6th World Water Forum

Condition for Success 1 – Target 6: By 2018, 30 countries are implementing: transparent water budget processes, including information about water infrastructure investment planning and implementation (financial, technical, and socioeconomic impacts); and methods and tools for improving transparency and accountability within the water sector

Condition for success 1 – Good Governance

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Synthesis report - Target 6

"Information, transparency and accountability in the water sector"

By 2018, 30 countries are implementing: transparent water budget processes, including information about water infrastructure investment planning and implementation (financial, technical, and socioeconomic impacts); and methods and tools for improving transparency and accountability within the water sector.

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Outline

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I. Introduction

This report is part of the Good Governance Condition for Success theme. It is one of six identified targets of that thematic process and contributes to the 6th World Water Forum. This target needs to be considered together with target 5 of the Good Governance Condition for Success theme as they work through a complementary approach.

Throughout the preparatory process of the **good governance** theme of the World Water Forum 2012, participants of various workshops and meetings have stressed the fact that **integrity** and **transparency** are key pillars of good governance. It is understood that the current political, economic and social context also defines the current governance setting in a new way. We are in the middle of an unstable climate due to the recent crisis that had a global effect on many levels which can affect governance and allow corruption to continue to fester as well as find new entry points. But positive recent developments have to be taken into account, including the recognition by the UN of water and sanitation as a basic human right. These positive aspects should encourage and motivate to continue improving conditions for all in the water sector.

II. Background and rationale of the target

Good governance increases the chances of sustainable and equitable use of water and the expansion and effective delivery of water supply and sanitation. Transparency and integrity need to be ensured as part of the efforts to improve governance and prevention of corruption.

Public information sharing is a key component of improved transparency in the water sector. For example, due to the recurrent secretive nature of corruption, water users are often unaware of how and where is takes place, or to what extent problems of access to, as well as quality of water services are caused by it. Identifying cases of malpractice and possible cases of corruption is even more difficult without access to information about water infrastructure plans and investments resulting in higher corruption risks and low levels of accountability to elected politicians, the water users and the general public. It is thus crucial for the public, media and all stakeholders in the water sector to have access to the information needed to understand what is happening in the water sector.

Transparent and open budget processes, as well as publicised sanitation and drinking-water budgets enables stakeholders to identify priorities, potential funding gaps and track resource allocations. According to the 2010 Global Annual Assessment of Sanitation and Drinking-Water (GLASS) budget transparency is lacking in sanitation and drinking-

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water.[1] Some financial information is available for central government and external donors, but it is difficult to report on subnational and local government expenditures. Furthermore, budget data is generally less available for sanitation and hygiene than for drinking-water.

Also donors need to improve transparency of WASH funding. According to Water Aid's latest report "Off-track, off-target", donor reporting on WASH is particularly poor. Furthermore, donor reporting makes it very difficult to disaggregate water supply from sanitation aid flows.

Through this target 6, the Good Governance thematic working group seeks to encourage countries to implement transparent water budget processes as well as methods and tools that will make sure that information about the water sector is publicly available and accessible to all interested water users. It seeks to put in practice the principle of the right to access to information by promoting transparent information brokering mechanisms for greater accountability of governments, donors, water sector agencies, investors, and public as well as private service providers.

Raising awareness and constructive multi-stakeholder dialogue about corruption and that something can be done about it, helps to focus attention of the public as well as water sector professionals on more pro-active use of improved access to information and data. A knowledge base and the dissemination of effective anti-corruption advocacy approaches and practical tools for enhanced integrity can help to scale up good practices relevant for optimum impact of water infrastructure project planning and implementation.

But the implementation of public information sharing mechanisms also needs to be supported by a capacity to maintain information up to date and to ensure quality so that information sharing is effective. For this, there is a need for a basic allocation of resources and establish appropriate communications. This requires a concrete engagement from not only the government but from all of the water sector parties.

In the absence of these mechanisms and given the impossibility to address all needs on a short term basis, lack of access to information can lead to political unrest, frustration and disillusionment. This is why this target highlights the importance of moving concretely towards real change in the information sharing of the water sector.

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[1] For example 21 out of 37 country respondents indicated that less than 50% of investment in rural sanitation is "on budget". Regarding drinking-water budgets, 11 out of 37 countries indicated that less than 50% of investment was "on budget".

