Online **ADB Sanitation Dialogue 2021**

ACCELERATING INCLUSIVE SANITATION

12–22 April 2021

CITYWIDE INCLUSIVE SANITATION (CWIS): A PUBLIC SERVICE APPROACH FOR EQUITABLE SANITATION SERVICE DELIVERY

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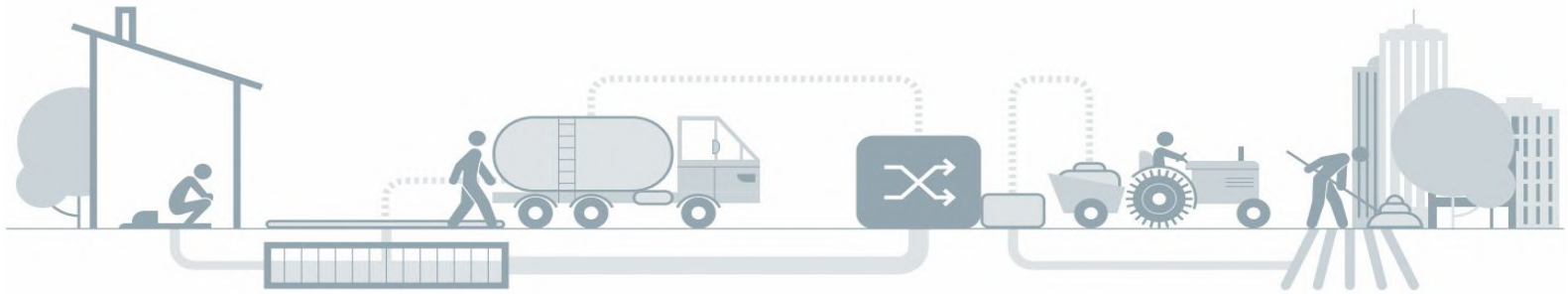
BILL & MELINDA GATES FOUNDATION

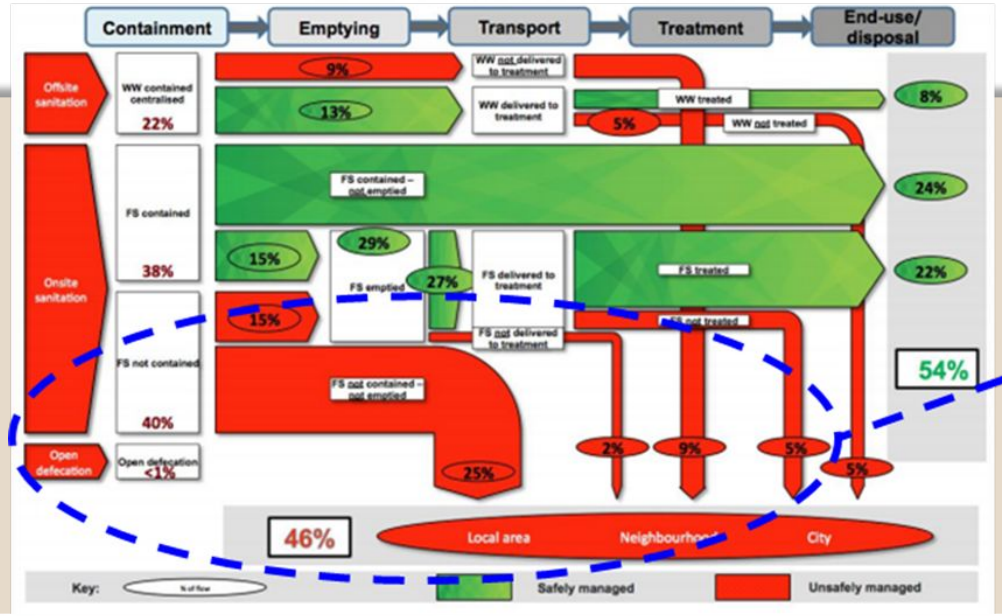
BILL & MELINDA GATES foundation ADB

WHY ARE WE TALKING ABOUT CWIS?

