

**MINISTRY OF URBAN DEVELOPMENT, HOUSING &
CONSTRUCTION**

Report on the

NATIONAL CONSULTATION WORKSHOP ON

"VISION 21"

**WATER SUPPLY AND SANITATION FOR
NATIONAL WELL-BEING**

Held on

08th June, 1999

at

Hotel Lanka Oberoi - Colombo

NWSDB

**National Water Supply
& Drainage Board**

WSSCC

**Water Supply &
Sanitation
Collaborative
Council**

NWSSFP

**National Water
Supply & Sanitation
Facilitation
Programme**

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06/30/99

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NATIONAL CONSULTATION WORKSHOP ON “VISION 21” – WATER SUPPLY AND SANITATION FOR NATIONAL WELL BEING

1.0 Introduction

The Water Supply and Sanitation Collaborative Council (WSSCC) has undertaken a participatory exercise to develop a comprehensive “Vision” for water, sanitation and health for the 21st century. “Vision 21” is to pool expertise and practical experience of water and sanitation specialists from all over the world with the judgement and insights of visionaries from the political, social science and other relevant fields. Inputs are obtained from all levels with special focus on grass roots experience at country level. The vision so developed is to be presented at the World Water Day (March 22nd, 2000) ceremony convened by the World Water Council.

To obtain an input from the relevant stakeholders in Sri Lanka for the development of “Vision 21” at national and global level, Mr.V.K.Nanayakkara,Secretary Ministry of Housing and Urban Development invited a cross section of stakeholders to a National Workshop on 8th June 1999 synthesizing outputs of consultations hitherto carried out.(Please see Annex.1) The workshop was organized by Rural Water Supply Section of the National Water Supply and Drainage Board, National Water Supply and Sector Facilitation Programme and Water Supply & Sanitation Collaborative Council.

Invitations were extended to 60 would be participants. (Please see Annex.1) The programme of the workshop provided for the presentation of an overview of the sector with Objectives of Workshop and Current Trends delivered by the Secretary Ministry of Housing and Urban Development followed by presentations from Ratnapura and Anuradhapura districts based on outcome of district level consultations. The participants of the workshop were expected to make their contributions working in three groups and

providing answers to 18 questions formulated by the organizers in order to obtain their views, experiences and insights on the water and sanitation sectors. **(Please see Annex 2)**.

The workshop which commenced and 9.30 a.m ended at 5.00 p.m and was moderated and facilitated by the Institute for Participatory Interaction in Development represented by Mr.S W K J Samaranayake, Executive Director and Mr. P. Weerasekera, Consultant.

2.0 Presentations

- 2.1 There were three presentations delivered after the welcome address of Mr. C H De Tissera, Additional Secretary (Technical), Ministry of Urban Development and Housing namely, The Objectives of Workshop and Current Trends by Mr. V.K.Nanayakkara, Secretary Ministry of Secretary Ministry of Housing and Urban Development. Outcome of the Anuradhapura district consultation was presented by Mr.D.W.Abeywickrema, Chief Secretary North Central Province. The outcome of the Ratnapura consultation was presented by Mr.P.Koddituwakku, Secretary Local Government, Sabaragamuwa Provincial Council representing The Chief Secretary, Sabaragamuwa.
- 2.2 Mr.V K Nanayakkara, Secretary Ministry of Housing and Urban Development in his address referred to the decision by the Water Supply and Sanitation Collaborative Council in late 1997 to formulate the 'Vision 21' with the overall objective of ending the backlog in universal access to the key human needs of safe drinking water and sanitation. The formulation of the Vision is to be a collective effort of all member countries of the Council. In order to prepare Sri Lanka's proposals, a consultation process was set up which spread out from the national consultation level, through districts to the village level for which two districts broadly classifiable as 'wet' and 'dry' were selected. The consultation process was originated from the "Grass-root" level in selected villages, small towns and urban centres. The outcome from this process was presented at the District Level Consultations. (See Annex 7 and 8 for Summary of District Level and Grass-root Level Consultations). Figure 1 explains this consultation process.

Those responsible for the consultation process in the districts have performed their tasks and the national level workshop being held that day was intended to consolidate and synthesize the ideas and proposals which have emerged in the districts with stakeholder participation to be presented for consideration at the world summit due to be held in March 2000.

He stated that Sri Lanka has already proclaimed a goal of providing drinking water to all by 2010 AD, with the objective of improving the health and productivity of the nation. Reaching the above goal is estimated to cost Rs.97 billion. Apart from the basic question of finding the sources for funding, the question arises as to whether this investment could be recovered. According to a World Bank study, cost recovery from water, which is about 40% is the lowest when compared with other utilities like telecom, gas and power. National Water Supply & Drainage Board at present is heavily indebted. If our goals are to be realised it will be necessary to look for new funding sources as financial provision by the central government has continued to decline. This development is taking place at a time when there is fresh thinking on what the role of government should be regarding public utilities of this nature.

Water is a scarce resource and pure water is scarce. This problem is being compounded by increasing pollution, malfunctioning sewerage systems , industrial effluents and garbage in the urban areas while muddying of streams caused by washing away of top soil, liberal use of agro-chemicals and pesticides cause it in the rural areas.

He added that providing a sustainable water supply requires an ability to establish systems and achieve higher standards in water supply and sanitation. This raises issues such as environmental requirements, institutional reform besides the basic problem of investment sources.

He concluded by stating that the National Consultation Group should keep such issues in mind when deliberating on a National Vision and its achievability.

- 2.3 Mr.D.W.Abeywickrema, Chief Secretary, North Central Province briefed the participants regarding responses received at the consultations held at three different levels in Anuradhapura District. (Please see Annex 3 for detailed outcome of consultations from the Anuradhapura)

In the water supply sector inadequacy of supplies was a problem common to both rural and urban levels. He added that drying up of surface water and ground water sources was aggravating the problem. In addition the community is faced with the serious problems of increasing pollution of water available for distribution as well as the water sources

He stated that at the rural level the request was for the provision of more tube wells and assistance for digging private wells. In the urban areas which are supplied with pipe borne water, its rationing is causing considerable inconvenience. They are agreeable to even pay a higher water tariff if they would be provided with a safe and uninterrupted water supply.

He added that in view of the extra attention paid for the supply of water which is regarded by stakeholders as a more critical need, sanitation sector continues to be neglected. 50% of the population in the district do not have basic sanitation facilities, the majority being in the rural areas. Therefore a programme of latrine construction is an urgent need.

An increasing awareness of the need for basic sanitation facilities prevalent even among the rural sector participants is a welcome development. Their willingness to participate in decision making appears to be equally useful at this stage. The formation of Water Management Committees from among consumers to better manage the supplies and distribution was another important proposal which surfaced at the district level workshop, he added.

2.4 Mr.P.Kodituwakku, deputising for the Chief Secretary Sabaragamuwa Province presented the workshop with the outcome of different level consultations done in Ratnapura district. (Please see Annex 4 for detailed outcome of consultations from the Rathnapura district).

In the villages under study 30% of the population and in the small towns 60% are provided with pipe-borne water with the rest continuing to depend on unprotected sources such as streams. In Ratnapura town the position was better with nearly 85% being provided with pipe borne water.

It was the view of the rural participants that their real needs had received little attention of the decision makers who did not include their representatives. He said that it should also be mentioned that the rural participants appeared to have little knowledge on matters such as quality and cost of water as well as its economical use.

At the urban level the issues highlighted were of a different nature. They also had an individualistic approach instead of the community spirit prevalent at the village level. Lack of an uninterrupted supply, wastage at stand pipes and neglect of low income groups appear to concern the urban level residents. They were agreeable to pay even a higher water rate if they could be assured of a continuous and quality supply.

The sanitation sector appeared to be relatively neglected particularly at the rural and semi-urban levels.

Mr.Kokituwakku stated that the shortcomings highlighted at the different consultations indicated the need to engage the community representatives to participate in the programmes from planning to construction and maintenance as well as to develop closer coordination between the key institutions engaged in water and sanitation services and the respective local authorities. He added that the willingness expressed by the local authorities to entrust the operation and management of rural and small town water schemes to CBOO is a welcome development for the future.

3.0 The workshop objectives and the expectations of the participants

- 3.1 The Moderator addressing the participants at the end of the 3 presentations stated that the participants present at the workshop were invited to make contributions based on their knowledge and experience to the formulation of "Vision 21". He said that since the gathering was a very distinguished one, he would like everyone to participate in introducing themselves using colour coded cards in order to record their participation in the process. Two cards were issued to each one of the participants, one to record the name and designation and the other to write his or her expectations from the workshop. The results of this exercise are annexed herewith (**Please see Annex 5**)
- 3.2 The Moderator said that since the participants have given expression to varied expectations from the workshop, he would like to focus the attention of the participants to the objective set out by the organizers, which reads as follows:

**To get an Input from all stakeholders to develop
a National Vision for future directions
and to feed the Water Supply and Sanitation
Collaborative Council to develop a global vision
for Water Supply and Sanitation for
21st Century**

- 3.3 Having drawn the attention of the participants to the workshop objective and requesting the participants to focus their attention and group work to reach the workshop objectives, the Moderator invited Mr.D S D Jayasiriwardena, AGM (RWS/National Water Supply and Drainage Board) representing the organizers of the workshop to address the participants on “Driving Forces and Possible Scenarios” Mr.Jayasiriwardena pinpointed the need for the development of a National Vision in the deliberations at groups in answering specific questions, which answers will contribute immensely to the formulation and development of a national vision. **(Please see Annex 6)**
- 3.4 The Moderator thereafter invited participants to gather in their relevant groups to formulate answers to the questions that were visualised. He requested from each group to elect a rapporteur to present the group work to plenary on completion of group work assignment.

4.0 Group work Presentation

4.1 The groups engaged in detailed discussions and having formulated their answers to the questions made available to them; presented the findings. The answers formulated and presented were discussed in plenary and were agreed as follows:

4.2 **Group 1** discussed issues relating to **Demand Projections and Consumer Expectations**. The questions in this regard and the answers provided by the group discussed and amended in plenary read as follows:

4.2.1 **Looking back can you, list difficulties/barriers in meeting the goals and targets set for water supply & sanitation?**

Water Supply Sector

- *Lack of a good data base on sources, coverage & service levels*
- *Gap between the plans and expectations*
- *Inadequacy of investments*
- *Central planning without adequate consultation at the grass-root levels*
- *Inadequacy in cost recovery mechanisms (Tariff revisions)*
- *Unplanned housing settlements*
- *Lack of policies and planning*
- *Scarcity of water sources*

Sanitation Sector

- *Lack of technical details and guidelines*
- *Lack of Management and coordination*
- *Lack of adequate funding*
- *Inadequate monitoring systems*
- *Lack of policies and guidelines*

4.2.2 What are the consumer expectations? (service level, efficient operations etc.)?

- *Adequate safe drinking water(not necessarily pipe borne) at village level.*
- *Protected water sources*
- *Adequate measures and regulations to prevent pollution*
- *Proper planning for locations of Agro wells, deep wells.*
- *Peoples' participation at all stages*
- *Self management of water needs (village level)*
- *Pipe borne for small towns and Urban areas (payment for services)*
- *Quality management and proper maintenance of systems*
- *Awareness programmes on pollution upstreams of intakes*

4.2.3 Can you list factors that would influence the demand in next 25 years? (Urbanization, Settlement policy & living standards etc).?

- *Population growth*
- *Urbanization*
- *Industrialization*
- *Improved living standards*
- *Non conventional sources of water (rain water/recharging)/re-use*
- *Property development and housing projects*
- *Tourism development*

- *Evolution of service centres*
- *Water saving technologies and changes in appliances*
- *Cost of water*
- *Depleted water resources due to pollution/unplanned extraction*

4.2.4 What are the criteria and important considerations for establishing goals and targets for safe drinking water and sanitation? (Access, affordability, priority)?