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III. Target action plan and commitments

	IMPLEMENTATION OF THE TARGET	PRACTIC AL STEPS Activities to be done/	RESPONSIBLE PARTIES		KEY-REQUIREMENTS/ ASUMPTIONS	ESTIMATE D BUDGET (1k€, 10k€, 100k€, 1m€, 1b€) & potential sources of
			Lead institution	Main partners		
October 2011 – March 2012	**Establishing links with other relevant target coordinators to better define specific mechanisms and guidelines for development of contents and quality assurance.**	1) Write a list of relevant targets and themes. 2) Contact target coordinators. 3) Exchange information and advice.	WGF, WIN and TI			

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			Lead institution	Main partners		
7	**Identify tools and good practices of providing public information about water infrastructure investment planning and implementation.**	1) Identify mechanisms for information sharing regarding investments funded by different kind of actors (governments, donors, private sector). E.g. 'Third Party Monitoring'. 2) Identify what different kind of actors can do to provide information (e.g. tools and methods used in other sector that could be applicable for the water sector).	WGF, TI and WIN			

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	IMPLEMENTATION OF THE TARGET	PRACTICAL STEPS Activities to be done/	RESPONSIBLE PARTIES		KEY-REQUIREMENTS/ ASUMPTIONS	ESTIMATED BUDGET (1k€, 10k€, 100k€, 1m€, 1b€) & potential sources of
			Lead institution	Main partners		
8	**Identify country cases and good practices on WASH budget transparency and processes, at national, regional and local level.**	1) Connect with organizations that have knowledge on the issue of budget transparency. 2) Collect information on good practices on WASH budget transparency and budget processes. Possible country cases: Nepal and Rwanda. 3) Identify tools and good practices of tracking expenditures. 4) Prepare case sheets to present at the WWF.	- WGF and TI - WGF	- International Budget partnership (IBP) - Water Aid - Nepal Water Partnership	Partners are willing to engage in the process.	

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9	**Identify good practices of consumer and community platforms to engage in advocacy regarding e.g. water and sanitation investments.**	1) Collect information/ liase with potential partners. Possible cases: <u>Nepal:</u> Citizen Report Cards (promoting Integrity Countrywide in Nepal's Water Sector). <u>Kenya:</u> Water Action Groups. 1) Prepare case sheets for selected cases to present at WWF.	- TI & WIN - WGF and TI	- Nepal Water Partnership - WSP-Kenya		

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			Lead institution	Main partners		
	Enhance awareness on the issues covered by target 6 and gain support, among various stakeholders, to commit to and implement the target after the WWF.	1) Disseminate information about the target 6 issues. 2) Find partners that are willing to formulate a programme regarding the practical implementation of target 6 after the WWF. 3) Use the WWF as a platform for launching the implementation of target 6.	WGF, WIN and TI	TBC		

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	IMPLEMENTATION OF THE TARGET	PRACTIC AL STEPS Activities to be done/	RESPONSIBLE PARTIES		KEY-REQUIREMENTS/ ASUMPTIONS	ESTIMATE D BUDGET (1k€, 10k€, 100k€, 1m€, 1b€) & potential sources of
			Lead institution	Main partners		
	Lead partners/champions and founding members of thematic platform identified.	1) Create a brochure aimed at political level that presents tolls with cases as examples.	WIN and WGF			
		2) Targeting mayors and the EU.	WIN			
		3) Messages fed into the WWF process.	WIN, TI and WGF			
		4) High-level panel during the session (with strong participation of mayors).	WIN, TI and WGF			
11		5) Influencing informally through meetings etc.	WIN, TI and WGF			

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IV. Solutions

This list is by no means exhaustive and aims instead to give an overview mainly of existing cases. WGF and WIN used the following criteria for the selection of solutions/cases to be presented at integrity and transparency session at the 6th World Water Forum[2]:

1. The case should show how the tool has been implemented & reflect its effectiveness .
2. Pro-poor and developing countries focus.
3. Quality of the project, documentation and presentation.
4. Geographical and thematic diversity.
5. Relevance to target 5 and 6.
6. Balance and link between the two targets.
7. Potential for follow-up/ Long-term perspectives.

Solutions to be presented at the WIN/WGF session at the 6th World Water Forum

Water Action Groups – Kenya
The Water Action Groups are local community based organizations made up of local citizens, who have volunteered to address issues which affect consumers of water services. Water Action Groups operates as an extended arm of the Kenya Water Services Regulatory Board, on aspects related to consumer protection. The Water Action Groups are supported by the Water and Sanitation Program of the World Bank (WSP-AF) and the German Agency for International Cooperation (GIZ).

