## South Asia-2009

### SELECT KEY SECTOR OUTCOMES AND WSP-SA OUTPUTS IN FY09

#### SELECT OUTCOMES: WHAT OTHERS HAVE DONE

- Governments in South Asia establish forums to strengthen agenda for the UN International Year on Sanitation and conduct SACOSAN-III
- Government of India launches national policy on urban sanitation and issues guidelines for rural water supply

#### OUTPUTS: WHAT WE DID TO SUPPORT THEM

- Analytical inputs to SACOSAN-III country papers, establishment of IYS targets, process facilitation and engagement of media
- Situation analysis of urban sanitation, development of think pieces and concept note, analytical inputs, advocacy, exposure to best practices and process facilitation

#### ENABLING ENVIRONMENT

- Revised Dhaka Water and Sanitation Authority rules enable services for low-income communities irrespective of tenure
- New government in Bangladesh commits to ensure arsenic-free water for all by 2011
- Sanitation strategies in provinces of Pakistan designed

#### SECTOR TRANSFORMATION

- Learning notes on services to the poor, advocacy on third party providers, advice to the World Bank on design of low-income component
- Policy advisory notes, workshops and sharing of local government-led approaches, review of the national implementation plan for arsenic mitigation
- Knowledge-sharing events and technical assistance

#### IMPROVED SERVICE PROVIDERS AND OPTIONS

- Support to local governments, media and citizens to identify, verify, replicate and improve best practices in local governance
- Technical support for performance improvement plans, benchmarking, third party monitoring, billing and collection clinics, cost recovery, and intra-regional experience-sharing

#### SOCIAL ACCOUNTABILITY

- Support strategic communication programs including citizens’ report cards to create buy-in and support for the goals of WSS reform projects among key constituencies
- Creation of conceptual institutional framework, advocacy material, business model and training manual
- Awareness of social accountability and gender issues raised

#### SELECT KEY SECTOR OUTCOMES AND WSP-SA OUTPUTS IN FY09

- Local governments in rural Bangladesh replicate best practices learnt from peers via horizontal learning
- Water utilities develop performance improvement plans to address critical service provision deficits in all focus countries of WSP-SA

- Communication strategies for urban and rural water and sanitation developed and implemented in all focus countries of WSP-SA
- Barefoot consultants engaged locally in Pakistan to improve rural water supply and sanitation service delivery
- Regional social accountability
<table>
<thead>
<tr>
<th>IMPACT</th>
<th>OUTCOME: POVERTY REDUCTION</th>
<th>OUTPUT</th>
<th>INTERFACE AREAS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Citizen groups, consumers and media</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IMPACT</th>
<th>OUTCOME: IMPROVED HEALTH</th>
<th>OUTPUT</th>
<th>INTERFACE AREAS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Increased access to sustainable, safe water supply and sanitation delivered by accountable service providers</td>
<td>Advice, notes and peer learning on provider governance: i.e. separation of key functions; O&amp;M strategies; benchmarking; performance improvement planning; and NRW etc</td>
<td>Public and private service providers at all levels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IMPACT</th>
<th>OUTCOME: SUSTAINABLE WSS SERVICES</th>
<th>OUTPUT</th>
<th>INTERFACE AREAS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strategies and regulations to encourage and reward performance and provider accountability</td>
<td>Identify and analyze issues and options on procedures and content of laws, policy, arbitration mechanisms, strategies, fiscal and regulatory relation, monitoring and evaluation</td>
<td>Assigned government levels and departments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IMPACT</th>
<th>OUTCOME: ENABLING ENVIRONMENT</th>
<th>OUTPUT</th>
<th>INTERFACE AREAS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Policy goals and incentives guide sector practice and harmonization</td>
<td>Guidance on approaches to enhance sector coordination, knowledge-sharing, alignment and partnerships</td>
<td>Higher tiers of government, donors and partners</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACTIVITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPACITY-BUILDING, KNOWLEDGE MANAGEMENT, EVIDENCE-BASED INVESTMENT ADVICE AND POLICY SUPPORT</td>
</tr>
</tbody>
</table>

OUTCOME: SOCIAL ACCOUNTABILITY
Informed citizens empowered to demand inclusive representation and high-quality services

OUTCOME: IMPROVED SERVICES
Outcome: Increased access to sustainable, safe water supply and sanitation delivered by accountable service providers

OUTCOME: SECTOR TRANSFORMATION
Outcome: Strategies and regulations to encourage and reward performance and provider accountability

OUTCOME: ENABLING ENVIRONMENT
Outcome: Policy goals and incentives guide sector practice and harmonization

INTERFACE AREAS

- Citizen groups, consumers and media
- Public and private service providers at all levels
- Assigned government levels and departments
- Higher tiers of government, donors and partners