- *Life line requirement at affordable cost*
- *Minimum cost to be determined providing for adequate recovery of capital investment.*
- *Pipe borne water and sewerage at least for high density areas*
- *R & D for low cost options and appropriate technology*
- *Coordination among other relevant sectors*
- *Identification of demand centres for different types of water supplies (Pipe borne, Hand pump wells, dug wells etc)*
- *Development of criteria for need assessment*

4.2.5 What indicators are suitable to measure the improvement of quality of life in relation to water supply and sanitation?

- *Health Indicators (water borne disease prevalence)*
- *Improved systems*
- *Percentage of population with access to life line requirements of water.*
- *Coverage of latrines*
- *Water supply coverage*
- *Increase in usage of water/sanitary appliances*
- *Awareness in Water Supply & Sanitation issues.*
- *Reduction of cross subsidy to domestic consumers*

4.3 **Group 2** discussed issues relating to **Awareness and Knowledge among Communities and Authorities.** The questions in this regard and the answers provided by the group discussed and amended in plenary read as follows:

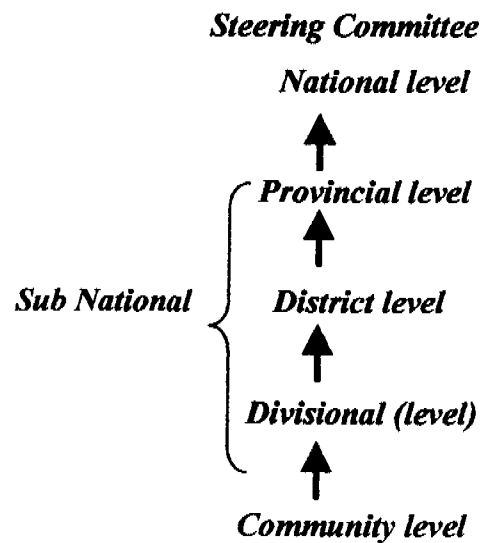
4.3.1 **What are the best approaches to create awareness among political leadership and planners? (consensus of sector policy, development plan etc)**

Policy

- *Finalize the National Sector Policy*
- *Obtain consensus at national and sub-national level*
- *Conduct Introductory seminars at different levels (National Provincial, District & Division)*

Development Plan

- *Adopt "Bottom-up" process*



4.3.2 What mechanisms can be suggested for easy access to new developments on appropriate technologies and to disseminate such knowledge?

- *Public awareness through mass media*
- *Demonstration models/pilot projects*
- *School programmes and School curricula*
- *Dissemination through -Youth Societies, Samurdhi Balakaya, CBOO, NGOO , Private Sector, Local authorities, Health Clubs*
- *Divisional level Resource Centres (Information Windows)*
- *Electronic Media – web*

4.3.3 What steps could be taken to promote environmental health aspects, particularly prevention of contamination of waterways, and improvement of basic hygiene practices?

- *Effective implementation of legislation, consolidation of legislation relating to WS&S, legal reforms*
- *Farmer education to promote traditional, eco- friendly farming and due care in use of chemicals*
- *Awareness programme for general public and industry*
- *curricular reforms in education*
- *Effective linkages with the Health Department on environmentally sensitive development programmes*
- *Appropriate changes in PHL curriculum*
- *Promotion of career opportunities in environment health*

4.3.4 How to motivate sector partners for conservation of water and for prevention of drinking water pollution?

- *Consumer centered conservation strategies*
- *Awareness on water as a limited resource*

- *Awareness creation on water quality (potential pollutants etc)*
- *Introduction of simple testing kits*
- *Promotion of sanitary surveys*
- *Arrange competition among CBOs, partners,*
- *Introduce schemes of incentives and rewards*
- *Mobilise private sector involvement*

4.3.5 What steps can be taken to impress on stakeholders that drinking water is a vulnerable and finite resource, which has an inherent cost?

- *“Hydro-ecological Zone” concept for protection and conservation*
- *Scheme specific tariffs*
- *Cost recovery policy in implementation*
- *Promote use of alternative sources for different Users/Usages*

4.3.6 What attitudinal changes can be expected in hygienic behaviour along with the improved water supply and sanitation?

- *Accelerated development promoting usage of more water, better health and sanitation*
- *More concern on cleanliness (personal, household, environmental)*

4.4 Group 3 discussed issues relating to Institutional Framework . The questions in this regard and the answers provided by the group discussed and amended in plenary read as follows:

4.4.1 How can we promote and recognise consumer pressure groups and consumer societies in the water supply and sanitation sector?

- *Strong constitutions required for CBOO*
- *CBOO to be broad based*
- *CBOO – PS linkage to be on proper agreements*

- *Informal pressure groups of users to be recognised by institutions with supportive legal measures*
- *Effective use of the media*

4.4.2 What are the institutional changes that are needed to promote Participatory Management at all levels?

- *Co-ordination mechanism to be developed from village level to national level strengthening present level of coordination*
- *National policies to be developed to gain acceptance of stakeholders*
- *Planning to be developed involving other sectors as well*
- *Participatory management by consumers to be linked with planning, active involvement and contribution*
- *Maximum transparency in decision making at all levels and provide feedback on changes.*

4.4.3 What are the additional institutional mechanisms to be established at national, sub-national, divisional and grass-root level, for water supply and sanitation?

- *MIS to be developed and inter- linked*
- *Regulatory Commission to be established*
- *R&D technical support and information units to be established*

4.4.4 How do we ensure the participation of low income groups and women in decision making?

- *Involve these groups in the decision making/planning process*
- *Develop self-reliance among disadvantaged groups*

- *Any subsidies to disadvantaged groups to be decided by consumer societies.*

4.4.5 How do you perceive the role of government, provincial councils and local authorities in new situations where communities, NGOs and private sector are the main service providers?

(planning/development/management/regulation-monitoring)?

- *Minimize direct involvement of government in implementation and operations*
- *Government's role to be that of facilitator and regulator*
- *Government to oversee and monitor sector development and direct resource allocation and its timing paying attention to R&D, HRD*

4.4.6 What are the institutional mechanisms to enlist the involvement of political leaders and planners for water supply and sanitation?

- *Establish a good data-base & inventory along with a Master Plan to facilitate enlisting involvement of politicians*
- *Promote advocacy groups within community.*

4.4.7 Indicate type of international co-operation required towards the achievement of the water supply & sanitation goals?

- *Assistance in the form of technology and investment*
- *Sharing of experiences and appropriate technology*

5.0 Observations and Conclusion

- 5.1 It was agreed after the conclusion of the presentations of group work that the output of group work and the district level consultation outputs will be consolidated into a report to be used as an input in the formulation of the National Vision and for submission to the Water Supply Sanitation Collaborative Council as an input for the formulation of the Global "Vision 21".
- 5.2 Organizers requested the participants, any other information relevant to National Vision for Water Supply & Sanitation to be sent to Mr K L L Premanath, Deputy General Manager, Rural Water Supply Section, National Water Supply & Drainage Board.
- 5.3 The Moderators wish to place on record here, the keen interest with which the participants engaged in the workshop process and the deliberations
- 5.4 The workshop concluded with the vote of thanks proposed by Mr.W.Piyasena, Director, National Water Supply and Sanitation Sector Facilitation Programme of the Ministry of Housing and Urban Development. He thanked the participants for their active participation on behalf of the Ministry Housing and Urban Development and the group Organisers of the Workshop.

Organizing Committee of the Workshop is as follows :

- Mr K L L Premanath - DGM(RWS)/NWSDB
- Mr U N S Wickremaratchi - Co-ordinator/NWSSFP
- Mr Lal Fernando - Representative, WSSCC
- Mr U Sapukotuna - IS/NWSSFP
- Mr D S D Jayasiriwardena - AGM(RWS)/NWSDB
- Mr K S K Ranasinghe - SE(RWS) - NWSDB

07-02-03-077

26 May, 1999

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Dear Sir

**NATIONAL CONSULTATION WORKSHOP ON
VISION 21 - WATER SUPPLY AND SANITATION FOR NATIONAL WELL BEING**

The Water Supply & Sanitation Collaborative Council (WSSCC) has undertaken a major participatory exercise to develop a comprehensive "Vision" for water, sanitation and health in the 21st Century. Vision 21 will pool the expertise and practical experience of water and sanitation specialists from all over the world with the judgement and insights of visionaries from the political, social science and other relevant fields. Inputs will come from all levels, with a special focus on grassroots experiences at country level.

The resulting Vision will be presented at a special ceremony on World Water Day (March 22) in the year 2000, as part of a Vision for Water, Life and the Environment being assembled by the World Water Council. The WSSCC is also being seen as the start of a process of wider collaboration among stakeholders working towards common goals.

To support this process, six local level consultations were held in two selected districts; Anuradhapura and Ratnapura, at grass-root level in Rural Villages, Small Towns & Urban areas. The vision and experiences of the grass-root level were deliberated at the District level consultations held in Ratnapura and Anuradhapura under the chairmanship of Chief Secretaries.

The culmination of this process is the National Consultation which will be held from 9.30 am to 3.30 pm on 08th June, 1999, at the 9th Floor of Hotel Lanka Oberoi, Colombo. Your active participation and contribution for this programme will be very much appreciated.

Yours sincerely

V K Nanayakkara
Secretary
Ministry of Housing & Urban Development

CONSULTATION ON
VISION 21
 WATER SUPPLY AND SANITATION FOR NATIONAL WELL-BEING
Revised Objective & Agenda

To get an Input from all stakeholders to develop a National Vision for future directions and to feed the Water Supply and Sanitation Collaborative Council to develop a global vision for Water Supply & Sanitation for 21st Century.

Agenda

9.40 am - 9.50 am	Welcome Address - Additional Secretary(Tech.)/Ministry Of Housing & Urban Development
9.50 am - 10.05 am	Objectives of Workshop & Current Trends - Secretary/Ministry of Housing & Urban Development
10.05 am - 10.20 am	Outcome of the Anuradhapura District Consultation - Chief Secretary/North-Central PC
10.20 am - 10.35 am	Outcome of the Ratnapura District Consultation - Secretary/Ministry of Local Government/Sabaragamuwa PC
10.35 am - 10.55 am	TEA
10.55 am - 11.00 am	Workshop Procedure – Facilitator
11.00 am - 11.15 am	Current Issues and Possible future Scenarios Asst. General Manager(RWS)/NWSDB
11.15 am - 1.00 pm	Group Discussions
1.00 pm - 2.00 pm	LUNCH
2.00 pm - 3.15 pm	Group Presentations & Plenary Discussions
3.15 pm - 3.25 pm	Summary of Recommendations – Facilitator
3.25 pm - 3.30 pm	Vote of Thanks - Director/NWSSFP
3.30 pm - 3.45 pm	TEA

Water Supply and Sanitation Collaborative Council

VISION 21**BUILDING A SHARED FRAMEWORK FOR WATER SUPPLY AND
SANITATION
A FRAMEWORK FOR ACTION***Summary of Vision 21 Process*

The Vision 21 initiative has been designed to put an end, through shared efforts, to the backlog in universal access to water supply and sanitation, while recognising the needs of other water stakeholders. Vision 21 will draw a practical picture of the water supply and sanitation future that we seek to create. It will outline the ways how to get us closer to that future. It will focus on the question which changes in attitudes and approaches are needed to make that future possible and the steps that are required to realise these changes:

vision > changes > goals > strategies > plans > action

Thus, a statement of Vision 21 will show what we need to do to-day, against a background of visionary and long-term thinking, to reach a future that we all desire.

In order to bring about common ownership and shared commitment to the vision, the process must be a people's process:

- a process that is directed to dialogue among affected and involved partners to find the right solution, with due attention to local situations and local opportunities.
- a process that stresses investment in capacities of people, so that they themselves can initiate and guide investments in material structures and equipment.

The first step is to generate commitment and capacity. The process of Vision 21 is therefore its essence. The building stones of that process are collaboration and matching bottom-up approaches with top-down ones, supplemented with learning from past lessons. If the right process in terms of people's participation and broad collaboration can be started up through Vision 21, then the harnessing of the people's own vast resources will enable the implementation of safe water supply and sanitation by and for all people.