The goals of Water Action Groups are to ensure that consumers' views are taken into account on matters related to water service provision, in line with the

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[2] The selection was made beginning of January, at that time only one solution (the WASH Journalists Network) was uploaded on the WWF Platform of Solutions.

objectives of the water sector, and to facilitate improved understanding of the roles and obligations of consumers and sector institutions in water service provision. The role of Water Action Groups is to: a) disseminate information and ensure that communities are well informed about the changes taking place in the water sectors and build consumer awareness on their rights and obligations; b) act as a bridge between consumers and Water Service Providers, to provide a platform for the two to exchange ideas and experiences that can help improve water service delivery and c) provide the 'consumer voice' on issues which require stakeholder consultations.

West Africa WASH Journalists Network
The West Africa WASH Journalists Network is a regional network with the objective of amplifying the voices of poor people on WASH issues and increase visibility regarding lack of access of the region's poor to water and sanitation services. Another objective is to generate discussions on practical, low cost and people centered programmes.

The Network is comprised of national networks from 13 West African countries: Ghana, Burkina Faso, Nigeria, Mali, Benin, Togo, Côte d'Ivoire, Cameroon, Gambia, Senegal, Sierra Leone, Niger and Liberia. The Network partners with poor communities and pro-poor WASH Civil society groups to report stories that highlight the challenges of urban slum and rural poor dwellers.

The need to develop a network of media and create bigger platforms to articulate community voices has become very important in order to lobby or advocate on water and sanitation issues on a much larger scale. Moreover, the linkage between poor people and their organizations and the media is critical in order to influence policies and strengthen citizens' participation in the delivery of WASH services.

Citizen Report Cards
The Citizen Report Card (CRC) is a simple but powerful tool to provide public agencies with systematic feedback from users of public services, including water supply and sanitation (WSS) services. By collecting feedback on the quality and adequacy of public services from actual users, the CRC provides a rigorous basis

and a proactive agenda for communities, civil society organization or local governments to engage in a dialogue with service providers to improve the delivery of public services.

In the context of the water sector, the larger purpose of the report card tool is to use the survey results to advocate for improvements in the services provided and to further investigate the reasons behind the provision of inadequate services. By repeating the exercise every couple of years, the progress of various managers and entities can be monitored and compared.

Other solutions relevant for target 6[3]

Community empowerment based approach of ensuring accountability of the Government Agencies to implement the water and sanitation commitments – India
The solution demonstrates a systematic process of empowering people to hold the government accountable for the WATSAN commitments made through laws, policies, sector plans and programmes.

The solution is a systematic graduating process composed of five stages of progress sequentially linked. Firstly the communities are sensitized to demand for 100 percent WATSAN coverage. The next step is to educate the people about different WATSAN policies, laws and government programmes. Further, to assess the actual implementation of the commitments the community based organizations (CBOs) use tools such as the Right to Information Act, social audits and public meetings. After assessing the needs and gaps the CBOs are guided to represent their WATSAN issues to the concerned government agencies and also seek intervention of the local elected representatives. This is followed up with repeated visits and meetings. Such a systematic process compels the government to initiate time bound action to meet the WATSAN demands of the communities.

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[3] These are solutions suggested by the WIN/WGF network and solutions for target 6 that have been uploaded on the WWF Platform of Solutions (before the 10th of February).

This initiative forms part of a global Governance and Transparency Fund (GTF) Programme being implemented under DFID support by WaterAid and FAN in 16 countries through 27 local CSO partners.

Collaborative interactive map to mobilize the public to map pollution and protect water – China
The Qiantang River is the largest river in southeastern China. As it crosses the most developed regions in China, it has suffered from intense water resource pressures and environmental pollution.

Based on the experiences of Green Map System and China Water Pollution Map, the Green Zhejiang Environmental Protection Organization started a collaborative interactive map development especially for the Qiantang River. This map provides an exchange platform for water pollution information to the general public. Users could easily use the platform online or on their cell phones to interactively obtain water pollution information and report new pollutions instantly by the online map or its iPhone or Android applications. The information includes water quality monitoring results and industrial pollution sources. The programme is aiming at (a) enhance transparency of environmental information; (b) urge governmental agencies and industries to take more prompt actions to mitigate environmental impacts; (c) increase public awareness and participation of water protection.

