bangladesh, e-mail: zuberimi@yahoo.com

International inputs help shape Sixth Water Information Summit

The Sixth Water Information Summit (WIS 6) will take place in Delft from 9-12 September 2003, under the title "*Breaking the barriers: Let water information flow!*"

Various renowned international experts on water and knowledge management will stress the global importance of this topic and the summit that, for the first time, is being held in Europe. The opening day of the summit also celebrates the 35th anniversary of the IRC International Water and Sanitation Centre. Speakers will draw together some of the most pressing current issues on the international agenda.

- Sir Richard Jolly, Chair of the Water Supply and Sanitation Collaborative Council, will put the UN Millennium Development Goals (MDG) for water and sanitation into an historical perspective.
- Sam Pitroda, information technology guru and chairman and CEO of the London-based WorldTel, will present Seeking a quantum leap: "Tying information technology with development work."
- WorldTel is an organisation set up by the International Telecommunications Union committed to developing communications infrastructures on a commercial basis in

the Third World. Mr. Pitroda is also founder of several companies in Europe and North America and the first chairman of India's Telecom Commission.

- Dave Snowden, Director of the Cynefin Centre, IBM Global Service, a leading expert in knowledge management; will present the state of the art on knowledge sharing and narrative. Snowden talks about how narrative has been used as a means of communication since earliest times. In this technological age, where knowledge has become the key source of competitive advantage, the sharing of knowledge in an articulate and understandable way has taken on great significance. It is early days in understanding the use of narrative in modern business, but it is already clear that there are major benefits to be had from the use of stories and the development of story telling skills.
- The day will be opened by IRC's new director. Mr. Paul van Koppen. Former IRC Director and Conference organiser Jan Teun Visscher will address the topic of closing the knowledge gap in support of the MDGs in the sector. This will be followed by a short session on putting knowledge transfer in practice. Paul Taylor Director of CAPNET will present a paper on 'What are capacities and incentives to use information'.

Experiences in knowledge sharing will be the theme of the afternoon session. Southern partners will present their experiences, including:

- Learning about information needs (NEWAH Nepal)
- The value of local learning and adaptation (CINARA Colombia)
- Building NGO capacity through information (UWASNET Uganda)

Co-sponsor UNESCO-IHE is involved in a session on innovative learning and in a panel discussion: Knowledge management; investing in tools or in creative thinking? This panel is organised by IHE and IRC and includes video conferencing with international debaters.

Other highlights from the programme later in the week include:

- A presentation and critical review of existing gateways and portals, and an assessment future of water portals.
- An overview of the potential for e-learning, and recent developments including presentations on user experiences and an introduction to putting e-learning into practice.
- The application of web-based technologies, for example content management systems such as EZ-Publish to form partnerships and communities of practice

- A discussion about the many approaches to information sharing, including the gender perspective and community angle.
- Presentations on making data accessible and understandable and assuring quality of information.

On the morning of the final day Friday 12 September there are two sessions:

Networking, Partnership Development and information needs assessment

- Networking and partnership development (presentation selected from papers received)
- Information needs assessment (2 presentations selected from papers received)

Introduction on Knowledge Management in Practice

- Overview and trends in KM by Denise Bedford (WB)
- The knowledge value chain by Karel Keuls (Delft Cluster)
- Testing a KM tool with the audience (IRC/IW-Learn)
- In the final plenary session outputs from the various working groups and next actions will be discussed.

WIS 6 is a joint effort of the IRC International Water and Sanitation Centre and the Water Web Consortium (USA), with assistance from the UNESCO-IHE Institute for Water Education and the International Institute for Communication and Development (IICD). Some 100 visitors are expected.



News from the Water Supply and Sanitation Collaborative Council

South Asian Journalists focus on water and sanitation for the poor

Environmental journalists from South Asia came together to discuss issues of prime importance in the region today, at a workshop "Water and Sanitation for the Poor" at the International Crop Research Institute for Semi-Arid Tropics (ICRISAT), Hyderabad, India from 30th of June to 2nd of July. The Water Supply and Sanitation Collaborative Council (WSSCC), Geneva, the Forum of Environmental Journalists of India (FEJI) and the Infrastructure Development Finance Company Ltd. (IDFC), took up the challenge to sensitise print and broadcast journalists to these neglected issues that put a billion people's health at stake.

Gourisankar Ghosh, Executive Director WSSCC, highlighted the WASH Campaign, a campaign to raise public awareness on water, sanitation and hygiene. Bindeshwar Pathak of Sulabh International, New Delhi highlighted the achievement of the movement in providing 6,000 community toilets in India. Other speakers were the Director-General of ICRISAT, Dr. William Dar, Darryl D'Monte, Chairperson, FEJI, Ravi Narayanan, Director, WaterAid, London, and Ashoke Chatterjee of Vision 21.

The first session touched upon water use in agriculture, with presentations by Suhas Wani of ICRISAT and Nafisa Barot of NGO Utthan, Gujarat, followed by an open forum discussion. The next session asked whether the private

sector could deliver to the poor on sanitation and water issues. Vivek Srivastava of the World Bank's Water & Sanitation Program in New Delhi and Ashok Hemani of Infrastructure Development Finance Corporation made out a case for it, but Shripad Dharmadhikary, who heads the NGO Manthan Adhyayan Kendra, criticised moves towards privatisation. A visit to the ICRISAT gene-bank, one of the largest in the world, was followed by a special lecture on the river linking scheme by Ramaswamy Iyer, former Water Resources Secretary.

The journalists made a field trip to a watershed development project at a village Kothapally, a model which has been selected by the Asian Development Bank for replication in China, Vietnam, Thailand and India. ICRISAT has worked on water and soil conservation, crop improvement etc. in this village.

The final day saw a fierce debate between Chetan Pandit, Chief Engineer, Water Resources Ministry, New Delhi and Prof. Jayanta Bandyopadhyay, Indian Institute of Management, Kolkata on the linking of northern and southern rivers in India. Finally, the journalists discussed media issues and difficulties and ways to overcome them to tackle these serious problems.

Contact: Darryl D'Monte, e-mail: darryldmonte@hotmail.com

After G – 8 missed opportunity: Why the world needs to act fast

It is ironic that Evian, internationally known for its bottles of sparkling clear water, should have hosted the G – 8 summit in early June, which achieved virtually nothing to deal with the major problems of water round the world. The French put water on the agenda and pushed for action. But the meeting was hijacked by the post-war politics of Iraq, as WSSCC Chair Richard Jolly wrote in his contribution to the online BBC News Water Debate on 7 June 2003. http://news.bbc.co.uk/1/hi/talking_point/2969354.stm

This was an irony, considering in the final count more Iraqis have probably died from diseases caused by contaminated water and overflowing sewage systems in the cities of Baghdad and Basra than from bombs and bullets.

Moreover, this year is the UN's International Year of Freshwater.

Its agenda of priorities and targets were set by the World Summit for Sustainable Development in Johannesburg last year and by the Third World Water Forum in Kyoto last March.

New approach to water

Each of these forums underlined the risks of water scarcity in the coming decades and the urgent need for action in all countries and at all levels: local, national, regional and global.

The starting point is what is known as "integrated water resource management" - IWRM. This means recognising water as a key resource with multiple uses - for drinking, agriculture, industry and for maintaining health and cleanliness of communities and cities. IWRM requires a new approach to policy and planning everywhere, one in which water is used sustainably.

The human cost

Then there are the priorities of the global poor. The 1.2 billion people who lack access to the most basic resource: clean water. And more than double that number who lack adequate sanitation. At any given moment, almost half of the world's poor are sick from unsafe water and sanitation.

Disease in early childhood is one of the main causes of malnutrition, poor physical and mental growth and early death. Lack of clean water supply and sanitation creates a daily environment of squalor and saps economic growth.

The road ahead

So what can be done? The answer is much more and more rapidly than the G8 were apparently willing to recognise. There are the priorities for action - provided by the goals set in New York at the Millennium Summit in 2000 and reinforced in Johannesburg last September. These depend on country level action and many countries are preparing or implementing national plans of action.

To the surprise of some critics, nearly 70 developing countries, with about half the Third World's population, are on track to halving the number of people without access to clean water by 2015.

However, another 25 countries, with nearly 40% of Third World population, are lagging far behind. And there is no data at all for the remaining countries. These realities provide a huge challenge for international action and support.

All countries need to be encouraged and supported in preparing national plans of action - to achieve the goals within an IWRM framework and to achieve sustainability in water use and environmental protection.

Poorer countries need financial and sometimes technical support to accelerate action towards the goals - for water but also for sanitation and hygiene.

In fact, lack of adequate sanitation and basic hygiene is often responsible for more ill health than unsafe water.

One key priority is to ensure that every school has hygiene on the curriculum and separate toilet facilities for boys and girls by 2010. The lack of such facilities is a major cause of girls not being in school.

Better management

Finally, the economic constraints must be tackled. The recent Camdessus Report on Financing Water for All sets out new possibilities for increasing the resources available.

Along with more resources, is the requirement for better management and use of present resources.

At present, 80% to 90% of expenditure on water and sanitation goes to urban areas where the richer people live.

To meet the goals, a shift in the proportion of resources going to services for the low income communities in shanty towns and rural communities is the highest priority.

This can be financed in several ways: by encouraging new forms of community contribution, by increasing charges from the better off and internationally, by channelling debt relief and aid into more support for water and sanitation for the poor.

The G8 was a missed opportunity. But action need not wait for global leaders to wake up to the real challenge in the years ahead: Water for People, Water for Life.

Contact: WSSCC Secretariat, 9 Chemin des Anémones, Chatelaine, Geneva, CH-1219, Switzerland, tel: +41 22 9178657, fax: +41 22 9178084, e-mail: wsscc@who.int, <http://www.wsscc.org>

Highlights from 35 years of joint learning

As already announced in the *Note from the Editor* later this year we will celebrate the 35th anniversary of the WHO - Dutch Government agreement. In this and future issues of Source Bulletin we will publish highlights from the experiences of the IRC and partners, which helped shape our current collaboration. We start with the first **formative years: 1969 – 1978**

It was a meeting at the National Institute for Public Health in Bilthoven in April 1973 which helped to refocus IRC's objectives. Directors of 31 Collaborating Institutions reviewed the work of the network and produced a list of priority topics and projects.

Topics for concerted action

Among the topics seen as most in need of collaborative action were:

- **Health aspects of water reuse** – a far sighted proposal still attracting attention today
- **Slow sand filtration** in developing countries – a project which was to become a major long-term activity for IRC and partners and a springboard for later initiatives on user-driven and community participation for activities such as multi stage filtration.