A Steering Committee, chaired by the Collaborative Council Chair will oversee the Vision 21 process, supported by Advisers. A Task Force will stimulate and co-ordinate activities. Action teams will work on four interlocking efforts:

- (i) **Social Mobilisation** through Local Catalysts and National and Regional Coordinators who will work together during January to June 1999, to develop local, sub-national (district, province) and national visions. These will emerge from one level to the next, in a

cascade of bottom-up consultations, reaching a fair balance between bottom-up and top-down approaches.

Between July and September 1999, sub-regional and/or regional sessions will bring the national visions together in a regional vision. At the end of the process, in October 1999, a small global meeting will bring these regional visions together into a global vision.

(ii) **Knowledge Synthesis** through a team that will assemble and analyse available knowledge, with the aim to incorporate learning from past and innovative experiences into the emerging new visions.

(iii) **Drafting the Vision**, through a team responsible for the drafting process that will be fed with the emerging visions, knowledge synthesis results, reports from major conferences, outputs from the Vision Management Unit scenario team and all other relevant material, to integrate these various inputs into one comprehensive whole.

(iv) **Linkages** with agencies and individuals and arrangements for organisational backing.

During the process, close co-ordination and co-operation will be sought and maintained with the **World Water Vision Management Unit**. As much as possible consultations will be integrated or held back-to-back, with overlapping meeting periods where opportune, and participants will be invited back and forth.

On **industrialised countries**, as well as on **industrial, commercial and institutional water use**, an additional line of action will be undertaken

Summary of Vision 21 Process

The Vision 21 process consists of two tracks, with five components:

Track I: *Vision for Water Supply and Sanitation:*

1. Consultations/Social Mobilisation, 2. Knowledge Synthesis, 3. Report Drafting, 4. Linkages

Track II: *Vision for Water, Life and the Environment (water supply and sanitation sub-sector component):*

5. Co-operation with and inputs into World Water Vision Management Unit

There are four phases:

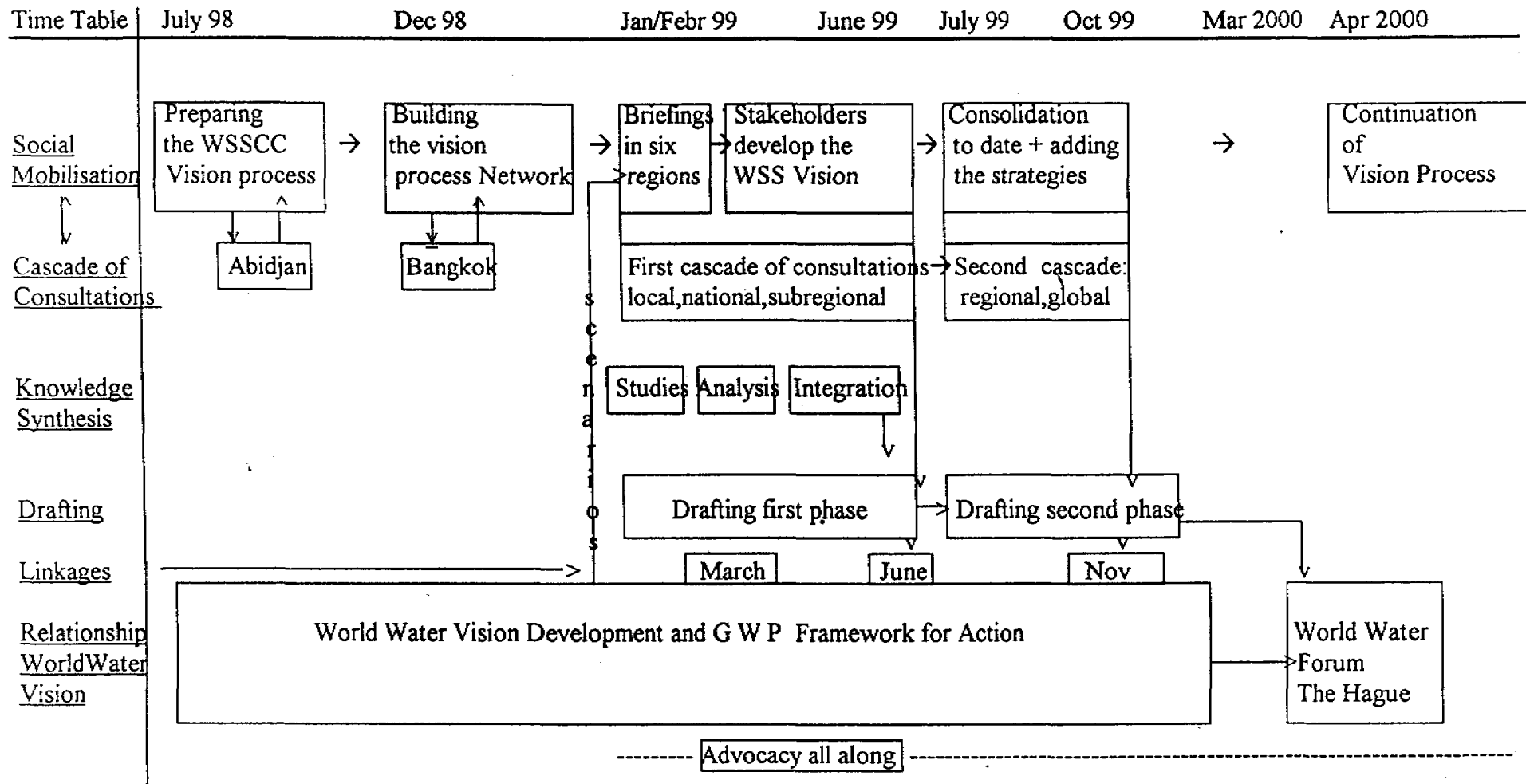
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|--|------------------------------|
| 1. Preparation | up to December 1998 |
| 2. Building the process network | December 1998 - January 1999 |
| 3. National Visions by Stakeholders; completion of studies; initial drafting | January 1999 - June 1999 |
| 4. Regional/Global Visions and adding the Strategies; completion of drafting | July 1999 - October 1999 |

Second World Water Forum March 2000

The aim is to have this first comprehensive version of the Vision ready by early 2000, for presentation at the Second World Water Forum in March 2000 in The Hague, The Netherlands. That will not be the end of the process, however. Indeed it will be the **start** of a process of realising the vision through shared action which will last for several years into the next century. It will refine and further detail the preliminary outcome of 2000, and further adapt it to regional, national or local circumstances.

4th December 1998

Water Supply and Sanitation Vision 21 Process



Water Supply and Sanitation Collaborative Council, 4th December 1998.

Towards tomorrow in water and sanitation

SOME KEY QUESTIONS

(representative of major concerns in the Vision exercise and recommended for use at the sub-national/national levels)

1. What goals or targets were established for achievement in safe drinking water and sanitation during the past ten years?
2. What percentage of the community/population remain unserved today in terms of the supply of safe water and basic sanitation?
3. Whose opinions and experiences were most reflected in setting past goals and targets? Looking back, do you think these goals were realistic and adequate to the need?
4. What kind of supports did these goals require for achievement, and for whom? Were these supports needed from within and/or from outside your institutions/area/country? Were the needed supports available? If not, what difficulties or barriers were experienced?
5. Have things improved or worsened over the years? How would you know whether change has taken place, and what kind of change it has been? What are the indicators or measurements of change that you use?
6. What is the quality of awareness and knowledge among communities and authorities today on the prime issues of safe water and sanitation? Are people and authorities aware of the health issues involved, and particularly of the need for sanitation? Is there a need to improve health education and services related to our sector? Is there an awareness of the alternative technology options that are available today? Or of the cost and price issues involved? Is there a recognition of water as a scarce resource, and therefore of its true cost? Is there an awareness of the cost of NOT acting now --- the cost of ill health to society and to the economy?
7. Do communities and authorities have the ability to translate their awareness/knowledge into action? Are there steps needed to help them build their capacities to do so? What sense of ownership exists, which can help communities take over some part of the responsibility for maintaining and even paying for water/sanitation facilities?
8. What has been the quality of participation in decision-making on matters of water and sanitation (a) at the local level (b) at the area level and (c) at the national level? Are the major stakeholders in water and sanitation adequately represented and involved in decision-making? What about women, and those representing other groups that are often marginalised, such as children and the homeless?

9. Political will is said to be the key ingredient to the achievement of targets in our sector, particularly those which concern sanitation. What has been your experience? Does the level of political will need to be improved? Is there a difference in the quality of political support for water on the one hand and for sanitation on the other? Who in your opinion needs to be convinced of the need to afford greater priority to water and/or sanitation? In your situation, who should be entrusted with this advocacy task?

10. An effort of this nature and scale requires the support of many individuals and institutions (see 4 above). What is required now to help build strong networks of collaboration between all those who must work together toward future goals?

11. Do you see a role for international co-operation toward the achievement of your water and sanitation goals? Are there any specific forms of co-operation or support that you would like to recommend?

LIST OF PARTICIPANTS

1. Mr V K Nanayakkara	-	S/H&UD
2. Mr C H De Tissera	-	Addl.Secy(Tech)/My.H&UD
3. Mrs Padma D. Jayaweera	-	Addl. Secy/My.PC&LG
4. Mr D M P B Dassanayake	-	Chief Secretary(Sabaragamuwa)
5. Mr D W Abeywickrema	-	Chief Secretary (North-Central)
6. Mr R W Piyasena	-	Chief Secretary(Western)
7. Mr Albert Ratnayake	-	Chief Secretary (Southern)
8. Mr Y B Dissanayake	-	Chief Secretary (North-Western)
9. Mr K B Sirisena	-	Chief Secretary (Central)
10. Mr G Krishnamoorthy	-	Chief Secretary (North-East)
11. Mr M Athampawala	-	Chief Secretary(Uva)
12. Dr Sunil De Silva	-	Chairman/NWSDB
13. Mr S Weeraratne	-	Addl.GM(CMR)/NWSDB
14. Mr K M N S Fernando	-	Addl.GM(P&M)/NWSDB
15. Mr K L L Premanath	-	DGM(RWS)/NWSDB
16. Mrs G S Munasinghe	-	DGM(CP)/NWSDB
17. Mr S K H Perera	-	DGM(P&D)/NWSDB
18. Mr L S P J De Silva	-	DGM(Western)/NWSDB
19. Mr B W R Balasooriya	-	DGM(RSC-Central)/NWSDB
20. Mr D S D Jayasiriwardena	-	AGM(RWS)/NWSDB
21. Mr K P R S Samarasinghe	-	DM(Ratnapura)/NWSDB
22. Mr D B Gunadasa	-	DM(Anuradhapura)/NWSDB
23. Mr N I Wickremasinghe	-	Sociologist(A'pura)/NWSDB
24. Mr Shanthasiri	-	Sociologist/NWSDB
25. Mr K S K Ranasinghe	-	SE(RWS)/NWSDB
26. Mrs K T P Fernando	-	DD(Const.)/My.H&UD
27. Mr W Piyasena	-	D/NWSSFP
28. Mr U Sapukotuna	-	IS/NWSSFP
29. Mr U N S Wickremaratchi	-	Coordinator/NWSSFP
30. Mr S R J R Senanayake	-	DD/CPSWSSP
31. Mrs S M Karunaratne	-	D/NPD
32. Mr P Sumanapala	-	DD/NPD
33. Mr M Wickremage	-	D/WRS