In January 2012, China's 20 water advocacy organizations established China River Watch Alliance. Green Zhejiang is the co-founder of the alliance and will during this year build GIS based information platforms for all the water advocacy organizations involved in the alliance.

Civil society advocacy action to end the sanitation crisis in South Asia
The SACOSAN is the biennial convention where delegates from South Asian Governments come together to discuss and agree upon best ways forward towards ensuring better sanitation and hygiene solutions. The Freshwater Action Network South Asia (FANSA) collaborated with other actors to organize a pre-SACOSAN consultation meeting with Civil Society Organizations (CSOs) and community leaders to discuss on the prevailing

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sanitation scenario and collectively agree on actions and commitments to be demanded from SACOSAN IV, Colombo.

Situational analysis was substantiated with studies on peoples' perception on sanitation, with case studies from five South Asian countries. Additionally, a Traffic Lights Paper, where performance on sanitation in various parameters was scored, was also done to evaluate the progress in the different countries. The session on "Grassroots Voices" in the SACOSAN IV featured community leaders speaking about the sanitation scenario (including challenges and achievements) in their localities/areas. Moreover, the "Country Progress Reports" served as a reality check on the progress reported by the respective national governments.

Considering the added value of CSO engagement, the Inter Country Working Group (ICWG) of SACOSAN is opening up more formal and institutionalised spaces for CSOs to inform and or feed into the SACOSAN deliberations. The experience, achievements and lessons are being widely shared with other Regional Networks (ANEW, FANCA, FAN-Mex, FANAS) who are showing keen interest to learn from the same.

Data bank enhancement project – Palestinian Water Authority
The water information in Palestine is scattered among different stakeholders.
This project implemented by the Palestinian Water Authority (PWA) and UNICEF is aiming at enhancing the internal PWA system to be the core for the National Water Information System. The project will be part of the institutional setup of the proposed water ministry and will be supported by law, according to the new updated water law in Palestine, and be responsible to manage the intended National Water information System.

The project is aiming at reliable and accurate data and information for strategic planning, effective management, as well as to efficiently respond to the humanitarian emerging situations.The PWA will be responsible for managing all aspects of the sector information and dessiminate it to all stakeholders in the region.

Water demand management , developing water awareness – Cyprus

For any project on water demand management, to be economically and technically effective, it should involve, in its planning and implementation, the society to which it is addressed. Developing water awareness is one of the basic pillars in which the Water Development Department (WDD) – responsible for implementing the water policy of the Ministry of Agriculture, Natural Resources and Environment – is investing in order to achieve a change of attitude and culture regarding the use of water.

The WDD awareness campaign about the water problem consisted of: a) lectures in schools by WDD personnel and four literature teachers recruited for a period of five months. By 2010 a number of 437 lectures were given to educational institutions nationwide, and the number of youngsters who attended these lectures amounted to 40,276; b) advertising and presentations on media, such as sponsoring the Weather Bulletin at the Main News Bulletin of the Cyprus Broadcasting Service, promoting the slogan: "mind the water"; c) publications to inform the public about the water problem; d) annual Press Conference by the Director of the WDD; e) Support of various Agencies/Organizations by the WDD and other events; f) Other activities such as seminars, symposia, workshops, studies and consultations with the public, g) Setup of a website for the WDD and its daily updating.

Water Policies Monitoring Framework (SEEA-WATER)

The System of Environmental-Economic Accounting for Water, commonly referred to as SEEA-Water, is a conceptual framework for the organization of physical and economic information in support of water policy design and evaluation. The SEEA-Water is a subsystem of the System of Environmental-Economic Accounting (SEEA), which provides the internationally agreed framework for measuring the interactions between the economy and the environment coherent with the concepts, definitions and classifications of the System of National Accounts.

After a rigorous global consultation process, the United Nations Statistical Commission (UNSC) adopted the SEEA-Water in 2007. Along with its adoption, the UNSC also encouraged its implementation by the Member States. The UNSC is

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a functional Commission of the Economic and Social Council (ECOSOC) of the United Nations that brings together the Chief Statisticians from the Member States. As such, the UNSC is the highest decision making body for international statistical activities, especially in setting statistical methodological standards and their implementation at the national and international level. Member States are key for the implementation. If they want to adopt the system they have to incorporate it in their national strategies.