Slow sand filtration in developing countries was the first field project to get underway, in 1973, envisaged as a two-phase programme over three years. In the same year, IRC initiated an inventory of **public standposts** on behalf of the World Bank. The first in-depth assessment of **handpumps** was undertaken with co-sponsorship from WHO and UNEP and led to a joint IRC/UNEP publication – the first of many co-publishing arrangements. These three projects constituted the beginning of a comprehensive coverage at IRC of water supply issues.

Soon afterwards, an expert meeting discussed the health affects of water reuse. The Public Standpost Water Supply (PSWS) moved into a demonstration phase. In collaboration with WHO, IRC developed guidelines on training materials and delivery systems appropriate for developing countries. Initiatives were set in motion on the choice and implementation of technologies.

Information exchange at 1977 UN Water Conference

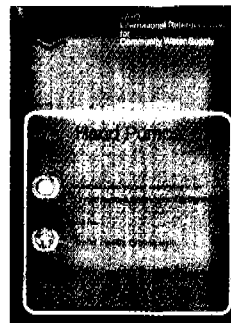
IRC organised a symposium in Amsterdam immediately prior to the 1977 UN Water Conference in Mar del Plata. The symposium highlighted sector needs in relation to policy and planning, manpower development, technology and motivation, and laid the basis for recommendations on information exchange and finance at the conference. Following the resolutions from Mar del Plata the centre began POETRI (Programme on Exchange and Transfer of Information), the information project that was to provide

food for debate among sector specialists for another four years.

The published word

The IRC published its first Newsletter in 1970 to reflect the concentration on community water supply problems in developing countries and the influence of international collaboration. Book titles (co) published in this period show a shifting trend towards developing country issues.

Health Effects Relating to Direct and Indirect Re-use of Waste Water Processes for Human Consumption. Technical Paper Series 7 (1975)



Hand Pumps : For Use in Drinking Water Supplies in Developing Countries. McJunkin, F.E. Technical Paper Series 10 (1977 also in French and Spanish)

Slow Sand Filtration for Community Water Supply in Developing Countries : A design and construction manual. Oomen, J.H.C.M. Dijk, J.C. van. Technical Paper Series 11 (1978 also in French and Spanish)

Twenty years later authors from IRC and CINARA published: *Multi-stage Filtration : An innovative water treatment technology*, Technical Paper Series 34 (1998 also in Spanish)

Participation and Education in Community Water Supply and Sanitation Programmes. Wijk-Sijbesma, C.A. van, Technical Paper Series 12 (1978)

Seven years later the same author published the first book on *Participation of Women in Water Supply and Sanitation: Roles and realities.* Technical Paper Series 22 (1985).

Seven years later, in November 1992, IRC in collaboration with UNDP, UNICEF, WHO and the UNDP/World Bank Water and Sanitation Program and DGIS

organised one of the first international workshops on **community management**. Research and field studies carried out then were to provide guidance for community management programmes for years to come.



News in brief

GHANA: hand washing target to save 40,000 lives

The Community Water and Sanitation Agency (CWSA) is responsible for the provision of water and water facilities for rural communities in Ghana. It has set itself a challenging target to increase hand washing with soap from 30% to 50% in two years. Project consultant Nana Garbrah-Aidoo estimates that this could save 40,000 Ghanaian lives a year.

Hand washing is a global initiative aimed at improving health and saving the lives of children under the age of five years old, a quarter of whom die from diarrhoeal diseases each year. Diarrhoea is preventable through hand washing with soap after using the toilet, after cleaning up a child who has defecated and before eating or handling food. The main target for these key messages are mothers and caregivers of children under the age of five. School children in primary and junior secondary schools are the other principal target group. A programme "Public-Private partnership for hand washing" began in Ghana in September 2001. Some villages have developed communal facilities where villagers can have access to soap and clean water for hand washing.

Web address: The Global Public-Private Partnership for Handwashing with Soap, <http://www.globalhandwashing.org>

Contact: Nana A. Garbrah-Aidoo, CWSA, e-mail: handwash@ghana.com, <http://www.globalhandwashing.org/Country%20act/Ghana.htm> (Public Agenda, 16 Jun 2003, <http://allafrica.com/stories/200306160739.html>)

MOZAMBIQUE: UNICEF seeks to cut daily 55 child death toll

In rural areas of Mozambique, only a quarter of people have clean water, while fewer than one third have access to latrines. Children drink unsafe water and defecate in common areas with the result that 55 children under five years of age die each day from diarrhoea. Thousands more are at risk because of cholera, and other infections caused by dirty water and inadequate sanitation.

News in brief continues on page 7

René van Lieshout strengthens resource centre team

René van Lieshout joined IRC in May 2003 as senior programme officer to strengthen the Resource Centre Development section. He has more than 21 years of experience, including 14 years in the development sector. He did his Masters at the Delft University of Technology in sanitary engineering and additional studies in sociology of planning at the University of Agriculture in Wageningen.

René was Team Leader for urban and rural water supply and sanitation projects in Cambodia and India and carried out a range of short assignments in Asia, Africa and Latin America. He has specialised in Institutional and Organisational Development issues in the water and sanitation sector. René has worked for government organisations and NGOs and is an experienced facilitator of complex processes. He is fluent in Dutch and English and has working knowledge of German, French and Spanish.

Flood of gateways and portals on water

IRC is presenting a paper at the Water Information Summit on the flood of gateways and portals that is emerging in recent years. This flood is contributing to confusion rather than helping Internet users who search the web on water issues. Part of this confusion is the result of definition problems of what makes a "portal" and what not. In the paper we give some recent examples, try to create more clarity by providing definitions and types, discuss key lessons learned and raise key issues for further discussion and research. This is based on various Internet searches and an annotated selection of various gateways/portals by IRC.

Web Portal Definition

From About.com and own sources: A portal is a kind of Web site and provides a single point of access to aggregated information — a virtual front door. The term originated with large, well-known Internet search engine sites that expanded their features to include email, news, stock quotes, and an array of other functionality. Some corporations took a similar approach in implementing their intranet sites, that then became known as enterprise information or corporate portals.

There are general portals and specialized or niche portals. Some major general portals include Yahoo, CNET, AOL, and MSN. Examples of niche portals that are accessible to the public include Garden.com (for gardeners), Fool.com (for investors), and DPReview.com (for photographers). These are sometimes also called vortals - vertical portals. Private niche portals are those that are used by employees of a company.

Typical services offered by public portal sites include a start page with rich navigation, a directory of Web sites, a facility to search for other sites, news, a collection of loosely-integrated features (some of which may be provided by partners or other third parties) like weather information, stock quotes, phone and map information, e-mail and sometimes a community forum. Private portals often include access to payroll information, internal phone directories, company news, and employee documentation.

At IRC we define a portal as "an one-stop, client-oriented web site that offers visitors a broad array of interactive resources such as news, data bases, discussion forums, search options, space to collaborate online and links on water-related topics.

Five examples

Here are five examples of sites, none of which have all the functionality of a portal yet. This selection represents a mix of different operating models and diverse target audiences.

The closest example of a portal is the **BBC Water Portal - The Water Debate** [http://news.bbc.co.uk/2/hi/in_depth/world/2003/world_forum] that was launched early June 2003. This is not only an impressive interactive site for the general public with video, audio, expert views, fact files and water stories. It also provides fun options such as online opinion polls and a water quiz. However, it does not contain an option for online collaboration.

The **IRC International Water and Sanitation Centre** (established in 1968) family of web sites [<http://www.irc.nl>] provides news and information (including advocacy/communication, publications, bibliographic database) on low-cost water supply and sanitation in developing countries. It has a number of topic sites. It also provides a starting point for the Source Water and Sanitation News service and the InterWATER guide to more than 650 organizations, in collaboration with the Water Supply and Sanitation Collaborative Council. The search engine (Atomz) provides access to all these related sites. The IRC DOC online database contains 15,000 bibliographical entries on developing country water, sanitation and hygiene documents, books, periodicals, videos etc. The www.worldwaterday.org site maintained by IRC contains information on one topic per year that is selected by the UN. Visitors can add comments, and events.

Sanitation Connection [<http://www.sanicon.net/>] Sanitation Connection is an Internet-based resource that gives access to accurate, reliable and up-to-date information on technologies, institutions and financing of sanitation systems around the world. Institutions of international standing contribute to the information base by providing and maintaining a topic of their specialization.

Water portal of the Americas [<http://www.WaterPortal-Americas.org>] Is a combination of a gateway (entryway or portal) and a community of practice. Is basically a search engine, further a structure and system for other organizations to copy or fit in. It is still a prototype that may grow into a collaborative portal. "The goal is to provide both an entryway (portal) to water information and to create a water information network, community, and resource that will provide qualified, trusted, and verifiable information and contacts."

The US based **WaterTechOnline** [<http://www.watertechonline.com>] is one of the commercial portals addressing business needs. It contains breaking daily news stories about the water and wastewater treatment industry, as well as industry bulletin boards, searchable supplier directories and article archives, industry opinion polls, new product announcements and other industry-specific information.

News in brief continued

UNICEF is spending US\$ 15.9 million (EUR 13.8 million) over five years (2002–2006) to cut the number of infant deaths and to reduce the time it takes to collect clean water. UNICEF is supporting the government in developing a National Water Policy that reflects national standards, regulations and guidelines for the water and sanitation sector. It will also help to educate the public on sanitation practices and to support communities in taking ownership of and solving their water problems. In doing so UNICEF will place special emphasis on the development of a School Hygiene programme to address water, sanitation and hygiene issues. Children, specifically girls, participate in all the phases of the process from planning to management, and evaluation of these initiatives.

Contact: Damien Personnez, UNICEF Geneva, fax: +41-22-9095909 ; Gordon Weiss, UNICEF New York, fax: +1-212-8877465, (UNICEF, 20 Jun 2003, <http://www.unicef.org/newsline/2003/03nn57mozambique.htm>)

KENYA: Free school policy doubles hygiene problems

Many schools in Kenya are coping with a 100% or more increase in student numbers that are triggered by the government's free and compulsory primary education policy. Average class sizes have risen from 50 to 60 and 70, with one teacher per class, while facilities remained the same. Many rural schools also lack even the most basic amenities such as toilets and running water. In some rural primary schools in Kisumu District, Western Kenya, the number of children often exceeded the required rate of 50 pupils per latrine, and might even reach 200 pupils per latrine. Poor hygiene at schools may add to region's health problems, where already over 85% of illnesses reported at the local clinics are water-related. It is common to find the same surface water being used for washing, cooking, drinking, and bathing.

(NETWAS, May 2003, <http://www.netwasgroup.com/newsletter/articles/2003/05/11>).