34. Mr A H Jayaweera	-	Addl. Director /WRS
35. Mr R N Karunaratne	-	GM/WRB
36. Mr Ajith de Silva	-	DD(Policy)/My. of Environmental
37. Mr J G Wijeratne	-	Director/My. of Plan Implementation
38. Mr Ranjith Ratnayake	-	Director(WRDM)/My. of Irri.&Power
39. Mr H A Wickremaratne	-	Mahaweli Economic Construction Agency (MECA)
40. Mr P Kodithuwakku	-	SMLG/PC (Sabaragamuwa PC)
41. Mr Hareen Malwatte	-	Director/PHSWT
42. Mr Manil Fernando	-	Director/Health Dept
43. Mr Lahiru Perera	-	ITDG
44. Mr Palitha Jayaweera	-	COSI
45. Mr Lal Fernando	-	Representative/WSSCC
46. Mr G Subasena de Silva	-	District Coordinator/Sarvodaya- Ratnapura
47. Mr Winsor Kanakaratne	-	District Coordinator/Sarvodaya-A'pura
48. Mrs Vinitia Gamage	-	NGO-WSS Decade Service
49. Mr Sathis De Mel	-	Director/Arthacharya Foundation
50. Mrs Manel Jayamaha	-	UNDP
51. Mr W A N Weerasinghe	-	UNICEF
52. Mr S Huda	-	WHO
53. Mr M Behnsen	-	GTZ
54. Mr Neil Herath	-	HELVETAS
55. Mrs M Witana	-	World Bank
56. Mr N S Jayasundera	-	Director-Engineering(Dev)/CMC
57. Dr. Vinya S Ariyaratne	-	SRTS
59. Mr. L S D Fernando	-	SUWSE/COWI
60. Mr. J Hettiarachchi	-	CE (RWS)/NWSDB

GROUP I

Demand Projections & Consumer Expectations

1. Mr C H De Tissera - Addl.Secy(Tech)/My.H&UD
2. Mr D W Abeywickrema - Chief Secretary (North-Central)
3. Mrs S M Karunaratne - D/NPD
4. Mr M Wickremage - D/WRS
5. Mr Hareen Malwatte - Director/PHSWT
6. Mrs Manel Jayamaha - UNDP
7. Mrs M Witana - World Bank
8. Mr K M N S Fernando - Addl.GM(P&M)/NWSDB
9. Mrs G S Munasinghe - DGM(CP)/NWSDB
10. Mr S K H Perera - DGM(P&D)/NWSDB
11. Mr D S D Jayasiriwardena - AGM(RWS)/NWSDB
12. Mr D B Gunadasa - DM(Anuradhapura)/NWSDB
13. Mr Shanthasiri - Sociologist/NWSDB
14. Mrs K T P Fernando - DD(Const.)/My.H&UD
15. Mr S R J R Senanayake - DD/CPSWSSP
16. Mr J G Wijeratne - Director/My. of Plan Implementation
17. Mr H A Wickremaratne - Mahaweli Economic Construction
Agency (MECA)
18. Mr Winsor Kanakaratne - District Coordinator/Sarvodaya-A'pura
19. Mr L S D Fernando - SUWSE/COWI

QUESTIONS

GROUP 1

Demand Projections & Consumer Expectation

- (1) Looking back can you, list difficulties/barriers in meeting the goals and targets set for water supply & sanitation
- (2) What are the consumer expectations? (Service level, efficient operations etc.)
- (3) Can you list factors that would influence the demand in the next 25 years? (Urbanization, Settlement Policy & Living Standards etc.)
- (4) What are the criteria and important considerations for establishing goals and targets for safe drinking water and sanitation? (Access, affordability, priority etc.)
- (5) What indicators are suitable to measure the improvement of quality of life in relation to water supply and sanitation?

GROUP II

Awareness and Knowledge among Communities and Authorities

1. Mr M Athampawala - Chief Secretary(Uva
2. Mr R W Piyasena - Chief Secretary(Western)
3. Dr Manil Fernando - Director/Health Dept
4. Mrs Vinitia Gamage - NGO-WSS Decade Service
5. Mr Lal Fernando - Representative/WSSCC
6. Mr S Weeraratne - Addl.GM(CMR)/NWSDB
7. Mr L S P J De Silva - DGM(Western)/NWSDB
8. Mr K S K Ranasinghe - SE(RWS)/NWSDB
9. Mr N I Wickremasinghe - Sociologist(A'pura)/NWSDB
10. Mr U N S Wickremaratchi - Coordinator/NWSSFP
11. Mr A H Jayaweera - Addl. Director /WRS
12. Mr Ajith de Silva - DD(Policy)/My. of Environmental
13. Mr Lahiru Perera - ITDG
14. Mr Sathis De Mel - Director/Arthacharya Foundation
15. Mr W A N Weerasinghe - UNICEF
16. Mr Neil Herath - HELVETAS
17. Mr N S Jayasundera - Director-Engineering(Dev)/CMC
18. Dr. Vinya S Ariyaratne - SRTS
19. Mr Palitha Jayaweera - COSI

QUESTIONS

GROUP II

Awareness and Knowledge among Communities and Authorities

- (1) What are the best approaches to create awareness among political leadership & planners? (Consensus of Sector Policy, Development Plan, etc.)
- (2) What mechanisms can be suggested for easy access to new developments on appropriate technologies and to disseminate such knowledge?
- (3) What steps could be taken to promote environmental health aspects, particularly prevention of contamination of waterways, and improvement of basic hygiene practices?
- (4) How to motivate Sector Partners for conservation of water and for prevention of drinking water pollution?
- (5) What steps can be taken to impress on stakeholders that drinking water is a vulnerable and finite resource, which has an inherent cost?
- (6) What attitudinal changes can be expected in hygienic behaviour along with the improved water supply and sanitation?

GROUP III

Institutional Framework

1. Mr V K Nanayakkara - S/H&UD
2. Mrs Padma D. Jayaweera - Addl. Secy/My.PC&LG
3. Mr Albert Ratnayake - Chief Secretary (Southern)
4. Mr Y B Dissanayake - Chief Secretary (North-Western)
5. Mr K B Sirisena - Chief Secretary (Central)
6. Mr G Krishnamoorthy - Chief Secretary (North-East)
7. Dr Sunil De Silva - Chairman/NWSDB
8. Mr K L L Premanath - DGM(RWS)/NWSDB
9. Mr B W R Balasooriya - DGM(RSC-Central)/NWSDB
10. Mr J Hettiarachchi - CE(RWS)/NWSDB
11. Mr K P R S Samarasinghe - DM(Ratnapura)/NWSDB
12. Mr W Piyasena - D/NWSSFP
13. Mr U Sapukotuna - IS/NWSSFP
14. Mr R N Karunaratne - GM/WRB
15. Mr P Sumanapala - DD/NPD
16. Mr Ranjith Ratnayake - Director(WRDM)/My. of Irri.&Power
17. Mr P Kodithuwakku - SMLG/PC (Sabaragamuwa PC)
18. Mr G Subasena de Silva - District Coordinator/Sarvodaya-
Ratnapura
19. Mr M Behnsen - GTZ

QUESTIONS

GROUP III

Institutional Framework

- (1) How can we promote and recognise consumer pressure groups and consumer societies in the water supply and sanitation sector?
- (2) What are the institutional changes that are needed to promote participatory management at all levels?
- (3) What are the additional institutional mechanisms to be established at national, sub-national, divisional and grass-root level, for water supply and sanitation?
- (4) How do we ensure the participation of Low Income Groups, Refugees & Women in decision-making?
- (5) How do you perceive the role of government, provincial councils and local authorities in new situations where communities, NGOs & private sector are the main service providers? (Planning/Development/Management/Regulation - Monitoring).
- (6) What are the institutional mechanisms to enlist the involvement of political leaders and planners for water supply and sanitation?
- (7) Indicate type of international co-operations required towards the achievement of the water supply & sanitation goals.

Anuradhapure District – Summary of Views

Village level representatives

Kirigal Weva – A village in Medawachchiya Pradeshiya Sabha Division served with less facilities.

- Q.1 Drinking water supply inadequate. Tube well water is of good quality while well water is brackish
- Q.2 10-20 years ago the supply was adequate since the population was less
- Velvidane was able to maintain the village tank to service supplies.
The unity which then prevailed in the village enabled the villagers to clean up the wells through Shramadana
- Q.3 Greater attention is paid to ensure the supply of water. Villagers have little knowledge of sanitational matters.
- Q.4 During the next 10-20 years the residents expect the following services
- More tube wells, rehabilitation of village tanks, construction of public and private wells through a financial assistance scheme, and construction of latrines.
- Q.5 Crowding at tube wells indicate the unsatisfactory nature of the water supply situation.
- Q.6 A change in attitudes and deciding on priorities is necessary among all categories – people, politicians and officials.
- Q.7 Obstacles to change – inability of his villagers to take decisions, tendency of official to locate projects to assist known parties rather than on objective criteria.

- Q.8 People could assist in the protection of supplies,
- Q.9 Develop closer contract with institution such as the NWS & DB, irrigation, Health Departments and secure better co-operation from them.
- Q.10 Women waste much time to obtain water. As scarcity leads to sanitational problems and ill-health particularly of children which impose greater responsibilities on the women folk. This interaction could be made use of to organise them.

Kaluwila – a village in the Nachchaduwa Irrigation Scheme

- Q.1 Drinking water supply is from wells and is pure and adequate. Village tank used for bathing is becoming increasingly polluted due to waste discharged from cattle sheds, poultry yards etc.
- Q.2 10-20 years ago canal water was free of chemicals and was sufficiently pure even for drinking. Velvidane maintained the tank and the waterways
- Q.3 Attention is paid more for securing water than for sanitation requirements. Shortage of latrines.
- Q.4 Requirements during the next 10-20 years – pipe water to all households, more public and tube wells, reservoir water to be kept clean for bathing
- Q.5 Drinking water is pure while water for bathing is becoming increasingly polluted.
- Q.6 Changes in attitudes necessary among the people, politicians and officials
- Q.7 Lack of public awareness, lack of public organization, Non – attention to views and suggestions of the public and lack of finances are the main obstacles to change.
- Q.8 Ability to identify the village – level needs and refer them to relevant authorities with capacity to improve knowledge on water and sanitation
- Q.9 Assistance of politicians, NWS &DB and other institutions necessary
- Q.10 Women pay more attention to water and sanitation matters as they have to bear the greater part of the burden caused by illnesses of children resulting from use of impure water.

Talawa – small town in Talawa Pradeshiya Sabha area

- Q.1 The town does not have a pipe-borne supply of water. Supply is inadequate. Sometimes the supply is from the polluted water from the canal neighbouring the town.
- Q.2 Earlier during periods of drought wells were dug in the tank bed for drinking bathing use.
- Q.3 Attention is more for the provision of water than for sanitation. Latrines are inadequate in number.
- Q.4 Requirements in the next two decades – pipe borne water to all residents and to ensure the cleanliness of the water in the tank.
- Q.5 No significant improvements have taken place.
- Q.6 Attitudinal changes necessary among the public and politicians. People should develop close contact with them to develop their interest in these development programmes.
- Q.7 Obstacles to change – lack of funds, decision making is not with the people, non-availability of simple technology to purify water, difficulty to develop community organizations as many males go out for daily labour.
- Q.8 Biggest asset is the strong determination of the people to fulfill the need for water and to organise themselves Programmes could be initiated to get the assistance of politicians / public officials.
- Q.9 Can Identify the water and sanitation needs and submit them to Pradeshiya Sabha, Divisional Secretary and seek their support.
- Q.10 It is the women who suffer most from inadequate and impose water supplies. They could organise, and educate themselves and thereby contribute.

Anuradhapur town – views of 34 residents (25 males)

Problems experienced in the past regarding water supply

- Inadequacy of the supply
- Unsatisfactory quality of the water as the reservoirs from which supplies are obtained are being increasingly polluted.
- Limitation of supply to a few hours of a day
- Difficulty of getting new connections
- No supply to higher elevations

Position regarding sanitation sector

The town does not have a proper sewerage scheme. All resident have proper latrines in their households. The lack of public latrines for people passing through the town, affects the health of the permanent residents.

Supply of drinking water

About 70% of the residents have a pipe borne water supply.

Planning objecting and targets

Earlier, decision making was done by politicians and officials, without any public participation

Need for improvement in water supply

Although the availability of pipe-born water to the residences is a big convenience, inadequacy in supply and rationing is a severe hindrance in day to day work.

