Rural Sanitation: Igniting Behavior Change
- Scaling-up community led total sanitation (CLTS).
- Supporting development of state/provincial level programs to ignite behavior change in four states in India and two provinces of Pakistan.
- Supporting improved monitoring and evaluation of CLTS program linked to national awards program in India and new donor programs in Bangladesh.
- Initiated scientific studies to evaluate health impacts from total sanitation initiatives.

Urban Sanitation: The New Challenge
- Providing policy advisory support in drafting India’s national urban sanitation policy and revising Solid Waste Management rules, and Pakistan’s national sanitation policy.
- Supporting capacity-building and orientation programs for sanitation service provision for urban poor, to help cities develop outcome focused city-wide approaches.
- Supporting design of slum sanitation components in large-scale projects.

Urban WSS: Improving Service Provision
- Documenting development of nascent domestic private sector and building capacity for local governments to engage.
- Supporting utilities across the region to institutionalize benchmarking and link to projects, fiscal incentive programs and regional water utility networks.
- Supporting design of institutional and governance frameworks and planning for WSS services in smaller cities and towns in India.
- Working with service providers and CSOs to develop standards for reporting and disclosure on service provision.

Rural Water Supply And Sanitation Transformation Planning
- Supporting state and provincial level RWSS assessments and sector transformation planning for decentralization service delivery in India and Pakistan.
- Carried out studies and assessments of fiscal flows and alignment with decentralization policies.

Services To The Poor
- Supported a consultative process to develop Guidance Notes on Urban WSS services to the poor.
- Documented good practices from water and sanitation utilities and other sectors summarized as short notes and disseminated among stakeholders.

Communications For Reform
- Creating broad-based awareness around the need for reform and reform options upstream.
- Initiated a program for UWSS reform communications: Media partnerships forged to provide impetus for change: media conclaves organized.

Voice And Client Power
- Initiated steps to test and establish mechanisms for the institution of effective and ongoing citizen engagement platforms within the six WSP-SA reform pilots.
- Developing and testing mechanisms for citizen engagement in assessing, planning and monitoring service delivery.
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 CSOs
- 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.