We ask visitors/readers to respond to the following questions:

1. Which gateway/portal from this list are you using?
2. For what purpose?
3. What other water gateway or portal do you use?

Reactions e-mailed to Dick de Jong (jong@irc.nl) will be documented in the final paper and brought into the discussion at the Water Information Summit in September 2003.

Resources and Events

New Publications

Water resources and environment technical notes (2003).
Water resources and environment technical notes.
Washington, DC, USA, World Bank Environment
Department.

The series of Technical Notes on water resources and the environment is intended to help find a balance between promoting development and maintaining a functioning environment. They provide information on a range of water-related environmental issues for those without specific training in water resources management. Topics include: environmental issues and lessons; institutional and regulatory issues; environmental flow assessment; water quality management; irrigation and drainage; water conservation and demand management; and waterbody management.

Contact: Rafik Hirji, The World Bank, ENV 1818 H Street, N.W., Washington, DC 20433 U.S.A. tel: (202) 473-1000, fax: (202) 477-6391, e-mail: rjirji@worldbank.org.

Scanlon, J.; Cassar, A. and Nemes, N. *Water as a human right?* Paper presented at the Law for a Green Planet Institute 'Law, Water and the Web of Life' 7th International Conference on Environmental Law, Sao Paulo, Brazil, June 2-5 2003. Gland, Switzerland, IUCN-ELC. - 41 p. : 2 fig., 1 tab. - Includes references.

Contact: Publications Officer, IUCN, Rue Mauverney 28 CH-1196 Gland, Switzerland, tel: + 41 22 999 0119, fax: + 41 22 999 0010, www.iucn.org.

Training course

Legionella Prevention Training Course. 29 - 30 Oct 2003, Dunkirk, Maryland, USA. Organised by: HC Information Resources Inc.

Includes government and industry guidelines, legal issues, risk reduction strategies, preventive policies for domestic water systems, cooling towers, and other devices, sampling methodology, interpretation of water test results, outbreak response, domestic water disinfection methods, and case studies. Attendees will also see videos of Legionnaires' news coverage, including a documentary about the Philadelphia outbreak in 1976 that led to the discovery of the disease. Course fee: US\$ 575 (EUR 500), includes a course manual, copy of "Legionellae control in health care facilities: a guide for minimizing risk", and 1.2 Continuing Education Units.

Contact: Matt Freije, President, HC Information Resources Inc., HC Information Resources Inc., P.O. Box 2109, Fallbrook CA 92088-2109, USA, tel: 760-451-1020, fax: 619-839-3166, e-mail: mf@hcinfo.com.

Events

International Conference on Advances in Water Supply Management 15 - 17 Sep 2003, London, UK Organised by: CCWI-Computing and Control for the Water Industry and WATERSAVE Network

Topics: data management; diagnosis of existing systems; analysis of water supply systems; demand management / operational management; water quality in distribution; quality, collection, treatment, standards and health implications for reuse of greywater and rainwater; socio-economic interactions; demand management; performance, design criteria, life cycle assessment and technical and financial viability of water recycling systems and low water consuming devices; and water conservation policies.

Contact: Professor Cedo Maksimovic, Conference Co-Chairman. Department of Civil and Environmental Engineering, Imperial College, UK, e-mail: c.maksimovic@imperial.ac.uk ; Dr. Fayyaz Ali Memon, WATERSAVE Co-ordinator, e-mail: f.a.memon@imperial.ac.uk; Miss Angela Frederick, Secretary, e-mail: a.frederick@imperial.ac.uk

Water China 2003 - 6th China International Exhibition on Water and Wastewater Treatment Technology and Equipment 16 - 19 Sep 2003, Beijing, China. Organised by: China Technology Market Management and Promotion Center, MOST; China Center for Promoting Construction Science and Technology Development, MC; China Society of Environmental Sciences; China Water Supply Association; SinoTech Expo Co; Grand Exhibition Services Co. Held since 1998, this annual water and wastewater trade show expects to attract over 300 exhibitors

Contact: Ms. Sandy Ji or Mr. Julius Zhu, Grand Exhibition Services Co., Ltd., Rm. 318, No. 21 Dongsi Shitiao, Beijing 100007, China, tel: +86-10-8401-8151 / 6405-9097, fax: +86-10-8401-2838, e-mail: water@grandexh.com Mr. Jinxuan Han, SinoTech Expo Co., Ltd., e-mail: hzexpo@vip.sina.com, http://www.waterchina.net/

Colophon

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No 31

September 2003

Special issue

Welcome to this special issue of Source Bulletin. This issue is dedicated totally to news from the Sixth Water Information Summit, its related workshops on knowledge management and highlights from IRC's 35th anniversary. More than 150 participants from all over the world did a great deal of networking in Delft from 9 – 17 September 2003, building a new community of practice in knowledge sharing for improved water and sanitation provision in the world.

The Editor



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If you are interested in subscribing to the electronic news service, please see the colophon on page 8.

Highlights from the Sixth Water Information Summit

A number of good things emerged from the Sixth Water Information Summit (WIS6) that concluded at IRC in Delft on 12 September 2003. The Water Portals group recommended the establishment of a working group to create a 'common thesaurus'. The idea is that all the water portals should use the same words in the same way, and that there should be agreed ways of translating key words and phrases into several languages. This will be taken forward by the core group of organisations that developed WIS6, the WaterWeb consortium, IW-LEARN and IRC International Water and Sanitation Centre. More organisations have now agreed to contribute to the news service resource guide, presented by IRC as outline and discussed during the Water News Services workshop.

These were among the results of four days intensive presentations and working group sessions with 150 participants at the IRC and UNESCO – IHE building in Delft, The Netherlands.

You will find highlights from keynote speakers in this special edition of Source Bulletin. These include highlights from Sir Richard Jolly, Sam Pitroda, Dave Snowdon. You can also read about the launch of IRC's unique book *Water Stories*, with 41 personal stories and 46 colour pictures, published in English, Spanish and Dutch to mark the 35th anniversary of IRC.

Mr. Boon von Ochssee, from the Ministry of Foreign Affairs told participants: "IRC has played an important role over the last 35 years and we are funding IRC's knowledge sharing work and local capacity building programme for the next five years until 2006." The Dutch ministry is looking to IRC to assist it in decentralized water governance in developing countries. He also called on IRC, its partners and networks to become active partners in the discussion on financing of water and on public private partnerships.

Other presentations on the first day included:

- *Closing the knowledge gap in support of the Millennium Development Goals in the Sector*, by the conference organiser and IRC's former Director, Jan Teun Visscher;
- *What are the capacities and incentives to use information*, by Jasveen Jairat, SaciWATER, a regional network for capacity building in integrated water resources management affiliated with CAP-NET;
- *Learning about information needs*, by Umesh Pandey, NEWAH, Nepal;
- *The value of local learning and adaptation*, by Edgar Quiroga, Cinara, Colombia;
- *Building NGO capacity through information*, Carolina Batanda, UWASNET, Uganda;
- *Innovative learning*, by Atem Ramsundersingh (UNESCO-IHE) which included a video conference and a panel interview/discussion.

IRC also launched its "Knowledge is Power" video, in which IRC partners tell the story of collaboration and stress the importance of knowledge sharing for improved water and sanitation. The IRC celebration ended with a reception by the mayor of Delft at the City Hall and a dinner in the canteen of our building. Even the huge cake at the end had a real bridge to close the knowledge gap.

Feedback from participants about the Summit was very positive. IRC looks back with great satisfaction on its 35th anniversary and the way it was used to organise the Summit in Europe for the first time. David Moody from the co-organiser WaterWeb Consortium was happy with the informal collaboration and networking at this event in Delft.

The many new people who came make the WIS family bigger. All participants will be added to the WIS listserver and were invited to ask questions there and to stay in touch. The aim of all this is to make Let Water Information flow happen.

Wealth of ways to share information

The 150 participants at the Sixth Water Information Summit were able to see just what a difference technology has made to our ability to obtain and share information. They saw and heard a wide range of presentations on water portals, networking and E-learning. Presentations focused on making data accessible and understandable, the quality of information and the best communication tools and techniques.

Water Portals

A water portal is an Internet site that brings together information about a key aspect of water, and which also includes links to other related sites. By opening any one portal or gateway you can follow links to obtain information about water in any part of the world. This session had five presentations and two working group sessions (see Key points on future water portals):

- *Overview on water portal development*, by Viktor Markowski, IRC, Delft, The Netherlands
- *Water Portal of the Americas*, by Pilar Gonzales, UNESCO/WWAP, Paris, France
- *Pakistan Water Gateway*, by Asad Zaman, IUCN/WCU, Pakistan
- *Globwinet: critical aspects of a net-based information system*, Rutger Winnige (GTZ)
- *Virtual Library of CEPIS*, Marta Bryce, CEPIS, Peru.

Networking, Partnership Development and working with community level information

This session included four presentations:

- *Nile Basin Capacity Building Network for River Engineering*, by Heasham Ghany, Nile Basin Capacity Building Network Manager, Hydraulic Research Institute, Egypt
- *Building Partnerships*, by Herold Gopaul, Information Services Director, Caribbean Environmental Health Institute (CEHI), St. Lucia
- *NGO Forum: a Nodal Point for Knowledge Sharing and Networking in Bangladesh*, interview with Shirin Biswas by Peter Bury
- *Case study of an Arsenic affected district-information sharing by the community through existing network*, by Sumantra Choudhury, Director Water and Sanitation, West Bengal.

E-learning: Tools, Potential & Experience

This session was organised by Tjalling Vonk, IICD and the Dutch Association for Information and Development. It had three presentations:

- *Overview of E-learning; Recent developments and potential*, by Professor Gerd Junne, University of Amsterdam
- *New approaches to institutional arrangement and management, the role of education and capacity building*, by Hayley Rodkin, Water Efficiency and Institutional Oversight, respectively, Department of Water Affairs and Forestry, Pretoria, South Africa
- *The UN Water virtual learning centre*, by Colin Mayfield, United Nations University - International Network on Water, Environment and Health (UNU/INWEH), Canada

Making data accessible and understandable

The session organised by Dann Sklarew and Janot Mendler of IW LEARN had three presentations:

- *The impact of hydro-climatological information services on IWRM*, by Ibrahim Olomoda, Niger Basin Authority Data Controller and Analyst, Niger Basin Authority (NBA), Niger
- *Climate and Water Data Transfers via Internet: From vision to action*, by Luc Vescovi, Ouranos, a consortium in climatology and adaptation to climate change, Quebec, Canada
- *Aquastat - Getting to grips with water information for agriculture*, by Karen Frenken, Aquastat Team of the Land and Water Development Division (AGL) of the Food and Agriculture Organisation of the United Nations (FAO), Italy.