**Attitudes regarding the provision of
pure drinking water and sanitation facilities**

Tube well water is found to contain excessive florid content causing discoloring of teeth and bitterness in taste.

Busy urban life styles prevent them from agitating collectively, but they are agreeable to make a

reasonable payment if a safe, clean and uninterrupted supply could be provided.

Re foreign assistance for provision of water and sanitation

If the government is unable to finance the provision of a satisfactory supply of safe water, then it should be done at least with foreign assistance.

Proposal for improving water supplies and sanitation

Prevent the pollution of the two reservoirs.

Educate the farmers to prevent them from using excessive dosages of agro-chemicals which end-up in the reservoirs

Induce the farmers to use organic manure

Ensure that officials of the Water Supply Board act with greater responsibility to provide a safe and systematic supply (excessive chlorination is as bad as supplying untreated water)

De – silting of reservoirs to be regularly done to conserve the maximum quantities of rain water.

A scheme to conserve the Malwathu Oya water which is going waste.

Summary of views of the 49 participants workshop consisting of representatives from rural, semi – urban areas and representatives from government institutions and NGOO engaged in water supply and sanitation activities in the NCP

1. During the last decade targets particularly in the sanitation sector were achieved to a certain degree, while there was grater community participation by the rural sector in the programmes undertaken, it was minimal in the urban sector in which the investment was much higher.
2. A heavy investment has been made by government and NGOO for supply of drinking water and provision of basic sanitation facilities. Distribution of sanitation facilities has been uneven. 50% of the population do not have adequate sanitation facilities while 45% do not have safe drinking water in the District.
3. In determining objects and targets, the influence of the political authorities are very much evident while in programmes undertaken by NGOO, community needs have been given much consideration and their views have been much accommodated.
4. To achieve the objectives, government had to depend on foreign assistance and expertise. Assistance received by government was subject to a number of conditions which prevented the preparation of programmes to meet local needs.
5. The quality of the water supply continues to deteriorate. Supply position too remains unsatisfactory particularly in the dry season.

Community participation in maintenance work has improved over the years.

6. It is essential to educate the community on the linkage between water and sanitation, and should be achieved through community participation in practical assignments. An evaluation of programmes operated so far indicate that the community and the authorities are holding different and extreme views.

The community has very little knowledge regarding achievement of results at minimum cost. They tend to prefer the high-cost technology which is much publicized. People have very little knowledge of the fact that water is a limited resource. Even the few persons who have some understanding do not pay much heed. This position could be remedied by a better use of the media.

7. There are official as well as community groups who possess the ability to make use of their knowledge and understanding. It could be properly made use of only by a proper leadership which should be extended even to the lowest level. It is an important step to apportion the costs of operations and maintenance network to enable the public to have a better knowledge on successfully administering a project to suit the needs of the community
8. People at village – level have little opportunity in decision – making regarding water supply and sanitation issues. However very valuable proposals are made by them. The decision to implement them is taken at the Pradeshiya level. Funding for implementation has to be released at the national level.

Although there is some degree of third party representation at the proposal stage, it is absent at the decision – making level.

9. Water and sanitation cannot be regarded as two different subjects. Many NGOO treat them as one in operating their programmes. Government taken them as distinct subjects falling under different Ministries

10. International assistance is necessary to achieve objectives in water supply and sanitation when the world is passing through an era of globalization

Conclusions and proposals at the district – level

1. Need for an alternative course of action to prevent the health problems caused by decline in quality of the drinking water supply.
2. Need for alternative measures to overcome the inadequacy of water caused by long periods of drought occurring annually.
3. Importance of people`s participation in the decision – making process regarding water-supply and sanitation.
4. Need for people – centred management systems in management of drinking water supply.
5. Build up a suitable management network by developing a suitable co-ordination and consensus between the institutions sharing water.
6. Measures to control the extraction of ground – water which is regarded as a fast depleting source.
7. To consider how the goals and objectives could be realized by achieving the targets.

Ratnapura District – Summary of Views

Views of the Kottagala Villagers

Four hundred families are resident in this village. About 200 families obtain their water from a scheme provided by the Pradeshiya Sabha, another 100 families from a Sarvodaya scheme. The rest are dependent on private wells, streams and springs. They undergo much hardship during long dry periods.

Priority has been given for the supply of water. A programme of latrine construction has been completed by Sarvodaya.

Requirements for the next two decades as expressed by the villagers are –

- Need for a water supply scheme which could provide water to all householders.
- A programme to uninterruptedly supply safe water to all householders was essential.
- Such a water supply could reduce much of their sanitational problems.

Changes in attitudes and priorities are necessary among mothers, adults, officials and community Leaders

Main Obstacles to change are –

- Adherence to out-dated attitudes and ideas
- Ignorance of the benefits that changes could bring about to the entire community.
- Frustration caused by lack of technical know how and resources.

Changes could be brought about by -

- Dispelling the belief that it is only the politician who could solve all problems of the community.

- Ascertaining from the community the burning issues faced by them and by implementing alternate measures through their participation.
- Securing the assistance of government institutions and NGOO experienced in solving similar problems.

Kalawana – small town (Ratnapura District)

A water supply scheme with world Bank assistance completed in 1998 provides water to 266 householders. The majority of the population (2500 families) depend on unprotected wells, canals, and streams for their requirements. A minority of 30% are serviced from a water supply scheme of the Kalawana Pradeshiya Sabha. This supply to the town is heavily polluted and unusable.

In determining targets and objectives, the views of project beneficiaries , Pradeshiya Sabha, health department officials have been used.

To achieve the objectives so determined, following are necessary –

- Financial assistance,
- Technical advice
- Material assistance
- Trained labour
- Management advice

Awareness within the community and among officials regarding the importance of safe drinking water is very low. Therefore the need exists for the development of health education services.

Only 10%, have an awareness that water is an essential but scarce resource needed for man's survival and its improper utilisation causes extra expenditure and wastage.

It is very essential to secure public co-operation from the stage of planning to construction. It would give them a feeling of ownership and induce them to provide financial, material support.

Inter – relationship between politicians and government institutions should be built up for the successful operation of a water supply scheme.

Ratnapura Town

Ratnapura town has been having a water supply scheme since 1930. It has been rehabilitated in 1997 with ADB assistance. The scheme serves at present, a population of around 50,000 which includes 3008 households. Residents at higher elevations do not get any supplies. During the dry periods it is rationed for a few hours per day. Poor quality of the water due to increasing turbidity and inability to obtain new supply connections were the other problems which the people were facing till recently.

In the sanitation sector too, the people have been facing a number of problems. Nearly 15% of the population do not have proper latrine facilities. The drainage system is malfunctioning and gets blocked during the rainy season.

At present nearly 80% of the residents are provided with a pipe borne water supply. Low-income residents depend on road taps for their supplies. The following proposals for improvement in supplies were suggested by the beneficiaries

- Increase the capacity of the filtration plant
- Set up pumping stations to supply higher elevations.

Nearly 85% of the residents have latrines facilities. A scheme of assistance to improve latrines is in operation for the low-income levels.

Decisions regarding the determination of water supply and sanitation facilities have been taken in the past by politicians and officials without seeking the contribution of the residents.

The structural improvements to the water supply scheme has resulted in an improvement in supplies. It has enabled the beneficiaries to conserve time and energy. Rehabilitation of the drain network has improved the cleanliness of the town. Improvement in the quantity of water has improved the supply of better drinking water.

The residents have a good understanding of their requirements of drinking water and sanitation. Billing of consumption has enabled a reduction of wastage. The lack of a group consciousness characteristic of urban living is evident.

It is the view of the residents that international assistance is essential if the supply position is to be improved to provide all with adequate water.

Proposals for improvement of water supply and sanitation facilities.

- Re-lay the distribution network to improve distribution
- Use alternate methods to supply elevated areas
- Provide assistance for construction of latrines
- Develop a proper co-ordination between the municipality, NWS&DB and Health Department
- Reduce the number of public taps and provide an assistance scheme to low-income families to obtain water
- Willingness to pay even a higher tariff if an improved supply could be made available

Ratnapura District level – summary of responses

1. Scarcity of supply, resources and shortage of finances prevented the realization of the targets planned earlier.
2. 40% of the district population are provided with drinking water while 20% - 25% are provided with sanitation facilities.
3. The views of the beneficiaries, politicians, line agencies and NGOO were give preference in deciding on objectives and targets.
4. Financial and technical assistance required for the achievement of targets were provided by the World Bank (CWSSP) A.D.B. and I.R.D.P. However its inadequacy and the scarcity of water supply sources prevented full coverage of the district in water supply and sanitation.
5. Although there is a better coverage in water supply and sanitation and a decline in water-borne diseases, the overall position remains at a minimal level.
6. The people have a basic knowledge regarding safe drinking water and sanitation requirements. They are aware that water is a limited resource, and that it is expensive to obtain it.
7. The people and the officials have the ability to implement their knowledge to some extent. Better communication methods should be used to induce them and to dispel pre-conceived notions.

8. Although there is participation of beneficiaries, people's representatives and NGOO in decision making at village and divisional levels, the participation of beneficiaries at district level is minimal. The participation of third parties too is minimal.
9. Political blessing is more important than political approval for success in sanitation programmes. There is no difference in the degree of political support between water supply and sanitation programmes.
10. Time is opportune for the build-up of a strong and co-operative network between all participating groups for the realization of targets.

INTRODUCTION OF PARTICIPANTS

NAME AND DESIGNATION	MY EXPECTATIONS FROM THE WORKSHOP
Neil Herath Programme officer Helvetas	A most critical issue hitherto not given due attention or concern. It is interesting to see how the issue of establishing the economic value of water is ensured in a broader sense in dealt at this workshop
V. K. Nanayakkara Secretary, Ministry of Urban Development, Housing and Construction	How the prospective beneficiaries view service coverage and cost recovery
P. Kodituwakku Secretary Ministry of Local Govt. Sabaragamuwa Provincial Council	Finalization of a methodology to incorporate expectations and aspirations of the community in future approaches to solve water and sanitation problem.
L. S. P. J. De Silva Deputy General Manager (W) N W S and D B	To have a programme to provide potable water in adequate quantity at an affordable cost in Sri Lanka at earliest.
Mrs. G. S. Munasinghe Deputy General Manager (Corporate Planning) N W S and D B	How to realise the set goals in the water and sanitation sector with the involvement of P S P related institutional changes.
R. N. Karunaratne G M / W R B	To know how to provide Sustainable Water Supply and adequate sanitation facilities to the Rural Community during the 21 Century.
K. T. Pradeepa Fernando (Mrs) Deputy Director (Construction)	Institutional co-ordination among sector agencies avoiding duplicabilities
N. S. Jayasundera Director (Development) Colombo Municipal Council	Develop an adequate foresight on how to share and use vital resource for life in next century in the face of limitations and increased demand
T. G. Wijeratne Actg. Director M/Planning Implementation	Ensure sustainable development in the water sector for future generation.
Preethi Perera Director – Programme Planning and Monitoring Plantation Trust (PH and SWT)	Identify an institutional framework for the next decade.
Winsor Kanakaratne District Co-ordinator Sarvodaya, Anuradapura.	To focus special attention on villagers views in planning and implementing these water and sanitation projects.
D. B. Gunadasa District Manager (A`pura) N W S D B.	My expectation is how to serve safe drinking water and sanitation facilities to rural population for 21 st century.
Palitha Jayaweera Programme Director, C O S L	To ensure that realistic comprehensive dream is formulated as vision 21
K. P. R. S. Samarasinghe District Manager (Ratnapura-Kegalle) National Water Supply and Drainage Board.	To identify the institutional framework for sustainable water system in the rural sector.
H. K. Sunil Shanthasiri Sociologist (RWS – Kegalle) National water supply and drainage board.	How to establish better mechanism for sustainability water supply system for the next Century