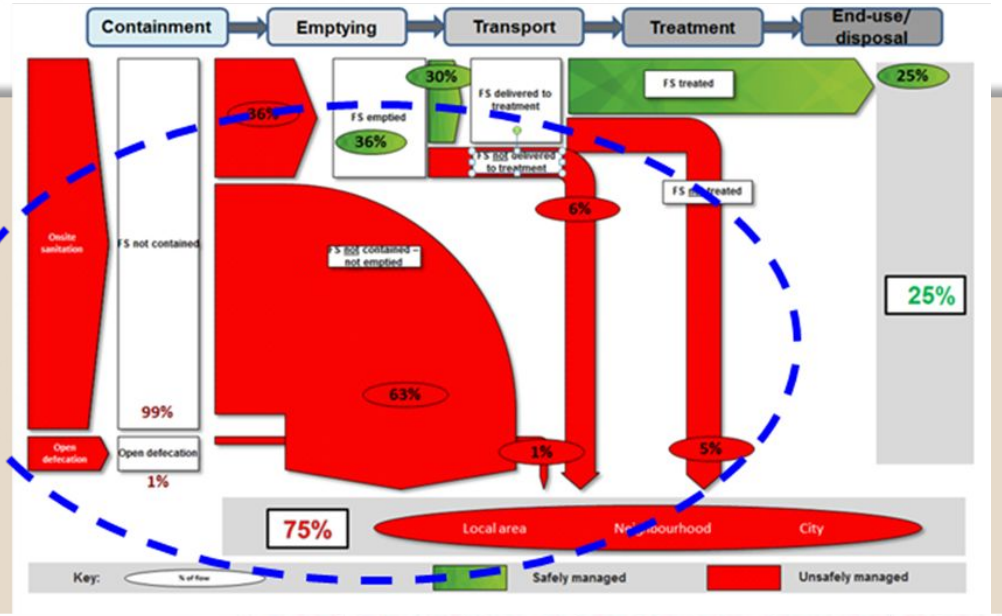


The current approaches for sanitation do not reflect & address the reality of low-income areas

CITY-WIDE



LOW-INCOME AREAS



THE NEED FOR CWIS

PAST

TRADITIONAL APPROACHES

- Master planning/ investment only for **centralized systems**
- Financed by **central gov't/loans**
- **Wealthy/business districts** prioritized
- **Limited coverage**
- **Sustainability challenges** for O&M
- **Resource recovery not considered**
- No **performance management**
- **On-site, small network not considered**

PRESENT

NSS / FSM APPROACHES

- **Often standalone pilots,** not mainstream
- **NGO / pilot financed**
- FSM value chain/fecal sludge treatment plants
- Poor communities targeted but often missed
- **Informal businesses, NGOs independent from service authorities**
- Business models often **unable to scale**
- Limited **professional capacity**

THE FUTURE

CITY-WIDE INCLUSIVE SANITATION

CWIS focuses on promoting approaches to ensuring everyone in an urban area is served by **safe, equitable, and financially viable sanitation service systems.** This means systems are designed to **reach the poor and to ensure human waste is safely managed** along the whole sanitation service chain.

THE FUTURE: CITY WIDE INCLUSIVE SANITATION

We aim to achieve the following outcomes for sustainable changes in sanitation management:

EVERYONE BENEFITS from safe services and public investment equitably, with a focus on reaching the poorest

GENDER & SOCIAL EQUITY are designed into planning, management, monitoring

Human waste is **SAFELY MANAGED ALONG THE SANITATION CHAIN,** starting with containment

Authorities operate with a **CLEAR, INCLUSIVE MANDATE, PERFORMANCE TARGETS,** resources, and accountability

Authorities deploy **RANGE OF HARDWARE, FUNDING & BUSINESS MODELS** to meet goals

Comprehensive long-term planning **FOSTERS INNOVATION, PRO-POOR FINANCING;** informed by analysis of needs, resources

POLITICAL WILL & accountability incentivizes improvements in capacity, leadership, outcomes

GATES FOUNDATION CWIS FRAMEWORK:
Promoting a Public Service Approach

CORE CWIS OUTCOMES

EQUITY
Services reflect fairness in distribution and prioritization of service quality, prices, deployment of public finance/ subsidies

SAFETY
Services safeguard customers, workers and communities from safety and health risks by reaching *everyone* with safe sanitation