Assuring quality of information

Ton Schouten introduced this topic and interviewed Byron Mook and Terry Dodge.

On each topic – there was also a presentation on Information sharing and promotion at community level – ‘break out’ working groups exchanged information and ideas which were reported back to the final plenary.

Two presentations on Communication tools and techniques completed the programme on the last day:

- *A scoping study into the gendered use and potential of electronic conferencing*, Julie Fisher, WEDC, UK
- *Practical experience with GDLN* facilitated by Atem Ramsundersingh (UNESCO-IHE), Delft, The Netherlands.

Readers interested in a specific topic are kindly requested to contact IRC.

Sharing the knowledge about knowledge management

The 50 people who joined the Knowledge Management Workshop from 15 – 17 September at the Sixth Water Information Summit benefited from a wealth of information presented in sessions and working group discussions.

As the Summit closed the participants transferred to the Introduction on Knowledge Management in Practice workshop. This included a presentation *The knowledge value chain* and a hands-on testing of a knowledge management (KM) tool with the audience.

Most participants, including IRC partners, had prepared for the workshop over the previous five weeks by taking part in community of practice through IW-LEARN. Working online, they assessed their personal and organisational KM priorities, and drafted potential KM goals. This face-to-face workshop helped participants to explore a number of case studies and refine their KM goals and objectives.

Resource Centres Directors (RCD) meeting

While knowledge management staff participated in the workshop, the Directors of IRC partner organisations stayed on in Delft for a Resource Centres Directors Meeting.

The objectives of this meeting were to:

1. Share experiences and learn from 18 months of RCD programme implementation,

2. Develop strategies for achieving programme objectives, both at programme and country level, and relating them to the Millennium Development Goals and the WASH and Streams of Knowledge objectives.
3. Clarify and define programme principles and strengthen partnerships between IRC and the resource centres (RCs) and also between resource centres.

The meeting had a number of successful outcomes.

- Better mutual understanding between IRC and RCs on each other's roles and responsibilities for the development and implementation phases of the RCD programme.
- Lessons from 18 months programme implementation.
- Building blocks for a joint monitoring framework for the programme.
- Enhanced strategic - and action planning, both at programme – and country levels.

Two tracks joining

On the final day the two groups were combined. The knowledge management participants presented their practical KM plans to their Directors or bosses. They left Delft with individual plans to implement one KM activity within 10 weeks of their departure. IRC and IW-LEARN will provide support to help them achieve their plans.

Sir Richard Jolly optimistic about Millennium Development Goals

Sir Richard Jolly, Chair of the Water Supply and Sanitation Collaborative Council, gave Water Information Summit participants an optimistic assessment of prospects for progress towards the Millennium Development Goals (MDG). Contrary to most people's opinions, he said, most of the global goals set by the UN since 1961 have been largely, or partially met. Only a minority of them has been a total failure.

Although the International Drinking Water Supply and Sanitation Decade of the 1980s had not achieved its "dream" of universal water and sanitation coverage, its impact had been huge and it should be considered a success.

Sir Richard Jolly, who is currently documenting the UN's role in economic and social progress over the last 55 years, said that now the aim must be to work towards the MDG targets of halving the numbers of people lacking basic water and sanitation services by 2015. This will involve reinforcing the global partnerships that are at the heart of the Summit's discussions.



He warned: "We must not let economic goals rule our lives at the expense of social and human development. History teaches us that the reverse order works best: pursuing social targets is an effective way to bring overall developmental progress."

Sam Pitroda on the importance of information

"I greatly appreciate the synergy at your summit between water and information. I am willing and happy to work with you and your worthy cause." – Sam Pitroda

Sam Pitroda, Director of WorldTel, shared an experience from the time when he was the head of information technology and the rural communication programme in the Rajiv Gandhi government in India in the mid 1980s. He blocked a request to import US\$ 40m of drilling equipment, when he found out that there was no information about how many drilling rigs were available and where they were in the country. Today, the Internet is available in local languages. Unfortunately, said Mr. Pitroda, information is power that not many are willing to share, especially in the developing world.

Mr. Pitroda had to cancel a planned trip to the WIS 6 because of poor health, but he made his presentation anyway – through a video conference link. He applauded the information and advocacy work of IRC and the Water Supply and Sanitation Collaboration Council in the developing world and urged that this should be further enhanced. He urged participants at the Water Information Summit, when arrived home, to spend time and resources on



Sam Pitroda in Video room

the synergy of information technology and water. Sam Pitroda also asked them to get this message across to their governments.

The power of stories

Letting people tell their own stories in their own words can be one of the most effective ways to learn from experience, and may be more effective than devising "best practice" guides.

This was one of the challenging approaches outlined by **Dave Snowden**, from the Cynefin Centre for Organisational Complexity, which is part of IBM Global Services.

Connecting and linking people could be one of the most valuable management activities. Too many people focus on trying to manage knowledge rather than managing the channels through which knowledge flows.

Dave Snowden emphasised the power of narrative to enable people to form their own conclusions from the experiences of others. Gathering unedited stories from interested parties into a database creates a powerful resource for learning and decision-making. Allowing people to form judgements from this raw material is often more effective than developing "best practice" databases that depend on subjective interpretation by "experts".

Dave Snowden not only challenged many of the perceptions of those at the Water Information Summit, but he also gave his presentation in a challenging way. Unable at the last minute to reach Delft, he gave his presentation over a mobile phone from the UK. The text and Powerpoint messages survived the medium and he left the Summit participants with many stimulating alternatives to their knowledge management theories.

He said that organisations were finally waking up to the power of stories, as managers and executives experience the opportunities revealed through the use of stories within their organisations. They are not only using story telling in the context of communication, but have become open to the wider opportunities provided by narrative techniques in the fields of organisational change, knowledge management and strategy. Stories in organisations reveal patterns of culture, behaviour and understanding in a different and, frequently, more effective ways than interviews and questionnaires.

The stories told in an organisation, in formal presentations, around the water cooler, in project reviews, indeed in all aspects of organisation life, reveal the way that the organisation forms its ideas. Narrative techniques reveal the pattern of an organisation and are in turn the means by which it can be patterned. Narrative is a powerful tool, but is not susceptible to the engineering approaches that have dominated management practice in the last few decades.

Managers need to create an environment in which patterns of narrative meaning and narrative interventions are managed in the way a gardener manages a garden, not the way an engineer designs a machine. Narrative is both an art and a science, but it is not a silver bullet that can solve every problem.

Efficiency and effectiveness

Another key message was that efficiency does not necessarily lead to effectiveness in the majority of highly complex human interactions. The efficiency focus of best practice assumes repeatable past patterns of cause and effect. But driving out inefficiencies increases an organisation's vulnerability to new threats and can damage effectiveness because the adaptive mechanism of the complex system has been withdrawn.

Dave Snowden said that by using narrative we are building 'worst practice' systems which are more popular to access and more effective in creating learning within an organisation. Best practice has a space in knowledge management, but the space is small, highly specialised and generally expensive.

Creating a learning ecology that recognises diversity is another matter. The dynamics of human interaction and enquiry can permit better decision making, and - through the active management of serendipity - encourage innovation.

Key points on future of water portals

More than 40 people joined two working group sessions during the Sixth Water Information Summit (WIS6) and identified six key issues for the future of water portals.

The six key issues were:

1. Users (needs, access, involvement, interaction)
2. Set up and management
3. Content (scope, quality, collection, Content Management System (CMS))
4. Sustainability (process, funding)
5. Technical issues
6. Multiplication versus integration, interoperability

These issues featured again in the presentation of The Sanitation Connection, An Environmental Sanitation Network that has been running since 2000, now involving 18 partners. It is an Internet-based resource that gives access to accurate, reliable and up-to-date information on technologies, institutions and financing of sanitation systems around the world. UN and NGO institutions of international standing contribute to the information base by providing and maintaining specialist topics.

The discussion identified incentives for collaboration as a critical factor in achieving contributions and sustainability. The question and answer session turned, at the request of participants, into an interactive session to define the critical success factors for setting up and running a Portal, using the IRC Portal development process as an example.

Below are some key findings of what is needed and some suggested action.

Findings

Lots of organisations are working on water web sites or starting new ones, to raise the visibility of their organisations.

There is not enough collaboration on water sector portals, resulting in competition for scarce resources.

Portal versus web site: The Portal concept is not yet clear. It is not just a web site: a portal is a single point of access to aggregated information - a virtual front door. It involves more than one organisation, allowing collaboration with partners, providing more interaction for users.

Portal technology alone is not the solution, people and their needs and skills is the key.

What is needed?

Better access to, and availability of, existing information on key selected thematic areas, structured for specific audiences. Localisation of content in developing countries, in local languages, for specific user segments (not necessarily through a portal).

Portals need to be an integral part of a broader portfolio of information and communication products and channels.

Building skills and competencies for collecting, sharing and using information at grass root level is a pre-requisite for sustainable use of information to improve decision making.

Suggestions for action

In the final plenary the following suggestions for action were adopted:

- Governments / Private sector must invest in local ICT infrastructure and skills.
- Focus on local solutions for local problems.
- Invest in partnerships and training.
- Build and expand on existing partner initiatives, such as the Water Information Network South Africa and Streams network.
- Pay more attention to incentives for collaboration and the sustainability of initiatives.
- Establish a working group for the creation of a common thesaurus.

Misheck Kirimi receives first copy of *Water Stories*

When he was a 12-year old boy Misheck Kirimi from Kenya travelled miles to fetch clean water, until his donkey refused to cross a river to deliver it. "A donkey, a storm, and the enemy's rain" is his story of what happened next, in a new book *Water Stories*, published by IRC to celebrate its 35th anniversary.

Misheck, who now works at NETWAS in Kenya, said: "Stories are important in our culture, they can change our attitude and teach us a few things." Sascha de Graaf, IRC's Publication Officer, presented him with the first copy of the book during the first day of the Sixth Water Information Summit.

Misheck Kirimi's story was judged the best by an international panel, because it describes an almost desperate situation with a sense of humour. IRC sponsored him to come to present his story at the summit.

The international panel that helped select 41 personal stories from the many submitted included: Margaret Catley-Carlson (United States), Sir Richard Jolly (United Kingdom), Ahmed Abo Dehman (Saudi Arabia), Gabriela Castellanos (Cuba) and Ayu Utami (Indonesia).

As well as the stories *Water Stories* has 46 vivid colour pictures about water and the role it plays in the lives of people throughout the world. In this compendium some stories are sad, others are funny, but all of them show how water is essential to us all in one way or another.

