### ENABLING ENVIRONMENT FOR SERVICE DELIVERY AND SECTOR REFORMS
- Aligning financial flows with functional assignments
- Sector coordination and policy advisory services
- Addressing constraints to access market finance
- Garnering high-level support for International Year of Sanitation and SACOSAN III
- Economics of Sanitation Studies
- Regulatory frameworks
- Inculcating communication and consultation culture, and informing and consulting stakeholders on reform messages

### SECTOR TRANSFORMATION
- State-level sanitation strategies
- Bottom-up planning for water resource management and water quality
- State and citywide urban water and sanitation strategies

### IMPROVED SERVICE PROVIDERS AND OPTIONS
- Service agreements
- Alternate service delivery models
- Building local government capacity through horizontal learning
- Scaling up services to the poor
- Utility performance improvement planning

### SOCIAL ACCOUNTABILITY
- Demand-side monitoring and evaluation
- Benchmarking
- Citizen Report Card
SOUTH ASIA

Highlights and Activities FY08

SUPPORTING THE INTERNATIONAL YEAR OF SANITATION
- Supporting development of state and provincial sanitation strategies and fiscal mechanisms.
- Continuing support to scale-up of CLTS.
- Supporting establishment of inter country working group for regional knowledge exchange.
- Introducing behavior change approaches to improve urban sanitation to the poor.
- Developing advocacy/research materials, tools and documentation for decision makers that offer choices and support demonstration through pilots to influence national- and state-level policies and sector transformation.

INCORPORATING WSS INTO URBAN PLANNING
- Focus on services to urban poor.
- Moving from projects to integrated urban planning.
- Documenting and disseminating good practices in water resource protection and water quality monitoring.
- Supporting cities to incorporate WSS to the poor into their city development plans, and move from project to integrated urban planning.

IMPROVING WSS URBAN SERVICE PROVISION
- Developing guidelines for cost recovery strategies.
- Institutionalizing benchmarking and linking to projects and water utility networks.

TRANSLATING POLICY INTO REALITY IN THE CONTEXT OF DECENTRALIZED SERVICE DELIVERY
- Addressing capacity constraints of local governments.
- Aligning financial flows with functional assignments.

ALTERNATE SERVICE DELIVERY ARRANGEMENTS
- Developing models through which local governments can access sector capacities (i.e., small and medium enterprises, community-based organizations, training institutes).

CONSTRUCTIVE ENGAGEMENTS WITH CIVIL SOCIETY
- Supporting utilities and civil society organizations to constructively engage in planning and monitoring service delivery improvements.

CREATING BROAD-BASED AWARENESS
- Supporting strategic communication programs that will create buy-in and support for the goals of WSS reform projects among key constituencies.