SUSTAINABILITY
Services are reliably and continually delivered based on effective management of human, financial and natural resources

CORE CWIS FUNCTIONS

RESPONSIBILITY
Authority(s) execute a clear public mandate to ensure safe, equitable and sustainable, sanitation services for all

ACCOUNTABILITY
Authority's(ies') performance against mandate is monitored and managed with data, transparency, and incentives

RESOURCE PLANNING & MANAGEMENT
Resources–human, financial, natural, assets–are effectively managed to support execution of mandate across time/space

WHAT WE'RE LEARNING SO FAR: CWIS CITIES

FUNCTIONS

- **Urban Sanitation Mandates** are sewer-limited, unclear, or decoupled from performance expectations & finance
- **Municipalities are rarely financed or incentivized** to improve service levels, coverage; may not have sufficient autonomy to hire, generate revenue to organize inclusive public sector service
- **Municipal governance reform** may determine limits & opportunities for sanitation system-strengthening
- **Performance Accountability** systems, generally, do not exist for municipalities, are not applied to NSS for utilities, and not backed by measurement systems when applied
- **Civic engagement needs to be built into institutions** to support behavior change, comm engagement, and reinforce transparency
- **Financing** decisions and outcomes still political, opaque, unaligned, inequitable; decision process transparency & clarity requires clear mandates and performance data
- **State/National Systems** that clarify mandates, establish accountability systems, and tie finance to policy priorities, are required if city-level project gains are to be sustained or replicated

OUTCOMES

- **On-site upgrading does not scale or reach the poor** with behavior change and marketing alone. Subsidies are required for safe, inclusive containment & connections
- **Services do not reach LICs** without meaningful and enforced incentives; different private sector engagement approaches are required to reach LICs
- **Formalizing emptying services does not guarantee safe emptying jobs.** Inappropriate/missing PPE gear, manual emptying, manual trash, broken/poorly designed mechanized equipment prevail if workers' labor rights are not actively protected
- **Integrated NSS/SS planning**, service coordination, finances can improve efficiency and accountability
- **Measurement & monitoring approaches** are unharmonized, but often expensive project-based monitoring fills data gaps in lieu of investing in monitoring systems for improved governance
- **Private sector finance** is available if gov't actively structures demand and addresses payment risk; this is required at all stages of 'value chain'

INNOVATIONS

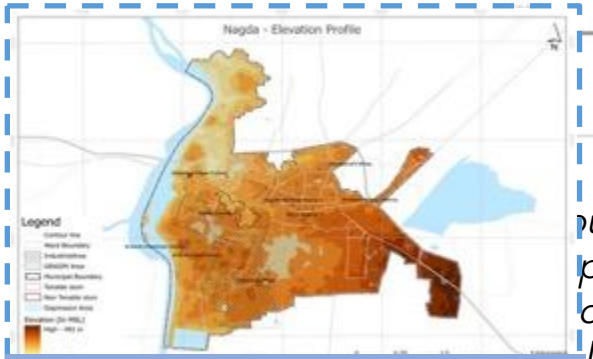
- **City/Utility IMIS** can improve city services; requires training, software integration, time. Success greater if integrated into national accountability/planning requirements (NWASCO/Lusaka, DPHE/Jhenaidah)
- **Decanting stations** for fecal sludge/septage reduce travel, costs, infrastructure redundancies; ease private sector engagement, safety (Trichy/Lusaka)
- **City-scale revenue** using "payment commitment" devices like levies, property taxes, bundled tariffs are necessary for inclusive services, but insufficient for on-site upgrades or services; strengthens municipal incentives but difficult to tie to performance (Wai, Lusaka, Khulna)
- **Hardware is costly** for dense, unplanned, highwater areas, SS or NSS; no escaping long term gov't investment (Kampala, Warangal, Khulna, Dakar)
- **Revenue from reuse** possible but no breakeven opex outside orchestrated projects (all cities)
- **Gender training** req'd across city/utility departments; gender mainstreaming in all service engagements (Khulna, Warangal, Trichy)