<p>U. N. S. Wickramaratchi Co-ordinator National Water Supply and Sanitation Sector Facilitation Programme NAME AND DESIGNATION</p>	<p>Sustainable Management System of WSS Sector in the 21st Century. MY EXPECTATIONS FROM THE WORKSHOP</p>
<p>U. Sapukotana Inst. Specialist NWSSFP</p>	<p>I wish to hear of the desirable institutional mechanism which can meet the future challenges of the sector.</p>
<p>S. K. H. Perera Deputy General Manager (Planning and Design)</p>	<p>How to serve urban population in Sri Lanka in the next Century.</p>
<p>M. Wickramage Director, Water Resources Secretariat.</p>	<p>To agree on desirable status of water supply and sanitation in the year 2025 in Sri Lanka.</p>
<p>R. W. Piyasena Chief Secretary . (Western Province)</p>	<p>I wish to learn water supply and sanitation plan for the next Century.</p>
<p>T. Nageshwaran Assistant Commissioner of Local Government, Vavuniya. (Representing Chief Secretary, North East Province)</p>	<p>Enhance my knowledge as well as to contribute towards this workshop.</p>
<p>Venetia Gamage Ex. Director NGO Water and Sanitation Decade Service</p>	<p>The workshop outcome to be useful and beneficial to our children and their children.</p>
<p>M. Behnsen Team Leader (GTE)</p>	<p>Contribution towards better understanding - Ownership of RWS infrastructure - Level of coverage O and M Cost</p>
<p>N. Weerasinghe Programme Officer UNICEF</p>	<p>A workable programme of action to reach Sri Lanka goal in water and sanitation and sustain it</p>
<p>Miriam Witana World Bank</p>	<p>Realistic and achievable goals for the sector and institutional framework to sustain them.</p>
<p>D. W. Abeywickrama Chief Secretary, N.C.P.</p>	<p>To develop policy framework outline for water and sanitation sector.</p>
<p>K. L. L. Premanath D. G. M. (RWS)NWS and DB</p>	<p>To have all stakeholders views (Including Grassroot Level) for Vision 21 for water supply and Sanitation.</p>
<p>D. S. D. Jayasiriwardena AGM (RWS) / NWSDB.</p>	<p>To ensure grass root / district deliberations that are included in the Vision.</p>
<p>Lal Fernando K. M. N. S Fernando Addl GM (P & M)NWS and DB</p>	<p>To contribute to sector development in future Strategy for – - Provision of drinking water and Sanitation facilities to all the people of Sri Lanka at the earliest possible.</p>
<p>B. W. R. Balasuriya D. G. M. (Rsc – Central) NWSDB</p>	<p>Best options to meet the future demand in the most sustainable manner.</p>
<p>S. R. J. R. Senanayake Deputy Director (Technical) CPSWSSP</p>	<p>Wish we would – Make use of integrated approach to provide infrastructure facilities with economic development to all communities, ultimately every household having at least a yard tap and a flush toilet.</p>

L. S. D. Fernando Snr. Urban W. S. Engineer 3 rd ADB Project.	Realistic and practicable approaches on Sustainable Development in the W. S. and Sanitation Sector.
Jayantha Hettiarachchi Chief Engineer (Rural Water Supply) RSCCC / NWADB	<ul style="list-style-type: none"> ▪ Linkage between user and the Provider. ▪ How other sectors (other than water sector) get involved in planning for water and sanitation for 21st Century. ▪ How a Vision is realigned with realistic activities.
Dr. Vinya Ariyaratne ACTG. Executive Director Sarvodaya	To understand and listen to the Common Man's Vision for WS and S for the 21 st Century.
W. Piyasena Director, National water Supply and Sanitation Sector Facilitation Program.	' Vision ' workable and addressing the needs of the deprived population.
N. I. Wickremasinghe Sociologist.- NWSDB - A` PURA.	To understand challenges of next Century in water and Sanitation sector.

CURRENT ISSUES AND POSSIBLE FUTURE SCENARIOS IN WATER AND SANITATION SECTOR

1.0 INTRODUCTION

The government of Sri Lanka has set out a target of providing "water for all by the year 2010". Two subsequent attempts to achieve this coverage with ambitious programmes in year 1990 and 2000 had not been realistic with present coverage of about 60% in water sector and 50% in sanitation sector. The pressure on improved water supply and sanitation had increased remarkably over many years. This trend will continue during the 21st Century mainly due to high rate of urbanization, high population growth and increased consumption resulting from improved quality of life. On the other hand, the water resources are becoming scarce with more competing users and threat of pollution. Therefore development of a clear ***national vision*** is very important keeping in par with the total national development programmes and future trends.

2.0 ISSUES IN THE WATER AND SANITATION SECTOR

Many issues remain unsolved in the sector due to lack of a holistic approach among all actors in an integrated programme. The low levels of cost recovery, lack of clear sector policies and limited institutional capacities, competition among different users for sharing of water resources are some of the key issues.

The first national conference of water supply and sanitation concluded the main issues as:

- (a) *Uniform Policies should be formulated for*
 - *Investment costs and sharing between actors*
 - *O&M cost recovery*
 - *Monitoring & backup support for the completed facilities*
 - *Selection criteria for development of Water Supply and Sanitation facilities.*
- (b) *Appropriate definitions should be developed for "Safe Water", "Level of Service" and "Adequate Sanitation".*
- (c) *A uniform policy should be formulated to promote community management. The policy should favour the development of flexible and suitable strategies for the different management scenarios.*
- (d) *The institutional framework and co-ordinating mechanisms have to encompass all actors in order to optimize resources and to incorporate all lessons learned.*

- (e) *Standardization and quality control of technology and products are necessary to ensure sustainability.*
- (f) *The existing legal framework is to be reviewed with respect to legal ownership of WS&S facilities, land acquisitions and right of passage, and to formalize water extraction rights.*
- (g) *Proper strategies for the environmentally safe solid waste, liquid waste and drainage have to be developed.*
- (h) *Water resources management should extend itself to guidelines and measures to protect catchments and prevent pollution in the rural areas, small towns and urban areas.*
- (i) *There is in general a lack of (access to) proper tools to plan and implement WS&S programmes. Suitable arrangements are necessary to incorporate traditional "know how" into this process and to involve user communities in developing the relevant planning tools.*
- (j) *Skills and experienced staff in sector agencies need to be used for the development of capacity in the rural, small towns and the urban sector. Human resource development plans need to be developed to meet the planning implementation and management challenges of present and future services.*
- (k) *Increasing awareness on sector policies, water conservation, water usage, environmental sanitation etc. to the all target groups from political authority, to sector professionals, to school children and users is essential.*
- (l) *Water supply and Sanitation facilities in schools, hospitals and religious institutions are poorly managed and maintained. While improvements to facilities are necessary these cannot take place without proper strengthening of management systems. Responsibility for maintenance and repair and at what level needs to be spelled out clearly.*
- (m) *New settlements associated with development programmes especially in Irrigation and Land Development, requires special attention in view of their diverse socio-economic and cultural conditions. The applicability of aspects of community management concepts has to be studied.*

3.0 DEMAND AND CONSUMER EXPECTATIONS

3.1 Socio-economic Conditions

The per capita income of the average Sri Lankan has grown to 725 US\$ per annum with an average growth rate of 3.5%. The economic annual growth rate is expected to be in the range of 7.0% per year, even with ongoing civil war in North and East. However the census carried out indicates that still a very high percentage of the families are receiving income less than Rs. 4000 per month. The demand for improved water and sanitation is in the rise with escalation of **purchasing power** of the people. As a result, this trend will continue making a remarkable pressure on improved water and sanitation facilities.

3.2 Urbanization Trend

The total population in the country is projected to increase to 23.1 million by the year 2030 with 1.5-% growth rate from the present number of 18,3 million persons. It is estimated that this will be stabilized at around 24 million by the year 2040. The urban population will reach 65% of the total population by year 2030 with an estimated very high growth rate of 2.5% in the urban areas.

A series of new industrial townships, cyber cities and green cities will be developed to keep up with the trend in urbanization. A national spatial plan will be formulated and will be implemented by UDA, defining potential growth areas for future. (Presidential Task Force on Housing & Urban Development).

Proposed National Spatial Planning Strategy for Sri Lanka (Presidential Task Force Recommendations)

In order to achieve the objectives of sustainable human settlement and development and explore the potentials for economic development in Sri Lanka in the future, the following development strategies are proposed (See Map 6).

- *Introduction of a high density development zone in the Western & Southern Provinces to promote industries, commercial and banking activities, tourism, agro-based industries and fisheries, since these regions will have the best infrastructure facilities in the country. The Colombo Harbour will support the development activities in the Western Province and the Hambantota Harbour in the Southern Province.*
- *Development of North Central Province, parts of the Eastern and Northern Provinces and Northern part of the Central province as secondary densified development zone with a view to promoting maritime activities of the Trincomalee harbour and establishing large scale industries, agro based industries and activities related to Mahaweli Development Scheme, where the availability of land is an important incentive to promote industrial development. Less intensified development will be pursued in this zone in relation to the high-density development zone.*

- *Introduction of regulation to enforce low density development in the hill country, particularly parts of Central, Uva and Sabaragamuwa Provinces and to protect the environmentally sensitive areas in those Provinces, such as virgin forests, water bodies and high mountains and watershed areas.*
- *Identification and designation of existing and proposed forests areas with a view to increasing the national forest cover to 30% by year 2010.*
- *Promotion of agriculture development in the North Western Province, parts of Eastern (Amparai) and Northern Provinces with agro based industries and the development of urban service centers to support marketing of rural products.*
- *Development of major urban metropolitan cities such as Colombo, Ruhunupura, Trincomalee Jaffna and Anuradhapura as Sub National Capital Cities, where the potentials for urban development remain very good.*

At the district level consultations in Anuradhapura, the people in Kaluwila village identified the need for a development plan for Nachchaduwa small town.

3.3 Housing Development

The requirement of housing units for a population of 24 million in the year 2040 based on average family size of 4 will be 6.0 million. (PTF Report on Housing & Urban Development).

Presently, in most cases the main constraint faced by the housing development is provision of basic infrastructure such as water and sanitation facilities. In some urban areas where the land is very expensive, existence of sewerage systems are essential. The cost factor of water and sanitation facilities is added to the cost of housing units, which make it less attractive for the public. Therefore, it is essential that future Housing Development Programmes (Housing Estates) be considered seriously, when investments are made in water and sanitation, in order to minimize the cost of houses.

It also has been planned to construct satellite towns closer to some major towns in order to solve the housing problem in the country. The National Housing Development Plan for next four decades will consist of demand created due to new houses constructed with state intervention, houses constructed by the private sector and houses constructed by the beneficiaries themselves. The water supply and sanitation programmes have to be planned, implemented in par with ongoing process of housing development.

It is also important to ensure that the semi-urban, small towns and rural areas also undergo planned development as a measure to arrest urbanization and for optimum use of available water resources and investments.

At the grassroots consultations in Talawa small town of Anuradhapura, the people complained that water from a source close to them would be conveyed to Anuradhapura without any provision for them.

The people from Kalawana small town of Ratnapura were concerned that population expansion in their small town was very rapid after provision of the piped water supply.

3.4 Cost Recovery/Affordability/Willingness to Pay

Poor cost recovery in water and sanitation is one of major bottlenecks that impede the growth. Due to this reason, the water utilities were under performing being not in a position to recover either recurrent costs or investment costs. The strategy development in the country showed a major shift towards cost recovery from free water service to subsidized water bill and towards a system of cost recovery during last two decades. Presently, the domestic sector is heavily subsidized from other sectors such as industries. The cost recovery policies to be further refined with flattening cross subsidy ratios towards **user pay phenomena**. Water will become an economic resource during the decades to come and this objective will be materialized in future.

International research indicates that in social terms spending for water and sanitation should not exceed 4% of the monthly income of an individual family. In Sri Lankan context, this affordable trend is within limits.

At the grass-root level consultative workshops 80% of the people in Rakwana-Kottala of Ratnapura District indicated that they are willing to pay back in installment-basis even investment funds for improved water supply facilities.