Here is a selection:

- Mary Cahill Kurpiewski, an 11-year old entrepreneur from the USA, learned her lesson selling not-so-holy water to unsuspecting churchgoers.
- Rosaly Castro from the Philippines found floods exciting when she was a child, but now understands the terrible impact they have on communities.



- Paul van Vliet, Unicef Ambassador in the Netherlands, travelled to Eritrea and could not cope with the choice of what to drink in the aeroplane.
- Pamela Lee Ann Stier from Brazil tried hard to take a proper bath in strange surroundings, but failed miserably at the final hurdle.
- Brian Little from the UK, helped to dig wells in Tanzania but learned a valuable lesson about customer choice.
- Ashish Singh from India was fascinated by the water world of the fish ... until the day his world and theirs collided.

Various sponsors in the Netherlands have contributed to make this 116-page book available in English, Spanish and Dutch. They are ICCO (the interchurch organisation for development cooperation), WL Delft Hydraulics, Provincie Noord-Brabant (one of the Dutch provinces), M2D Marketing & Communication Advice, and Fabrique Design & Communication.

Luuk Roubos from ICCO was also presented with a copy of the book. He said: "ICCO sponsored this book because of the growing importance of water for a general development agency like us. Making these *Water Stories* widely available is a good means of raising awareness about water."

You can order your copy of *Water Stories* from IRC now at 23.50 per copy.

Water news producers collaborate

A growing number of water news service producers are collaborating in and contributing to an initiative of the various Source editors at IRC. This became clear at the end of the Water News Services (WNS) working group session at the WIS6 in Delft on 10 September 2003.

Three organisations expressed their interest to contribute components of the outline Resource Guide for producing water news services that IRC tabled in a *Yahoo discussion group* prior to the WIS6. Eight new members joined at the end of the meeting. Among the 21 participants in the working group quite a few also participate in the Yahoo group. Break out groups discussed three topics:

1. the outline of the Resource Guide
2. interaction with readers
3. electronic versus paper newsletters

The Resource Guide for organisations in the developing world that want to set up a Water News Services will include sections on:

- Starting a water news service
- Selection of sources and news
- Local content/languages
- Guidelines for writing
- Managing a news service
- Software tools
- Financing options
- Interaction with readers

This Resource Guide in electronic format and on paper will eventually be one of the main outcomes of our collaborative efforts.

Highlights from 35 years of joint learning 2 - 1979 -1983

Quote from IRC Newsletter no 143, May/June 1983

The two problems with pit latrines are flies, which carry disease, and odour. The ventilated improved pit latrine, better known as VIP Latrine, is an improved version which overcomes the chief disadvantages of the conventional design. The VIP latrine was developed between 1973 and 1976 by the Blair Research Laboratories at Harare, Zimbabwe....

This second article about the 35 years of joint learning by IRC and partners highlights the period 1979-1983, which saw IRC move into the International Drinking Water Supply and Sanitation Decade, and a frenzy of activity. Demands for IRC's services were rising so fast that the organisation needed to be put onto a more independent basis. This came on 1 January 1981 when an Act of the Dutch Parliament turned the former government agency into an **independent foundation**. The change was also marked by adding **sanitation** to our name.

The newly constituted **Governing Board** included, as it still does, leading sector managers from key international organisations UNICEF, WSP, WHO and WSSCC. With the Board's advice and backing, IRC strengthened its independent role and established a unique identity as an agency that linked fieldwork with support for information and training in the water supply and sanitation sector.

Within IRC, an **integrated approach to sector development** was introduced. This stimulated a regular exchange of information and expertise, so that technical projects fed and were fed by multi-country programmes on manpower development and on community education and participation.

During this period too, IRC developed the **Programme on Exchange and Transfer of Information (POETRI)** with the aim of supporting institutions in developing countries to collect, process and distribute what was called "technical information". This proposal to develop national information centres was well received, but the initiative foundered largely through the difficulties that international support agencies had in funding such activities. Nevertheless, POETRI helped influence sector thinking on **information and communication**. It contributed the information component to the subsequent International Training Network (ITN) Centres established by the UNDP/World Bank Water and Sanitation Programme.

Links to today

From 1983 to the present day the Swiss SDC and UNICEF have continued to fund information sharing by paying for

translations of selected key water and sanitation publications in Portuguese and French. This was done at the request of, and through, projects they supported in Mozambique (Swiss SDC) and Burkina Faso (UNICEF). Today, in Africa there is still an operational ITN network, with annual meetings in which information is shared.

This also links to the current Streams network and the Resource Centre Development Programme. Following the Ministerial Conference on Drinking Water and Environmental Sanitation (Noordwijk, 1994) and with funding by the Netherlands Development Co-operation, IRC started the Stream project in 1998. This research for action project documented processes and experiences to identify opportunities to strengthen resource centres to become more effective in their support role to the water supply and sanitation sector. Results from this contributed to the Resources Development Centre programme on which we embarked in 2002. This concerns a five-year programme (2002 – 2006) to strengthen *Resource Centres in 18 countries* in Africa, Asia, Latin America and Europe.

The published word

Titles published in this period include:

- *Evaluation for village water supply planning*, Cairncross et al., 1980, Technical Paper series no. 15
- *POETRI reference manual*. Vol. 1, IRC, 1981, Technical Paper series no. 16
- *Community participation in water and sanitation : concepts, strategies and methods*, White A., 1981, Technical Paper series no. 17
- *Small community water supplies : technology of small water supply systems in developing countries*, Sundaresan, B.B. et al., 1983, Technical Paper series no. 18

This last became IRC's best selling title with several print runs and a hard copy expanded version published by the prestigious Wiley Publishers. In 2002 a revised version was published as *Small Community Water Supplies : Technology, people and partnership* (Technical Paper series no. 40-E), with many contributions from developing country authors.

Resources and Events

New Publications

Hukka, J.J. and Katko, T.S. (2003). *Water privatisation revisited : panacea or pancake?* (Occasional paper series; no. 33-E). Delft, The Netherlands : IRC International Water

and Sanitation Centre. 179 p. : ill. Price: EUR 15. Available from; Publications Dept., IRC

The authors argue that privatisation is unlikely to be the best way to convert a malfunctioning municipal water and sewerage utility into an effective and efficient service

benefiting all consumers and taxpayers. On the other hand, public-private cooperation can work to everyone's benefit. The key criterion is that public services should remain under public control. It should be compulsory reading for any government or municipal officer viewing privatisation as a panacea for remedying poorly performing water and sewerage services. This book presents a challenging alternative view to its target audience of government or municipal officers, other professionals interested in privatisation of water and sanitation services.

Reed, B. (Ed.) (2003). *Sustainable environmental sanitation and water services : proceedings of the 28th WEDC conference, Kolkata (Calcutta), India, 2002*. Loughborough, UK : WEDC, Loughborough University of Technology. 584 p. - ISBN 1843800225 . Price: GBP 24.95 (EUR 36). Available from: WEDC, Loughborough University, Leicestershire LE11 3TU, United Kingdom, e-mail: wedc@lboro.ac.uk

The edited Proceedings of the 28th WEDC Conference held in Kolkata (Calcutta), India in November 2002. It contains the opening and closing ceremony addresses, the plenary session presentations and session reports. It includes over one hundred and forty papers relating to subjects including sanitation, hygiene promotion, solid waste management, environment, wastewater, water resources and water supply, including management, financial, institutional and community issues, as well as keynote addresses.

Events

1st Southeast Asia Water Forum - **Strengthening Regional Capacity through Best Practices in Integrated Water Resources Management**. 12 - 21 Nov 2003, Chiang Mai, Thailand. Organised by: Global Water Partnership Southeast Asia Technical Advisory Committee (GWP SEATEC)

The Forum will feature six thematic sessions: water and sanitation services for health; conflict resolution and basin organizations; community and local management of water resources; water, environment and ecosystems; integrated coastal area and river basin management: linking management of rivers and coastal waters; and water and food.

Contact: SEATEC, Secretariat, GWR-104/108, WEM/SCE, Asian Institute of Technology, PO Box 4, Klong Luang, Pathumthani 12120, Thailand, e-mail: gwp_seatec@ait.ac.th

Pan-African Implementation and Partnership Conference on Water. 8-13 Dec 2003, Addis Ababa, Ethiopia. Organised by: African Ministerial Council on Water (AMCOW), UN-Water/Africa, African Development Bank (AfDB), Ethiopian Ministry of Water Resources, and African Water Task Force (AWTF)

Conference aim: to determine how to implement the African Water Vision 2025, the New Partnership for Africa's Development (NEPAD) water agenda, the World Summit's targets and the Millennium Development Goals on water.

Group sessions on: meeting basic water and sanitation needs (UN-HABITAT/UNICEF); water for food; water for nature; water and climate; water for energy; IWRM/shared water resources (ECA/UNDP); financing (AfDB); and ensuring water wisdom (Unesco). During the final two days, which are reserved for Ministers and Development Partners, the following key initiatives will be launched: the African Water Facility hosted by the African Development Bank (AfDB), the Bi-Annual African Water Development Report (AWDR) and African Water Information Clearing House (AWICH); Rural Water Supply and Sanitation Initiative; International Aquifer Management; Water for African Cities phase II; European Union Water Initiative for Africa; national and subregional plans; the African Water Journal.

The week of the conference has also been designated "African Water Week" by AMCOW member countries to promote water-related activities across the continent.

Contact: Mr. Stephen Maxwell Kwame Donkor, United Nations Economic Commission for Africa (UNECA), PO Box 3001, Addis Ababa, Ethiopia, e-mail: sdonkor@uneca.org

ADB Water Week 2004. 26 - 30 Jan 2004, Manila, Philippines. Organised by: Asian Development Bank (ADB)

Theme: "Water for the Poor: Setting the Rules and Finding the Money". Proposed topics: pro-poor policies, private sector and community participation, and cost recovery measures. Participation is by invitation only, interested parties can contact the coordinator.

Contact: Ellen Pascua, Water Policy Adviser/ Water Week Coordinator, Asian Development Bank, PO Box 789, 0980 Manila, Philippines, e-mail: epascua@adb.org

Colophon

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News to our subscribers

For those of you who have recently obtained e-mail access, we invite you to subscribe to our weekly electronic news service Source Weekly. The feature articles of the printed version of Source Bulletin are included in a bi-monthly special edition of the electronic Source Weekly: Special Features Edition. Source Bulletin will continue to be published on paper for those in the developing world without e-mail access.

If you are interested in subscribing to the electronic news service, please see the colophon on page 8.