INTEGRATED MUNICIPAL INFORMATION SYSTEM (IMIS) & CWIS

IMIS Landscape

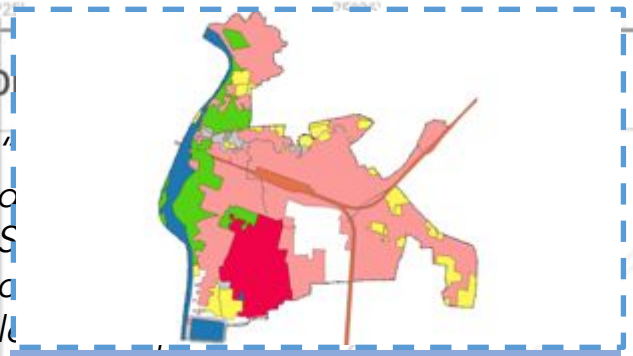
- Municipal GIS-based database and CWIS baseline of the town
- Strategic sanitation planning and decision-making tools for authorities
- Service delivery management
- Municipality's 'regular business process mapping
- Real time monitoring and evaluation – tax payments, service delivery, KPIs
- Link to external databases – health, emergency response
- Plan infrastructure investment

ACCURACY, RELIABILITY, RELEVANCE AND TIMELINESS OF DATA FACILITATED



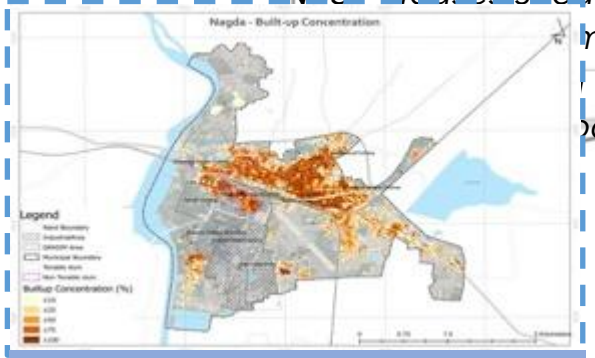
DEM - SRTM Global DEM

Low Income Settlements, Source: Town



Landuse - Town

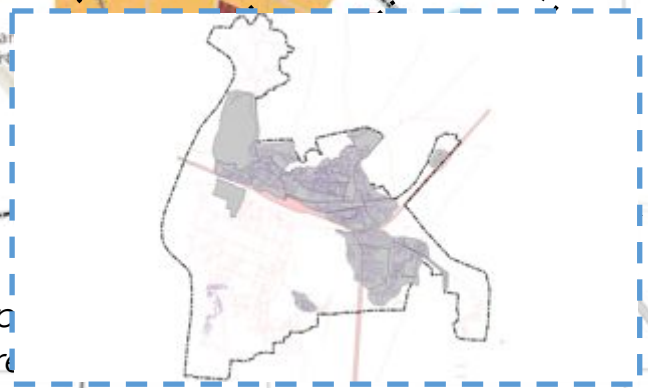
Infrastructure - Town



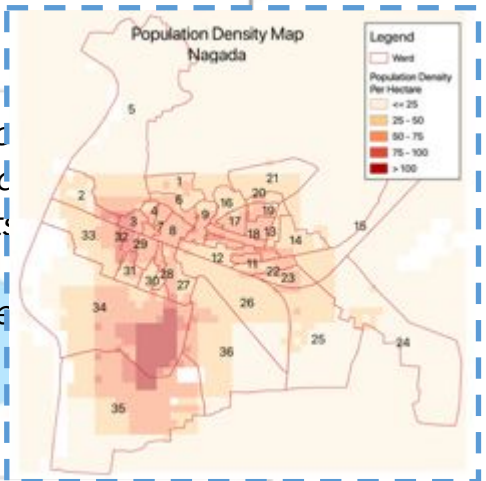
Property Data from Town & Landsat Imagery

DEM & Water danger line from Water Resource Department MP

Satellite Image, Source Google



Sewerage Area (AutoCAD) – Proposed by Consultant



Pop Density, Source: worldpop.org

in case of SS with involved pumping components"

"Low built-up/po density and settlements main-town developme

"Low built-up/population density and with organic settlement growth of town, may be covered with SS during 2nd phase of interventions "