In addition, the people in Kirigalwewa village of Anuradhapura requested loans for construction of private dug wells.

At the district consultations, the people of Ratnapura district were willing to pay a higher amount for a better and a reliable service. They also suggested looking at the possibility of obtaining loans and funds from local banks, institutions and the private sector for new constructions and improvements of the systems. Another suggestion was to introduce a system of insurance for the facilities in order to meet the emergency situations and the future funding.

3.5 Consumer Expectations

With the emerging economical development and consumer centered approach in other parallel sectors such as telecom sectors, it is foreseen the consumer expectations will be on the rise.

In general, there will be an increase of per capita consumption of water with the use of water for multiple household applications. (180 lpcd to 200 lpcd). Water saving technologies have to be developed as a new form of science. Alternatively, it is necessary to promote parallel options even for urban users such as rainwater and use of shallow ground water for suitable purposes.

The demand for a better service level will increase with the rapid urbanization and increased awareness among all users. People will require adequate volume of good quality water at the correct time. The busy life styles of urbanization will force extra pressure on the level of service. Consumer friendly approaches have to be adopted minimizing the consumer inconvenience and dissatisfaction.

At the grassroots level discussions in Talawa small town of Anuradhapura, the people knew they were drinking poor quality water from the tank and channels and vehemently requested for a piped water supply of good quality water.

In rural areas, the consumer expectations will increase at a lower phase with readiness for improvising or adopting the service; while aiming towards an increased level of service.

At the grass root level discussion in Kaluwila village of Anuradhapura district, the villagers had identified the need to deepen and clean the village irrigation tank for bathing and other purposes. They did not request pipe water supply for these activities. They also appreciated the construction of canals, tanks etc. also as an increase in level of service of water supply.

The levels of service adopted by a particular maintenance authority need to be carefully selected and phased to meet the needs and expectations of the consumers concerned and the prevailing environmental and social conditions. For example in an urban area with a hive of activities and very high community authorities, consumers will expect supply interruptions to be infrequent, say not more than once in a year on average for an interruption more than 24 hrs. The other water cuts of small time spells to be well informed in advance. In contrast rural scenario consumer expectations may be less sophisticated.

The level of service will also be linked to the price charged by a utility. If that price increases the customers will expect a higher level of service. In this situation, it is essential that consumers are educated on real cost of water in order to change the attitude and thinking on water bills.

During the Regional Workshop held in Anuradhapura, the people in Anuradhapura Town indicated that:

- *Consumer rights to be preserved with establishment of user pressure groups with legal recognition for monitoring of level of service.*
- *The maintenance agency should inform the consumer on roster system for zoning water supply during the scarcity. Information on when water is available should be informed to the people.*
- *Information on water cuts to be informed to the consumers through the mass media.*
- *Main water sources closer to Anuradhapura Town need to be conserved for future increasing drinking water demand in the city water system.*
- *Government agencies were not prompt enough to improve the present water supply system with increasing demand for water. The maintenance agency should improve the system with the increasing demand.*
- *They expect the water to be available during a predetermined and agreed number of hours rather than for 24 hours. They opined that 24-hour water supply would increase wastage.*

4.0 TECHNOLOGY DEVELOPMENT AND DISSEMINATION

Technology development is essential for growth in any sector and especially for essential infrastructures such as water and sanitation. Introduction of appropriate and adoptive technologies invariably needs research and development as a tool. Equally important are the dissemination of available information to all stakeholders and the establishment of a suitable mechanism to support the process.

4.1 Promoting Appropriate Technology

The sustainability of the water and sanitation facilities depends heavily on their appropriateness and adaptability to suit the situations. While high-tech solutions may be needed for urban and complex situations; the rural scenario warrant simple and low-cost solutions. The lessons learnt and the experience shared from other countries need extensive field testing in the actual situation before adopting to our situations.

While efficiency of operation is the key element in urban sector, the individually operated low-cost point source systems are preferred in the rural settings. However, the per capita cost is a very important factor when promoting technology due to the heavy cost involved for coverage of water supply and sanitation.

4.2 Research and Development Institutions

The promotion of technology need qualified and committed institutions for research and development. The best resources for R & D work are available with universities and teaching /research institutions. Therefore, the integration between these institutions and the water and sanitation sector is essential to achieve synergy of all available actors. However, this collaboration is yet to take place to produce required applied research and development. The coordination with regional and international agencies is also necessary to obtain the optimum results

At the grass root level discussions people of Talawa were concerned that no new technologies are available with them for harnessing water and also expressed the need for research.

4.3 Mechanisms For Dissemination of Information

All relevant data and information regarding technology and other sector innovations and improvements need to be made available for various actors at the correct time. This require simple and effective mechanisms which are known to the actors and this could be a focal point for further collaboration.

Some possible means are Information /Resource Centers, Information Windows, Networking Mechanisms, various newsletters etc. All these have to reach the relevant target groups in the sector without much deliberations. Although some efforts are being taken in this direction specially by selected NGOs; it needs the support of a permanent mechanism. The optimum use of media to support these mechanisms are essential.

4.4 Source Protection and Environmental Improvements

In view of the depleting water sources and the ever-increasing pollution of them; the water source protection and environmental improvements play a major role in water and sanitation sector programmes. Special measures are required to improve the source catchments with a holistic view to make the interventions economically viable for the participants. Community forestry and participatory planning for environmental improvements are very vital for the already threatened water sources.

The unplanned and indiscriminate disposal of solid waste is a major hazard for the future with irreversible consequences. If remedies are not found very quickly, this could be the most devastating factor against the available water resources.

Uncontrolled extraction of ground water specially in the dry zone; without any regard for recharging and replenishing; would dry up this scarce resource very soon. Therefore it is necessary to carry out relevant studies to establish ground water resource scenario specially in the dry zone and also river basin studies. All these require extensive coordination and sharing of information within the sector and also among sectors.

In addition, the participants in Ratnapura district consultation proposed a series of committees at national, provincial/district level and divisional level to identify and preserve/develop water sources and catchments.

At the grassroot level discussions, villagers of Kirigalwewa explained that the uncontrolled construction of agro-wells has effected the water table of their dug wells and also suggested that restoring the village tanks will help to improve the situation.

5.0 AWARENESS ON WATER, SANITATION AND HYGIENE ASPECTS

Information Technology is expanding in leaps and bounds and promoting awareness on important issues. Of course, one has to identify clear target groups, most effective channels of communication and the appropriate messages. Awareness creation is essential among all sector actors; on subjects ranging from water management to water pollution. The time has come to rethink regarding the old awareness strategies especially for Hygiene Education.

At the Ratnapura district meeting the people expressed their concern that the awareness on water and sanitation is not received by everyone; only fraction of the villager/users are reached.

5.1 Mass Communication

Mass communication institutions need to play a major role to ensure the delivery of important messages in the sector. Use of commercial advertisements can be encouraged in view of its effectiveness. Many stakeholders in the sector are of the view that this avenue has not been fully explored.

Use of school children and mother groups, as change agents have to be encouraged; though using new and effective strategies.

There is also consensus among stakeholders that awareness on sanitation and hygiene is at a lower level than water supply and this anomaly also has to be rectified.

5.2 Awareness Among Political Authorities and Officials

The water supply and sanitation sector has undergone rapid changes on policies and implementation strategies. As a result there is a need to inculcate these messages at the highest decision making levels for effectiveness of the programmes. The proven and tested system of using the user communities for decision making has not yet been established in many political authorities and even among a segment of officials.

In addition, the key issues in the water and sanitation sector have to be discussed in detail with this key stakeholders and remedies worked out in a participatory manner.

The people in Ratnapura district confirmed that what we need is the "Political Blessing" and not "Political Support"

5.3 Water Conservation and Management

The ever-increasing threat on water resources and the very high variations both in quantity and quality of the water sources require effective conservation and management measures. The protocols to be followed in crisis situations of droughts and floods have to be institutionalized. The good lessons learned need to be published. Creating awareness among all stakeholders, coordination and collaboration between other sectors and institutions for effective management of this scarce resource is essential.

5.4 Source Pollution and Environmental Issues

The safety of waterways and water bodies has to be ensured by being vigilant and promoting corrective measures. Practical measures are needed for mitigation and enforcement; as it has become very necessary now. Indiscriminate use of fertilizer and pesticides is a very high priority area. Systems similar to those existing in old times for maintaining Irrigation Tanks will be essential. These require extensive awareness among all stakeholders.

The problems of source pollution and the need for preservation was discussed over and over and in detail both at grassroot and district consultations of Anuradhapura district. They claim that the old Velvidana arrangement was very effective. The mass scale pollution taking place in Nuwarawewa and Tissawewa were highlighted by the participants and a need for immediate interventions were confirmed not only to stop pollution, but also to promote source protection. Similar concerns were voiced in respect of Nachchaduwa tank and the canal system.

6.0 INSTITUTIONAL FRAMEWORK

The water supply and sanitation sector involves a large number of stakeholders; it has been convincingly proven that no single actor can work effectively in the sector. As a result; a workable and practical institutional framework is essential for sector development. In developing this framework one has to analyse each actors strengths vs. weaknesses and also their legal and administrative functions.

6.1 Institutional Development

The number of stakeholders in water and sanitation programmes are many and of diverse origins. This has created a vacuum in an agency/authority responsible for institutional development. In addition, the policies and strategies have changed rather rapidly for anyone to keep even a track on things. However, the present collaboration and coordination efforts have resulted in a vision for Institutional Development.

The Consumer empowerment should be seriously considered for all types of programmes and they also have to be institutionalized. The promotion of consumer pressure groups/consumer societies and involvement of disadvantages groups should be encouraged. Consumer Protection and Consumer Rights have to be established and formalized.

Political leaders and institutions have to be developed for active involvement for the sector. It is also essential to institutionalize the village level consultation process so that their plans will be given priority for implementation at district and national level.

It is necessary to install mechanisms to continuously carryout Institutional Development as it is a very dynamic process. These exercises need to be self sustained for greater autonomy and effectiveness.

6.2 Capacity Building

Lack of trained and capable human resources is a very big challenge for the sector. The increased investments and planned coverage creates a severe demand on skilled manpower for implementation, operation and monitoring. Preparation of a practical Human Resource Plan for the sector is a prime need. This plan has to cater to all the stakeholders in the sector and need to be developed with the training institutions, teaching institutions, universities/colleges etc and with a particular emphasis on developing private sector potential. The availability of logistics and other facilities dispersed around the country is very vital for effectiveness of this human resources plan.

An effective structure has to be in place and relevant procedures, guidelines and systems have to be developed. The skill certification programmes such as Operator Certification, Plumber Certification etc. are also essential components.

Continuous assessment and development has also become essential due to the dynamism of the sector.

6.3 Structural Changes

In view of the new strategies and policies used in the water supply and sanitation sector, the role of the stakeholders have to be redefined. The traditional provider role of the government and local authorities needs a shift toward facilitation, monitoring, evaluation and backstopping; especially in the rural sector. The user communities have to select their role to suit the ground situation.

In the urban sector also, the emerging of the private sector has created the need for Regulatory Authorities and consumer pressure groups and consumer societies in order to safeguard their rights.

The new policies and strategies in the Water Resources have identified the need for new structures such as River Basin Committees, Water Resources Committees etc. which need the active involvement of sector stakeholders.

The legal powers of stakeholders need to be reviewed and even reshaped to meet this challenge.

At the district consultations in Ratnapura people were concerned regarding the non availability of strategies and procedures to involve users for decision making in the urban sector. The people in Talawa small town of Anuradhapura explained that the users with low service level are not in a position to take decisions for implementation.

6.4 Coordination Mechanisms

The need for coordination in the sector has become essential now than ever before. Special coordination and collaboration efforts are required both inter sector and intra sector. Specific references can be made to Water Resources Secretariat leading to the proposed Water Resources Council; Urban Development Authority; Central Environmental Authority and Road Development Authority. All these indicate the need for the local authorities to coordinate sector activities within their areas with a particular emphasis on planning.