Nigerian parliamentarians pay by smart card

"Can we talk to the lady of the house?", I asked the F.C.T. Water Board company official who was showing a group of foreign visitors a pre-payment meter outside a two-storey house in Abuja, Nigeria. The 'lady' turned out to be Mr. John Halims Agoda, member of the Federal House on Representatives, who came out of the house.

Confronted with eight foreigners he first said half jokingly that the members of parliament are the only ones paying for their water in Nigeria. A servant showed us the family's smart card on which credit can be loaded at the bank. When put into the meter the card releases water to the house. But no credit, no water.

One Friday afternoon Mr. Agoda had a group of unexpected visitors, and he was too late at the bank to put credit onto the card. He had to buy water from outside. He was not too happy with that. "But the meter is good for the country's drive for privatisation and for freeing money for other basic services", he added.

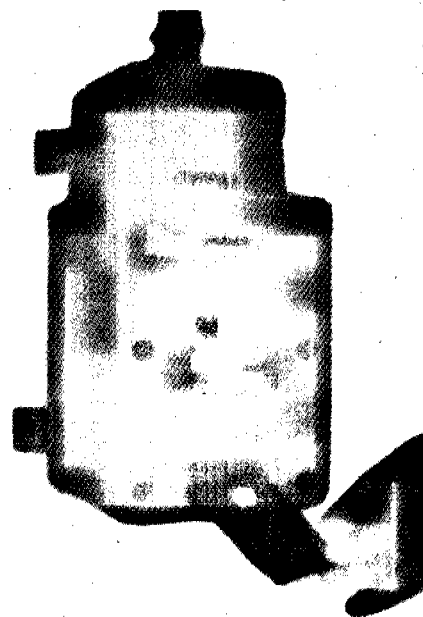
The F.C.T. Water Board installed 860 pre-payment meters in this APO complex estate in June 2003. Up until this time, many people did not pay their water bills. The information leaflet from the water company tries to sell the advantages of these meters to the customers "to ensure that you will not only get equitable billing for your water consumption, but that you can also participate by determining how much water you want to consume and when". More than 500,000 of these South African pre-payment meters have been installed in various parts of Abuja, Lagos and other cities in Africa.

Mr. Agoda said he pays 3000 Naira at 100 Naira per 1000 litres [1 Euro = 125 Naira] in five to seven days for all the family's water needs. This includes keeping the garden green. For this and other water uses the house was now also collecting rainwater, which was stored in containers around the house.

We visited the Member of Parliament as part of a field trip during the 29th WEDC Conference in Abuja.

Reselling through vendors

Later in the field trip we visited the privatised water supply system in the Karu Housing estate in Nasarawa state, where a gravity based pipeline from F.C.T Water Board had been disconnected. Riveroaks Utilities Ltd was given a license to sink boreholes from which it pumps water into water tanks. It sells this water on a franchise basis to private water vendors. These vendors have to pay a 50,000 Naira non-refundable deposit and buy the water at five Naira per 20 litres.



When we went to one of the three reselling points at 12.30 there was a man with a hand pushcart who was filling up 50 containers. "How quickly can you sell these?", I asked. "In a day. With God's will, I will have sold everything by seven tomorrow morning," he answered.

The vendors resell the water at 20 Naira per container of 20 litres to people who have no water, let alone water meters. They are therefore paying 10 times as much as the parliamentarian is paying for his piped water for his house and garden in Abuja.

Dick de Jong

Ecological sanitation is culturally sensitive

For some researchers, decision-makers and practitioners ecological sanitation (ecosan) is a very promising technology and approach to use and contain human waste. But field findings suggest that ecosan is not always an easy or well-accepted solution.

The German GTZ ecosan team was unhappy with two items in **Source Weekly** (Source Weekly No. 29-30, 28 July 2003). One quoted Ceri Dingle of Worldwrite dismissing composting toilets as "a celebration of primitivism". The other quoted some conflicting views from speakers at the first annual international Dry Toilet 2003 conference in Tampere, Finland.

Christine Werner, ecosan project team leader for GTZ, wrote: "We believe that [...] the main advantages of ecological sanitation have been completely overlooked. Ecological sanitation is [...] not simply about dry toilets [...]. It is in fact an innovative philosophy based on an overall view of material flows as part of ecologically and economically sustainable wastewater management systems tailored to local needs."

However, it is clear that cultural taboos in many parts of the world will have to be changed for people to accept using their faeces and urine as fertilizer for food crops. A recent report from a side meeting at the 2nd International Symposium on ecological sanitation organised by GTZ and IWA in Apr 2003 listed no less than 55 open questions. A quick count shows that almost half of them (24) deal with cultural and social issues.

This meeting also reported conclusions from a literature review on awareness, participation and acceptance of ecosan. This concluded that although guidelines on ecosan for project planners, professionals and field workers are being discussed, there is as yet no training manual on awareness raising for community workers and no toolbox for ecosan.

The ecosan-experts agreed to begin to develop guidelines and tools for implementing ecosan-projects. They also decided to create an Internet-based international working group to address the issues of awareness, participation and acceptance and to exchange as much knowledge as possible. Downloadable at: <http://www.gtz.de/ecosan/download/ecosan-symposium-Luebeck-awareness.pdf>.

10 actions

The 350 experts from 60 countries who met in Luebeck, Germany from April 7 to 11, 2003 formulated priority actions for the further promotion of ecosan and for bringing ecosan to scale.

The participants agreed on 10 recommendations dealing with the following concerns:

- 1 Promote ecosan-systems as preferred solutions in rural and peri-urban areas
- 2 Accelerate large scale applications of ecosan principles in urban areas
- 3 Promote agricultural use
- 4 Raise awareness and create demand
- 5 Ensure participation of all stakeholders in the planning, design, implementation and monitoring processes
- 6 Provide enough information for informed decision
- 7 Promote education and training for ecosan
- 8 Adapt the regulatory framework where appropriate
- 9 Finance ecosan
- 10 Apply ecosan principles to international and national Action Plans and Guidelines

The complete text is downloadable at: <http://www.gtz.de/ecosan/download/ecosan-symposium-Luebeck-Recommendations-for-action-eng.pdf>.

In some developing countries there are examples of successful ecosan latrines introduction and acceptance by communities, such as in Mozambique and Uganda.

Mozambique: Introducing ecosan to Northern Mozambique

Water Aid and ESTAMOS are successfully introducing ecosan in a range of contexts and are proving ecosan to be a viable option for Mozambique. In Niassa two types of latrines were installed: The Fossa Alterna composting toilet with two shallow pits and the small Arbour Loo with a moveable superstructure and a pit serving as a "plant pot" when it is full. The team considers the following factors as contributing to success:

- the use of participatory methods, social marketing and a diverse range of media to motivate users
- continuing monitoring and evaluation so that modifications can be made based on the lessons learned
- a range of options for people to choose from.

Many people are investing in alternative sanitation solutions even where they already have a conventional one

because of the remarkable advantages. These include less odour, fewer flies, a saving of space, simple handling and stability in the rainy season, fertilisation benefits and last, but not least, prestige.

For further information contact: WaterAid, Prince Consort House, 27-29 Albert Embankment, London, SE1 7UB, England. Tel: +44 20 7793 4500, Fax: +44 20 7793 4545, e-mail: wateraid@wateraid.org.uk

Uganda: Case study in Lake Victoria fishing village

In March 2002, NETWAS, funded by Lake Victoria Environment Management Programme (LIVEMP) completed the construction of community latrines in Pdimu, a village south west of Kampala. Two blocks of double vault latrines

with 500 litre urine collection tanks were constructed. The urine harvested from the facilities is taken to the gardens near the landing site.

The balance is rather favourable: the facilities are well accepted by the population paying a certain fee per visit. Statistics show that three times more women use the facilities than men, because otherwise they could only defecate in the open. A short report on this project is downloadable at: www.netwasgroup.com/newsletter/articles/2003/05/13

For further information contact: NETWAS, Magadi Road, Off Langata Road, P.O. Box 15614-00503 Mbagathi, Nairobi, Kenya. Tel: 254-2-890555/6/9/60, fax: 254 2 890553/54, e mail: netwas-international@netwas.org, www.netwasgroup.com/newsletter/articles/2003/05/13.



News from the Water Supply and Sanitation Collaborative Council

WASH Week and WASH Partnership Meeting, December 2003

WSSCC will be holding its annual WASH Week from 15-19 December 2003 in support of action at country level towards the water and sanitation Millennium Development Goals (MDG).

The WASH Week will include around 200 of WSSCC's supporters, representatives and strategic partners, who will attend workshops, a Partnership meeting, internal planning for WSSCC representatives and the annual steering committee of WSSCC. The theme of the Partnership meeting of the week will be Action Planning for the DGs. It aims to achieve consensus on a range of effective approaches to accelerate progress towards the MDGs in water, sanitation and hygiene at the country level

The WSSCC will play host to its closest partners, ranging from government Ministers, Heads of UN Agencies, leading international organisations, academics, resource centres, private sector, NGOs and other civil society groups. Participants include senior political, managerial or practical decision-makers who are actively engaged in policy and/or implementation related to water, sanitation and hygiene in developing countries. They are committed to achieve the objectives of the meeting.

The week has four major components:

- workshops on 15-16 December for national representatives;
- the annual meeting of WSSCC's steering committee on 16 December;
- the Partnership meeting between 17-18 December;
- a day of internal planning for all WSSCC representatives on 19 December.

The week will also mark the formal handover of the Chair of WSSCC from Sir Richard Jolly to Dr. Jan Pronk, Chair-Designate.

South Asian Ministerial Conference on Sanitation Success!

The South Asian Ministerial Conference on Sanitation (SACOSAN) ended 23 October in Dhaka, Bangladesh, with commitments from key regional players to core values and principles advocated by WSSCC and its local partners. The conference also achieved a political pledge to take forward the process on a yearly and bi-annual basis.

Participants unanimously agreed in the final Conference Declaration that the focus of proper sanitation and hygiene in the region should be 'people centred, community-led, gender-sensitive and demand driven', values that are at the heart of WSSCC's work, Vision 21 and the Iguazu Action Programme.

Other important components of the declaration included the promotion of hygiene in addition to hardware and sanitation interventions; a proper place for school sanitation programmes; the targeting of subsidies for the poorest of the poor and for promotion; and an emphasis on small scale entrepreneurial activity.

Political commitments include a SACOSAN follow up every two years, with Pakistan government making the first offer for 2005. WSSCC lobbied intensively to ensure that a global grassroots organisation conference be convened in 2004, and the Government of India (at the invitation of Shri Kashi Ram Rana, Minister for Rural Development) agreed to host such a meeting, in partnership with WSSCC, as a step towards the 2005 SACOSAN conference in Islamabad.