Water Integrity Training Manual
As a response to a growing demand for capacity building on water integrity issues, the UNDP Water Governance Facility at SIWI, Cap-Net, WaterNet and Water Integrity Network (WIN) formed a partnership to develop a training material on water integrity.

The training manual is intended to develop institutional capacities and prepare for change through increased knowledge and enabled action on integrity, transparency and accountability. It provides conceptual groundings, examples of good practices and application of anti-corruption measures. The target groups are primarily water managers, capacity builders, regulators and other water decision-makers. A benefit with the training material is that it can be used in flexible ways and adapted and "tailor-made" to specific groups. It can also be adapted to specific geographic and thematic focuses such as water services, water infrastructure etc. in particular countries and regions. The entire water integrity training material (available in English, French and Spanish and soon in Arabic) can be downloaded at: www.watergovernance.org.

WASHwatch.org – platform for monitoring government commitments to the WASH sector

WASHwatch.org is an online platform for monitoring government policy commitments and budgets for water supply, sanitation and hygiene (WASH). To ensure accountability, it is crucial to track whether governments are keeping to political commitments made at events like SACOSAN and AfricaSan. WASHwatch.org makes this easy to do, in real time, and in a collaborative way. Anyone can add analysis, leave comments, and more. The criteria for analysis are objective and transparent, and therefore comparable across countries.

Many of the political declarations contain commitments to increase the funds available for WASH, but it is hard to follow up whether this is being followed through. Some governments are doing as promised, but wading through the national budget can be a daunting task. They can be many hundreds of pages long, and confusing for even for a seasoned analyst. Even then, it is necessary to perform calculations to see if the WASH budget is changing as a proportion of overall government expenditure. In many countries, it is hard even to get hold of the budget data at all.

WASHwatch.org aims to get the key bits of information online in an accessible format, so anybody can understand it, download it, and communicate it. Figures are taken directly from the national budget.

V. Recommendations for follow-up

Recommendation 1 – Use the WWF platform to identify monitoring mechanisms for target 6.

Reccomendation 2 – Present available tools and mechanisms on providing WASH-related public information.

Recommendation 3 – Create a learning alliance on existing tools and methodologies.

Recommendation 4 – Organise training of facilitators for specific tools to reproduce and broaden potential action.

Recommendation 5 – Organise stakeholder dialogues – with governments, donors and the private sector – to raise awareness on information sharing regarding e.g. water infrastructure planning and investment.

Recommendation 6 – Engage with relevant ministries of water and sanitation, ministries of finance, as well as with relevant donors regarding WASH budget transparency.

Recommendation 7 – Organise assessment/case studies in some countries to use as examples (e.g. on budget transparency and information sharing on water infrastructure planning and implementation).

Recommendation 8 – Disseminate information (link to target 5).

Recommendation 9 – Set up a monitoring framework.

Recommendation 10 – The processes to address the issue need to be designed by high level government officials and other stakeholders so that findings and conclusions resulting from diagnostic studies or water integrity scans can be validated and solutions for improved sector performance, good governance and integrity will be endorsed at political and senior policy making levels

VI. Conclusion

Access to information, including the availability of information and its use in decision-making, is an entry point for improved water governance. Moreover access to information is central to enhancing inclusiveness and reducing poverty, and is one of the key factors in the promotion of more effective multi-stakeholder participation in decision-making.

Through this preparation process around target 6, the UNDP Water Governance Facility (WGF) at the Stockholm International Water Institute, with the help of WIN and Transparency International, has identified a series of existing solutions to be able to implement target 6. Various organizations have also contributed by uploading solutions on the WWF Platform of Solutions.

The variety of tools, methodologies and projects shows that there is not a lack of solutions to improve the access to information and transparency in the water and sanitation sector. The real challenge is implementing the solutions on the ground, tailoring them to local contexts and bringing together all stakeholders (e.g. the end users, utilities, governments, agencies and regulators) to join forces and share the risks and tasks.

What is needed now is commitment from all stakeholders in the water and sanitation sector. It is important to keep in mind to be context specific when deciding to implement relevant water integrity solutions and to work through a holistic approach.

Moreover, whilst the WGF has been coordinated this target, WGF does not want to be its owner and thus invites other stakeholders to join the effort for improved water integrity, in particular as corruption in the water sector is a cross-cutting and complex issue.

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VII. List of contributors

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