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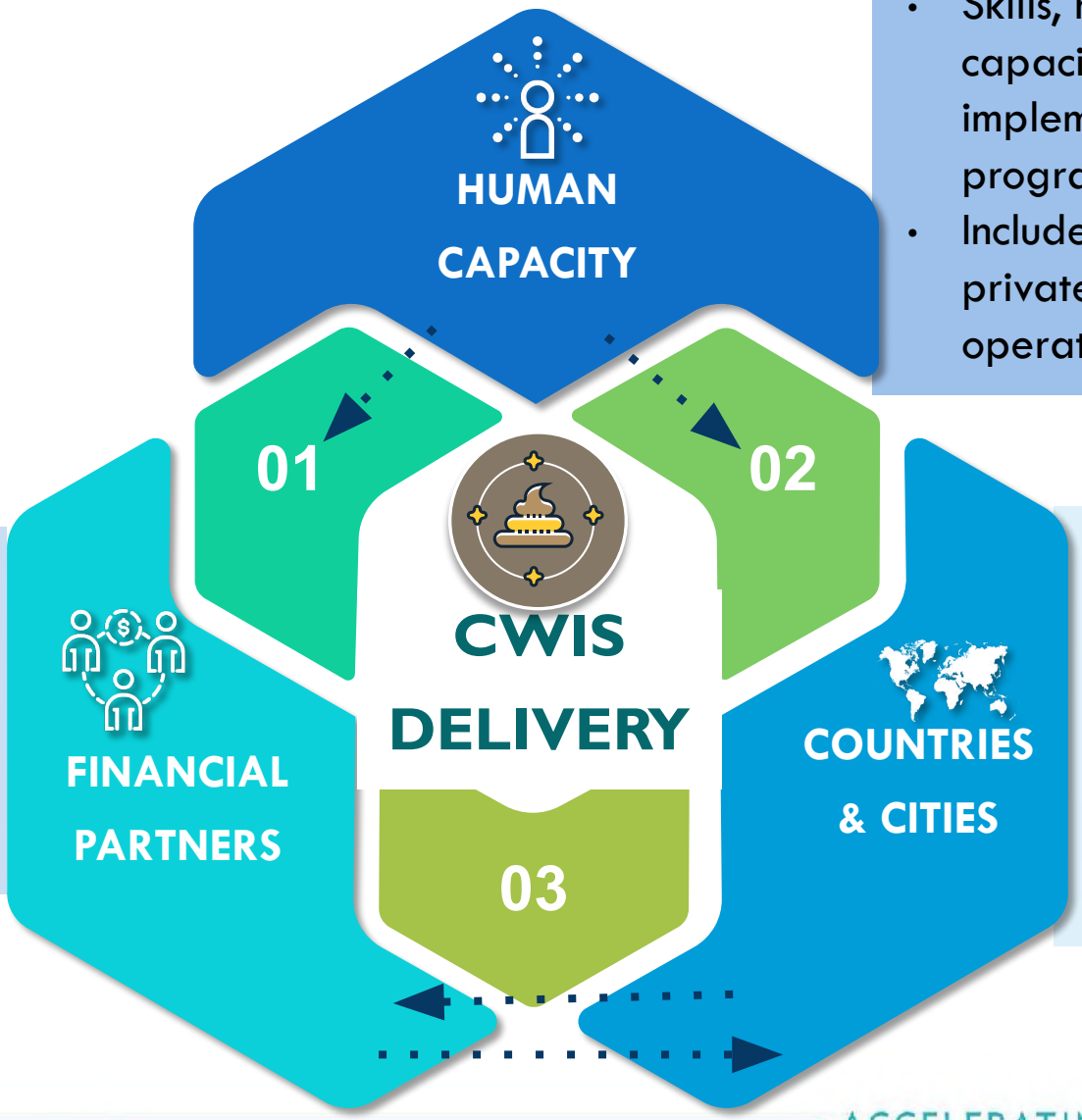
WHAT WILL IT TAKE TO SCALE CWIS?

- Skills, mindset, expertise and capacity to design and implement high quality CWIS programs
- Includes government, utility, private operator, consultant operational staff



- International financial institutions increase the quality and quantity of funding aligned with the CWIS principles

- Countries have political will and enabling policies, institutions and regulations
- Countries move beyond traditional sewered-only approaches to demand donor funding for CWIS investments

THANK YOU!