Seven national representatives from the region were in attendance: Dibalok Singha - Bangladesh; Umesh Pandey -

Nepal; Lal Premanath - Sri Lanka; Farooq Hassan - Maldives; TV Luong - Thailand; Syed Ayub Qutub - Pakistan and Khin Maung Lwin - Myanmar.

Gourisankar Ghosh and Darren Saywell participated from the Secretariat of WSSCC.

Focus on WASH Campaign in Eastern and Central Europe

The European Youth Water Parliament was held from 1-7 September 2003 in Stara Zagora in southern Bulgaria, as part of the wider WASH Campaign in Eastern and Central Europe. It was co-organised by the Bulgarian NGO Earth Forever, which helps coordinate WSSCC's regional operations in central/eastern Europe and Group 12 countries.

The European Youth Water Parliament was the brainchild of a group of young people who took the initiative to start surveys and campaigns on freshwater, sanitation and hygiene. Earth Forever works in close cooperation with a wide range of international organisation, including The International Secretariat for Water in Quebec, Canada; Solidarity Water Europe, based in Strasbourg, France; and the WSSCC from Geneva, Switzerland.

Participants of the Youth Water Parliament came from a wide range of Eastern and Central European countries to make presentations, share experiences and discuss case studies. The Parliament officially launched the Youth WASH Network, with the specific mission is to promote safe drinking water, adequate facilities and proper hygiene education as a basic human right.

In total, 29 schools and NGOs from 10 countries agreed to participate in the Youth Network. The participants unanimously agreed on a WASH declaration (see WSSCC website www.wsscc.org) as a framework for their future work.

For further details about the European Youth Water Parliament please contact: Ms. Diana Iskrevva, President, NGO Earth Forever, P.B. 362, Stara Zagora 6000, Bulgaria. Tel: 359-2-259670; fax: 359-42-46050, e-mail: earthforever@mbox.digsys.bg.

Launch of Urban WASH in Latin America

The Urban WASH Campaign has been launched in conjunction with UN HABITAT in Rio de Janeiro, Brazil, on 6 October, World Habitat Day 2003. This year's World Habitat Day theme of *Water and Sanitation for Cities* had been chosen to raise awareness about the urgent need to meet the Millennium Development Goals (MDGs) committed to halving the number of poor people without access to safe water and adequate sanitation by 2015. Urban WASH will focus initially on the Latin American and the Caribbean regions. WSSCC has published a Portuguese translation of 'It's the Big Issue' publication for Urban WASH in Latin America.

New joint initiative to eliminate preventable blindness

In support of the global effort to eliminate trachoma and on the occasion of World Sight Day on 9 October 2003, WSSCC and the International Trachoma Initiative (ITI) announced their joining forces to strengthen national efforts to improve access to water and sanitation and redress the root cause of the debilitating disease of trachoma, the world's leading cause of preventable blindness.

Spread easily from person to person, trachoma is an infectious disease that continues to plague the least advantaged communities, primarily in Africa and Asia, particularly among people with limited access to water and sanitation. The ITI and WSSCC initiative will enhance Face washing and Environmental change: 'F' and 'E' components of the SAFE strategy including Surgery, Antibiotics, Face washing and Environmental change. The two international agencies will align country-based programs to ensure synergy of action between country programs of ITI and WSSCC. They will also launch an advocacy campaign in 2004 to raise political awareness about the role of WASH issues - water, sanitation and hygiene - in reducing blinding trachoma. ITI will join the WSSCC's *WASH Media Award* by launching a *Trachoma Media Award* in order to encourage more effective and numerous investigative reporting on trachoma.

For further information contact: International Trachoma Initiative, 441 Lexington Avenue, 16th Floor, New York, NY 10017-3910 USA. Tel: +212 490 6460, fax: +212 490 6461, www.trachoma.org.

The WASH Media award on water, sanitation and hygiene – Deadline extended

WSSCC is holding a competition for journalists from developing countries who investigate issues relating to water, sanitation and hygiene and problems in their countries. The winner will receive US\$ 500 plus an all-expenses paid trip to attend the first Global WASH Forum at the end of 2004 in Dakar, Senegal. There will be four other prizes of US\$ 250 each, including a *Youth Reporter* award.

A journalist can submit a maximum of three entries. These should be one or more articles which have already been printed in 2002 or 2003 in a newspaper or magazine, or one or more stories which have been telecast or broadcast on radio. The organizers will appoint panels of judges for entries in three languages - English, French and Spanish.

The deadline for receiving entries has now been extended as the Global WASH Forum will take place at the end of 2004. The new deadline is 30 July 2004.

For further information contact: Water Supply & Sanitation Collaborative Council (WSSCC), International Environment House, Chemin des Anémones 9, CH 1219 Chatelaine, Geneva, Switzerland, Mr. Sören Bauer, fax: +41 22 9178084, e-mail: bauers@who.int, www.wsscc.org.



Highlights from 35 years of joint learning 3: 1984-1988

"Create meaningful partnerships 'together with' the people; only then can the slogan "Water and Sanitation for all" be turned into a longer lasting achievement. This message to governments and non-governmental agencies was voiced loud and clear by 34 experts from 14 countries participating in "The Local Decade" Symposium.

IRC Newsletter no 155, July/Sep 1984

This quote from IRC's 15th anniversary symposium 20 years ago is telling. It was a warning that setting ambitious global targets in the United Nations Water Decade (1981-1990) had to be combined with meaningful local involvement. Now we have the same discussion going on around the UN Millennium Development Goals. With one difference: the water and sanitation targets are less ambitious than 20 years ago: the target now is, by 2015, to halve the number of people without safe water and sanitation.

In this period, the rapid pace of IRC's programme expansion continued, with more sanitation studies being introduced. New activities included renewable energy sources, rainwater harvesting, pre-treatment systems, household water and sanitation options and hygiene education, both in water supply and sanitation programmes and in schools.

First title on role of women

IRC's 15th anniversary also coincided with another — landmark — the Centre's first project specifically related to the role of women. Participation of *Women in Water Supply and Sanitation: roles and realities*, published in 1985 in collaboration with the UNDP/PROWESS programme has for 13 years been a standard text on the topic. From 1991-1998 Norwegian aid agency NORAD co-funded the annual abstract journal *Woman, Water, Sanitation*. Author Christine van Wijk developed her knowledge further and graduated on the topic in the 1990s. Her PhD thesis was published in 1998 by IRC as: *Gender in Water Resources Management, Water Supply and Sanitation: Roles and Realities Revisited* (Technical Paper series no. 33-E). Christine was also instrumental in the Gender network of the Water Supply and Sanitation Collaborative Council that in 2000 culminated in the establishment of the Gender and Water Alliance (GWA), with its secretariat at IRC.

In the mid 1980s IRC's publishing approach changed from technical documentation through coverage of social issues to a fully integrated approach. Titles and content were co-written by IRC staff or consultants with partners in the field, to help them to prepare their own reports.

Information and communication

In 1984, information and communication was further streamlined by two new initiatives: computerisation of the extensive and rapidly growing documentation unit and launch of a Current Awareness Bulletin, the first regular listing and dissemination of news items and contents pages

from a wide range of water and sanitation journals. The bulletin continued into the 1990s but eventually had to be cancelled because of rising mailout costs.

In 1998 the electronic *Source Water and Sanitation News* emerged with e-mail and Internet, produced by the IRC with the Water Supply and Sanitation Collaborative Council. This provides selected news about the sector free of charge to an increasing number of subscribers. Council news is published six times per year on paper in (this) eight-page *Source Bulletin*, replacing the Water Newsletter.

Collaboration

In 1984 former Ambassador Hugo Scheltema became chairman of IRC's international Governing Board. His international and diplomatic experience and network of contacts proved invaluable in steering IRC international involvement and influence. He also guided the 1988 Hague Consultation to its decision to establish the FSA Collaborative Council, which can be considered to be the predecessor of the Water Supply and Sanitation Collaborative Council.

Titles published

By the end of 1988, 10 titles were published in the Occasional Paper Series (OP) that replaced the Bulletin Series in 1983. Six titles were published in the Technical Paper Series (TP). Among them:

- *Participation of Women in Water Supply and Sanitation: roles and realities*, Christine van Wijk, 1985, TP no. 22.
- *Making the Links: guidelines for hygiene education in community water supply and sanitation*, with particular emphasis on public standpost water supplies, Marieke T. Boot, 1984, Occasional paper series no. 5.
- *Handpumps: issues and concepts in rural water supply programmes*. Prepared by IRC in cooperation with the International Development Research Centre (IDRC), Canada, 1988, TP no. 25.
- *Ten years of Experience: Community Water Supply and Sanitation Programme, Pokhara, Western Nepal*, Han Heijnen and Marieke Boot, 1988, TP no. 26.
- *Hygiene Education in Water Supply and Sanitation Programmes: literature review with selected and annotated bibliography*, Lizette Burgers, Marieke Boot and Christine van Wijk-Sijbesma, 1988, TP no. 27.

News in brief

CHILD POVERTY: more emphasis needed on rural sanitation

A UNICEF-sponsored study¹ on child poverty concludes that considerably more emphasis needs to be placed on improving shelter, sanitation and safe drinking water in rural areas. This can only be achieved by public investment, since providing basic services for the rural poor is not considered "profitable" by the private sector.

Carried out by the University of Bristol and the London School of Economics, the study was based on a sample of nearly 1.2 million children from 46 developing countries. Children in rural areas were found to be much more likely to be severely deprived than urban children, particularly with regards to water, sanitation and education. Some 516 million children (41%) in rural areas lack access to any form of sanitation, compared to 51 million children (9%) in urban areas. While nearly 41 million children (7%) in urban areas are severely water deprived (using unsafe water sources or having to walk more than 15 minutes to collect water), the number in rural areas is 335 million (27%).

1. Gordon, D. ... [et al.] Child poverty in the developing world. Bristol, UK, Policy Press, vi, 36 p. : 26 fig., 23 tab. 45 ref. ISBN 1-86134-559-3. http://www.unicef.org/media/files/Child_poverty.pdf

Contact: Prof. Dave Gordon, Director, Townsend Centre for International Poverty Research, University of Bristol, UK, <mailto:dave.gordon@bris.ac.uk>.

(Bristol University, 22 Oct 2003, <http://www.bris.ac.uk/Publications/TPP/rp052pr.htm>)

GHANA: handwashing initiative launched

The Public-Private Partnership for Handwashing Initiative (PPHIW) campaign in Ghana was launched in Accra on 25 Sep 2003. More than 4,000 children attended, along with representatives from soap companies, the government, donors, NGOs, and the media. World Bank Country Director, Mats Karlsson, gave the World Bank's full endorsement of the initiative, and Christine Churcher, Minister for

continued on page 7

School Sanitation and Hygiene Education Symposium 2004:

The way forward: construction is not enough!