The special case here is the coordination between Department of Health at national, provincial and divisional level and the sector stake holders. In addition, the Health and Hygiene Education components in all the programmes and the advice for sanitation programmes essentially need the support of the Health Department.

In view of the diverse group of stakeholders in the water and sanitation sector, coordination mechanisms have to be both formal and informal.

6.5 Disadvantage Groups

All these interventions in the sector has not been able to reach the disadvantage groups both in urban and rural areas; in terms of both water supply and sanitation. In the contrary; the new policies and strategies tend to marginalize this group unless special attention is given to these groups from the planning stage. These disadvantage groups can be urban slum dwellers, low-income groups, marginalized groups due to access, social issues etc.

**VISION 21 – CONSULTATION ON WATER SUPPLY & SANITATION FOR
NATIONAL WELL BEING – SRI LANKA**

Summary of District Level Consultations

1. Districts Identified for the Consultation

The two districts selected for the consultation are Ratnapura and Anuradhapura, one in the wet zone and the other in the dry zone.

In Ratnapura district, a World Bank assisted Community Water Supply & Sanitation Project had just been completed while no other significant interventions were made in the Anuradhapura District.

2. The Process of Consultation

The district consultations were planned, so that the results of the grass-root level consultations in the districts could be presented at this forum.

Therefore, the user communities themselves presented the outcome of the following grass root level consultations at this district level meetings.

<u>District</u>	<u>Locality</u>	<u>Name</u>
Anuradhapura	Urban	Anuradhapura Urban Council Area
	Small Town	Talawa
	Villages	* Kaluwila
		* Kirigalwewa
Ratnapura	Urban	Ratnapura Urban Council Area
	Small Town	Kalawana
	Vilalge	Kottala

The district level consultations were carried out under the chairmanship of the Chief Secretary in charge of each district, and with the involvement of all regional/district stakeholders. The composition of the stakeholders are given in Table 1.

3. Summary of Observations

3.1 Establishment of Goals & Target for Safe Drinking Water & Sanitation

One target was the "Safe Water and Sanitation for all by year 2000; which was now established as "Safe Water and Sanitation for all by year 2010".

In rural communities, programme were implemented both by GOs and NGOs with the active participation of the users.

Although, more attention was given to urban communities, the users were hardly involved at any stage and large scale projects were implemented.

The major setbacks to achieve the goals/objectives were the lack of water resources and limitation of funds.

**TABLE-1 COMPOSITION OF PARTICIPANTS IN THE
DISTRICT LEVEL CONSULTATION**

<u>District</u>	<u>Category of Stakeholders</u>	<u>Number Present</u>
Anuradhapura	Users (From Grass-root level)	50
	NGOs	07
	Government Organisations/ Provincial Councils	15
	Other Organisations (Journalists, Individuals, Village Level Organisations)	19
Ratnapura	Users (From Grass-root level)	62
	NGOs (Sarvodaya etc)	08
	Government Organisations/ Provincial Councils	15
	Other Organisations (Journalists, Individuals, Village Level, Organisations, Grama Niladaris etc)	06

3.2 Percentage of Population/Community Remaining Unserved in Water Supply and Sanitation

The percentage of coverage in the two districts were as follows;

District	% of Coverage in Water Supply	% of Coverage in Sanitation
Anuradhapura	55	50
Ratnapura	60	75

3.3 Setting of Goals and Targets

In Ratnapura districts, where a Community Water Supply and Sanitation Project was implemented, the ideas of Line Agencies, NGOs and user communities were obtained with a "Political Blessing". Even though, there is a need to strengthen the "Goal Setting Process".

In Anuradhapura district, where no major assistance were diverted for water supply and sanitation and hardly any provision were made to accommodate user communities.

The decisions were taken by the Government Agencies and on the influence of political authority. The process in NGOs has to be appreciated as more weightage is given to the user groups.

3.4 Support for Achieving the Goals/Targets

The major supports needed were for funds, technical advice and institutional development.

The funds expected from bilateral donors were decreasing and even for the funds, critical agreement had to be entered with the donors. The technical guidance obtained from these programme did not agree much will be real need. As a result much funds had to be introduced for consolidation phases of some projects.

3.5 The Present Status of the Sector and the Indicators

In the dry zone, the quality and quantity of water is deteriorating. The situation aggravates in the dry periods. The incidence of water borne diseases have been reduced.

The indicator that could be used are;

Coverage

Service Level

Quality of Life

3.6 Awareness & Knowledge

There is a need to design Awareness/Education programme using the participatory approach. The evaluation of the existing programme indicating that the ideas of implementation and the users tend to diverse. Also there is a need to improve the communication technique.

The users have little or no-knowledge an new technology, benefits to them and their applications. The participant made a concern regarding the availability of sewerage systems.

The water resources are not looked after and as a result valuable resources are depleted or lost.

3.7 Institutional Capabilities

The users and officers possess ability to translate knowledge to actions, if they work together as a team. But some pre-conceived ideas specially in the officers hinder the work.

There is a need to use effective communication techniques.

In the Ratnapura District, the CWSSP has transferred the ownership to CBOs in many systems.

The sense of ownership exists only in the CWSSP programme and in the other districts to the barest minimum.

3.8 Participation for Decision Making

In the Anuradhapura district, the grass-root level people were not given sufficient chance to participate in the decision making process. The political authority influence the decision making process. Ultimately the final decision of the programme rests with the provincial/national level authorities; who do not consider the user decision very much.

The disadvantage groups such as low-income people, were rarely consulted for the decision making.

3.9 Political Will

The political blessing is more appropriate than the "Political Will". The importance of water and sanitation should be made aware to National Planners, Political authorities.

Water and Sanitation are two deeply engrossed activities, which cannot be separated.

The water and sanitation belongs to National line agencies, which need better co-ordination.

3.10 Networks and Collaboration

All agree for the need to improve the Networking arrangement and a collective partnership.

3.11 International Co-operation

The International co-operation has to provide simple and technologically proved process.

**TABLE - 2 COMPOSITION OF PARTICIPATING
IN THE DISTRICT LEVEL CONSULTATION**

Representation from Line Ministries	10
Representation from Provincial council	04
NGOs	10
Private Sector	07
External Support Agencies	10
Government & Semi-Government Institutions	14

VISION 21 - WATER SUPPLY & SANITATION - SRI LANKA

SUMMARY OF GRASS ROOT LEVEL CONSULTATIONS

1.0 Districts Identified for the Consultation

- There are two districts identified for the consultation, one in Ratnapura District where funding has been already utilized from World Bank for the Water Supply & Sanitation Development.
- The Other District - Anuradhapura, where proposed ADB Water Supply & Sanitation Project is scheduled to commence this year.
- Most of the other districts in Sri Lanka will also be covered under the above two programmes. Therefore, these two districts are best samples represented for this purpose.

2.0 Identification of Local Areas

2.1 Ratnapura District

We have selected three areas within this district and the details are as follows :

- (a) Rural Village - Rakwana Kottala
- (b) Small Town - Kalawana
- (c) Urban Area - Ratnapura Town

2.2 Anuradhapura District

- (a) Rural Village - One in a irrigation hamlet Kaluwila
Traditional Village - Kirigalwewa
- (b) Small Town - Thalawa
- (c) Urban Area - Anuradhapura

These three types of communities represent the main types of population centres in the country.

3.0 Summary of Observations & Recommendations

3.1 Existing Water Supply & Sanitation Situation

3.1.1 Rural Villages

The existing water supply situation is somewhat satisfactory in all the villages. In the dry district of Anuradhapura, the quantity of water available for users other than drinking is limited and even the quality is not acceptable in some of the wells used.

In the Wet District of Ratnapura, most of the villages use water from gravity pipe system, but they also indicate difficulties during the drought period.

In the irrigation hamlet, people use water from the canals for other purposes except drinking. In one village of Anuradhapura, there is large number of agrovate being used.

3.1.2 Small Towns

There is an distinct difficulty in the dry and wet districts. Most of the people in the wet district obtain water from a gravity pipe borne system whereas in the dry zone, they use mainly tube wells and dug wells for drinking.

3.1.3 Urban Areas

The Urban Communities obtain water from Town Water Supply System which supply treated water for drinking and other purpose in one town the quantity available was adequate for total consumption but the total population in this community in not served from the pipe system.

3.2 Water Supply and Sanitation Situation - 10 - 20 years before

3.2.1 Rural Areas

The drinking water requirements were obtain from point sources which was not polluted and the quantities were adequate. For bathing and other purposes irrigation was used extensively as they were not polluted. In the wet zone the village was experiencing problems as the water sources were away from the village.

The sanitation condition is not created and environmental concern due to the low population density.

3.2.2 Small towns

In the Small Towns the people had to under go difficulties to find drinking water as there were no proper sources for the concentrated users. People were at mere inconvenience specially in wet zone due to the presents of water borne diseases.

The sanitation condition was not satisfactory and this probably had led to unhygienic conditions.

3.2.3 Urban Areas

The people use to obtain water for drinking from point sources and for other users from irrigation tanks. The quality of water was good and could be used without boiling.

The sanitation condition was unsatisfactory and has had led to spread of water borne diseases.

3.3 Future Expectations

3.3.1 Rural Villages

The communities in the dry zone wish for tube wells and pipe borne water supply to their houses in the future. In remote areas, the promotion of dug wells and tube wells with loan facilities or other assistance on individual basis was recommended. Most of the communities was concerned regarding the quality of water in the water sources specially the surface sources.

In the wet zone where the village even now obtaining the services of pipe supply indicated the need to have 100% coverage and were also willing to pay for the surface.

The need to concentrate more on sanitation improvements was recommended and it should be implemented with the co-ordination of all the actors. The support obtained from the agencies to create awareness and the supply on sanitation is inadequate.

Regarding the indicators for change in the situation, the villages in dry zone could identify less crowd at the tube wells as an improvement to the service. They could also observe a decrease in water borne diseases.

The presence of polluted water was a good indication about the deterioration of water quality. In the wet zone, the indicators were reactions from school children, reduction of water borne diseases and minimising of conflicts.

The presence of large number of agro-wells is affecting the water availability. Promotion of the participatory approach to overcome. The water and sanitation issues must be recommended. The affect of women due to non-availability of water and sanitation services has been stressed and need to increase awareness among women has been highlighted. For better effectiveness. Politicians, local authorities and the users have to work together.

The lack of institutions to obtain financial assistance on individual level to improve water and sanitation conditions was the constraint. The affect of pollution is maximising during the wet season with waste from cattle farms.

It is expected to bring an attitude change in mothers, small children, community leaders and the associated government officers.

The need to organise the role and responsibilities of women regarding the water and sanitation issues and also the need to evaluate and compensate them is recommended.

The need to evaluate the performance of sector has been highlighted. Some communities have recommended the traditional belief that politicians have the resources and funds. Women attend to most of the awareness programmes whereas decision-making is when the men who are not in a position to attend these meetings.

3.3.2 Small Towns

Most of the communities wanted within their premises in the next 10-20 years. The communities in the dry zone observe that change has been to worse where the water sources have depleted.

A considerable portion of the community good out of the area for occupation and this has created a problem to develop a community organisation. There are no simple techniques available to treat water in the point sources, as a result most of them have to be abandoned.

There is an opportunity for the community to obtain assistance from local authorities and the other institutions if the community could organise in to one group.

3.3.3 Urban Areas

The sanitation condition is deteriorated because the pollution of large surface water bodies are neglected. In order to promote this, the attitudes of politicians and officers have to be changed. The communities wish to obtain water within the premises and available at the required time. They also recommend to improve water catchments by protecting them and also cleaning the recreational water sources. The communities observe a decrease in water borne diseases and also in discolouring of teeth in children.

Most of the communities are busy and do not have free time for collective and participatory activities.

It is recommended to form a Water and Sanitation Committee consisting of interested parties in order to promote action. The need to support women by providing adequate water and also improve sanitation facilities is recommended.