The IRC International Water and Sanitation Centre is organising its first symposium on School Sanitation and Hygiene Education (SSHE) from 8 – 10 June 2004 in Delft, The Netherlands. This global event offers a unique opportunity of focusing on the way forward for SSHE. It provides an international platform for a wide range of specialists from water and sanitation managers to field practitioners, social scientists, and policy-makers. We invite you to register for this event now.

The provision of safe water and sanitation facilities in schools is a first step towards a physical environment that benefits both learning and health. However, the mere provision of facilities does not necessarily produce the desired impact. It is people's use of latrines and related appropriate hygiene behaviour that provides health benefits. In schools, hygiene education promotes practices that help to prevent water and sanitation-related diseases as well as encouraging healthy behaviour in the future generation of adults.

The success of a school hygiene programme is not determined only by the number of latrines constructed and the number of handpumps installed or water connections built. Nor is the success of a programme determined simply by what children know. Knowledge that is not applied to create good hygiene behaviour has no impact on health.

Early registration for the symposium **before 16 February 2004**, brings a reduced registration fee of £ 250. After that the fee is £ 350.

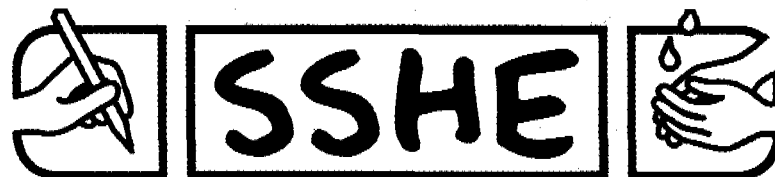
We also invite you to submit abstracts on topics mentioned below **before 5 January 2004**. Abstracts are invited that focus on:

- closing the SSHE gap: opportunities and lessons to create successful SSHE programmes;
- knowledge bases of SSHE in practice e.g. as a learning tool, or in training, education, and outreach;
- case studies about SSHE - experiences and lessons learned.

Abstracts can be e-mailed to sshesymposium.conf@irc.nl. Abstracts will be reviewed by the Symposium programme committee and selected authors will be notified by 15th of January 2004. Travel and lodging expenses will be paid by participants' own organisations.

The event is co-sponsored and supported by: Water Supply and Sanitation Collaborative Council (WSSCC); London School of Hygiene and Tropical Medicine (LSHTM) Partnership for Child Development (PCD), Imperial College; Water Engineering and Development Centre (WEDC), Loughborough University; Plan International; Gender and Water Alliance (GWA); Streams of Knowledge (SOK) and United Nations Educational, Scientific and Cultural Organisation (UNESCO), and hosted at the UNESCO-IHE Institute for Water Education.

For further information contact: sshesymposium.conf@irc.nl, Dr. Marielle Snel at Snel@irc.nl or Ms. Marit Brommer at Brommer@irc.nl, www.irc.nl/sshe/index.html.



School Sanitation and Hygiene Education

New Executive Secretary of the Gender and Water Alliance (GWA)

Ms. Maria Arce Moreira de Haagsma started on 1 October 2003 at IRC as Executive Secretary of the Gender and Water Alliance, taking over from Jennifer Francis. Maria was born in Bolivia and is an urban planner by academic training. Before joining the GWA, Maria worked for Greenpeace International where she supported the organisational development, strategic planning and financial performance of the national offices in Latin America and Spain. Maria is married and moved to the Netherlands in 2000.

As of 1 Nov 2003, Jennifer Francis joined the Asian Development Bank in Manila as their Social Development Specialist and will be mainly responsible for gender issues. She worked for IRC for 10 years.

Also joining the GWA secretariat at IRC, as programme assistant, is Ms. Caridad Camacho from Cuba. She has worked with IRC since 1999. Caridad has over 17 years experience in International Relations and Cooperation with European and Latin American countries in the Higher Education field.

During a three-day meeting at IRC in November 2003 of the international Steering Committee a new team was elected. The new GWA chairperson is Mrs Ethne Davey, Social Development Manager, Department of Water Affairs and Forestry, from South Africa. See for more details the GWA web site.

For further information contact: Ms. Maria Moreira, e-mail: moreira@irc.nl or Ms. Caridad Camacho, e-mail: camacho@irc.nl, <http://www.genderandwateralliance.org>

New book: Community Water, Community Management

Ton Schouten and Patrick Moriarty of IRC International Water and Sanitation Centre have co-authored a new book, *Community Water, Community Management*, in collaboration with partners, which has now been published by ITDG Publishing.

Community management has become the leading concept for implementing water supply systems in rural areas in developing countries. In the early days it was seen as the answer to large scale breakdown of water supply systems and the failure of government either to provide clean water itself or to devise a system whereby other agencies would supply it reliably and consistently. This book is based on the experience gained over twenty years of working to strengthen the capacities of rural communities to manage their own water supply systems. The day-to-day experiences of 22 communities in six different countries - with differing geographical, socio-economic and cultural settings - are at the heart of this fascinating book. Supplemented with research findings, it shows the power and creativity with which community people work to keep their water supply systems operational, and it also shows their struggles and difficulties.

Community Water, Community Management is for all in the water sector who operate at the interface between communities and support organizations. Managers and engineers alike will find a wealth of information about how people interact with their pipes and wells, what can go wrong and how others have overcome problems.

'Has an overwhelming sense of reality. The material is treated in a candid, honest manner...., bursting with information and valuable learning.'

Sue Coates, Water Engineering and Development Centre (WEDC)

ISBN: 1853395641, 192 pages. Illustrated. Price: EUR. 21,50, Order code: CW-E.

For more information about and requests for our new publication lists, contact the Publication Department at IRC, e-mail: publications@irc.nl.

News in Brief continued

Child and Basic Education delivered a vigorous appeal for handwashing with soap. Widely covered by broadcast and print media, the launch marked the start of a nationwide campaign, which has the potential to save tens of thousands of lives a year.

See also: *The Global Public-Private Partnership for Handwashing with Soap, Information on Ghana*, <http://www.globalhandwashing.org/Country%20Act/Ghana.htm>

Contact: Jason R. Cardosi, WorldBank-WSP, e-mail: info@wsp.org (Access, 22 Oct 2003, <http://www.smartbrief.com/access/access>)

PERU: negotiating for water and sanitation funding

According to Housing, Construction and Sanitation minister Carlos Bruce, the government is currently negotiating with multilateral lending agencies to obtain additional US\$ 225 million (EUR 196 million) for water and sanitation projects in order to meet a deficit in these services by 2015. Bruce said the World Bank and the Canadian International Development Agency (CIDA) are jointly financing a pilot study costing US\$ 8 million (EUR 6.9 million) in which innovative water and sanitation models are being tried out to adapt to the different conditions in the country. The study will benefit more than 250,000 Peruvians from 23 municipalities in the Andean highlands, the Amazon jungle and the coast.

(DevNews Press Review, 22 Oct 2003, <http://web.worldbank.org/>)

Resources and Events

New Publications

Solo, T.M. (2003). *Independent water entrepreneurs in Latin America : the other private sector in water services*. Washington, DC, USA, World Bank. 31 p. : 4 boxes, 3 tab.

Available from: Energy and Water Department (EWD) or External Affairs Unit (LCREA), World Bank, 1818 H St., Washington, DC 20433, USA, e-mail: whelpdesk@worldbank.org

This report outlines the findings of a study of small-scale providers in Paraguay, Argentina, Colombia, Guatemala, Peru and Bolivia carried out by the Water and Sanitation Program (WSP) in 1999. It highlights the important role that small-scale service providers play in the delivery of services to under-served, primarily poor households in urban areas, but also calls for policy makers to establish policies and regulatory frameworks to support them. In each city, ten to twenty independent water providers were selected for a rapid survey of the services they provided and their key performance and price indicators. Similar indicators were obtained for the municipal utility. Five to ten independent providers were then interviewed in depth, but without obtaining detailed financial statements or conducting user surveys. The report discusses the importance of the services supplied by small-scale providers, their effectiveness and efficiency, the obstacles they face, their strategies for competing in the market and coping with business and regulatory risk, and the policies they need to improve their performance and to benefit their consumers.

WHO (2003). *Looking back : looking ahead : five decades of challenges and achievements in environmental sanitation and health*. Geneva, Switzerland, World Health Organization. 20 p. : fig., fotogr. - Includes references. ISBN 9241590831

Available from: Marketing and Dissemination, World Health Organization, 20 Avenue Appia, 1211 Geneva 27, Switzerland, fax: +41-22-7914857, e-mail: bookorders@who.int

This publication documents the history and experiences of WHO's involvement in environmental sanitation. It explains the impact of action on a global scale to improve environmental sanitation and how WHO has spread a message that improved sanitation means better health through advocacy, supporting research, and sharing information. The booklet concludes with the challenges to achieve the Millennium Development Goals.

Forthcoming Events

ISEM 2004 - **International Symposium on Environmental Management**, 7-8 Jan 2004, Dhaka, Bangladesh, Organised by: Centre for Environmental & Resource Management (CERM) at Bangladesh University of Engineering and

Technology (BUET), and Water Engineering and Development Centre (WEDC)

Topics: environmental issues and sustainable development; environmental policy and legislation; environmental sanitation and poverty reduction; resource recovery and waste management; surface water quality and management; indoor air pollution; environmental management information systems, and the science of environmental information.

Contact: Dr. Md. Mujibur Rahman, Prof. of Civil Engineering & Director, CERM, BUET, Dhaka-1000, Bangladesh, fax: +880-2-8613026, e-mail: dircerm@cerm.buet.ac.bd

12th Congress of the Union of African Water Suppliers - International Exhibition of Water Technologies and Sanitation, 16-19 Feb 2004, Accra, Ghana. Organised by: Union of African Water Suppliers (UAWS)

Theme: "Partnerships for a sustainable access to drinking water and sanitation". Technical sessions: institutional reforms; regulatory institutions; impact of non-occupational illnesses; women; tariffs and costs; controlling cost; network output and water saving; control and follow-up of management; customer management; optimisation of cost recovery; metering; financing development and reforms; privatisation; synergy between water, sanitation and electricity; water resources management; emergencies; sewage quality and health; strategic sanitation planning; alternative sanitation technologies; water treatment and quality control; data processing and instrumentation; and assets operation and maintenance.

Contact: UADE / UAWS, 01 BP 1843, Abidjan 01, Côte d'Ivoire, fax: +225-21-242629, e-mail: uade@globeaccess.net

Colophon

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