

SURVEY QUESTIONNAIRE

This survey data questionnaire is one part of a two-part data collection process. This survey questionnaire has been transmitted to your Ministry to solicit your government's response concerning institutional, financial, and human resource capacity trends within the sanitation and drinking-water supply sectors. Additional information is being gathered separately as part of a desk review, which is intended to minimize the survey burden on your government resources, and will document evidence-based information concerning the existence of policies, institutional mechanisms, planning documents, and the amounts of financial and human resources devoted to the sectors. Once completed using readily available information, this evidence-based assessment will be transmitted to your Ministry for further discussion of any data gaps and verification of the information obtained

Please direct queries and completed questionnaires to either your national GLAAS/CSO focal point/consultant or to WHO at glaas@who.int

Please **type** your answers in the **yellow** boxes in the Response column only. Enter information in text boxes where requested. Where information is not available, simply indicate "Not Available" in response box.

CONTACT INFORMATION: Please indicate the primary respondents that completed this form. If there are more than 3 primary respondents, please copy this page and complete the appropriate information for the additional respondents.

Country:			
Name of primary respondent(s):			
Email address:			
Job title:			
Ministry/Department:			
Address Line(s)/Phone number			
City and Postal Code			

Section A: Coverage Status and Definitions**1. National monitoring institutions**

a) Which government institutions are responsible for monitoring national coverage levels in sanitation and drinking-water? Also, if known, please indicate for each institution which data sets are used.

Government institution	Data sets used

Question 1 Information Source(s) (please provide web link(s) if applicable).

2. Current Access – Please indicate the status of national monitoring efforts.

	Sanitation		Drinking-Water Supply	
	Urban	Rural	Urban	Rural
a) When was the last national coverage assessment done (year)?				
b) Is there government consensus on levels of coverage (yes/no)?				
c) If one exists, what is the agreed country coverage target (% access)				
d) If one exists, what is the target year to reach country target coverage (year)?				

Question 2 Information Source (please provide web link if applicable).

3. Sanitation & hygiene access in schools and public facilities

a) Please place "X" in each applicable column:

	Sanitation			
	Urban		Rural	
	Yes	No	Yes	No
Are there policies for the provision of sanitation in public places and the workplace?				
Are access targets included in policy or strategy for schools?				
Are access targets included in policy or strategy for hospitals and healthcare centres?				

b) What percentage of schools and hospitals/healthcare centres have adequate sanitation facilities, including access to improved water and soap for hand-washing?

	Current % with adequate facilities, including improved water for hand-washing		
	Urban (%)	Rural (%)	Total (if breakdown not available) (%)
Primary schools			
Secondary schools			
Universities			
Hospitals			
Healthcare centres			

Question 3 Information Source (please provide web link if applicable).

c) Are hygiene education programmes implemented in: (Please place "X" in each applicable column)

	Urban		Rural	
	Yes	No	Yes	No
Primary schools				
Secondary schools				
Universities				
Hospitals				
Healthcare centres				

Part I.B. Sector Preparedness

The following section and sub-sections are intended to solicit your government's perspective concerning institutional, financial, and human resource capacity trends within the sanitation and drinking-water sectors.

- Each sub-section asks several questions concerning whether there is an improving or declining trend in one particular area of sector capacity (or whether there is no appreciable change). If there are differences between the urban and rural areas, please indicate accordingly.
- Each sub-section also requests a brief listing of 2 to 3 achievements and 2 to 3 obstacles related to capacity improvement over the past three years.
- Finally, each sub-section requests your overall perception of each sub-section topic area (for example, policies and institutions) from a scale of 1 (very low) to 10 (very high).

For each question, please place 'X' in each applicable column.

4. Policies and Institutions

		Sanitation & Hygiene		Drinking-Water	
		Urban	Rural	Urban	Rural
a) Over the past 3 years, the working of mechanisms that promote government coordination (cross-ministry, cross-departmental and with decentralised government) have been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
b) Over the past 3 years, the working of mechanisms that promote multi-stakeholder coordination (government, external donors, international agencies, NGOs, and civil society) have been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
c) Over the past 3 years, the adoption and implementation of effective sector policies, regulations and reforms have been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				

4. Policies and Institutions (continued from previous page)

d) For the past three years, could you please briefly indicate 2 to 3 significant achievements, and 2 to 3 obstacles with regards to **national policies and institutions** in the sanitation or drinking-water sectors?

Achievements:

Obstacles:

Information Sources (please provide web link if applicable).

What is the overall perception of the implementation and coordination of **national policies and institutions** (1-very low, 10-very high)

g) Sanitation and hygiene sector

h) Drinking-water sector

1 2 3 4 5 6 7 8 9 10

5. Planning, Monitoring, and Evaluation

For each question, please place 'X' in each applicable column.

		Sanitation & Hygiene		Drinking-Water	
		Urban	Rural	Urban	Rural
a) Over the past 3 years, the adequacy of resources (both staff and financial) for sector planning, monitoring, and evaluation has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
b) Over the past 3 years, the effectiveness of the multi-stakeholder review process (or equivalent) in aiding sector planning has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
c) Over the past 3 years, have government systems for reporting on progress in the sector have been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
d) What was the date of your last sector performance review (month/year)?					
e) When is the date of your next sector performance review (month/year)?					

f) For the past 3 years, could you please briefly indicate 2 to 3 achievements, and 2 to 3 obstacles with regards to **planning, monitoring, and evaluation** in the sanitation or drinking-water sectors?

Achievements:

Obstacles:

Information Sources (please provide web link if applicable).

What is the overall perception of the **planning, monitoring, and evaluation** of the sectors (1-very low, 10-very high)?

f) Sanitation and hygiene sector

g) Drinking-water sector

1 2 3 4 5 6 7 8 9 10

6. Financial Planning and Resources

		Sanitation & Hygiene		Drinking-Water	
		Urban	Rural	Urban	Rural
a) Over the past 3 years, the amount of available funds in relation to the financial needs of the sector have been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
b) Over the past 3 years, the predictability of internal government financing (i.e. the timeliness of funds) has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
c) Over the past 3 years, the predictability of external donor funding has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				

6. Financial Planning and Resources (continued from previous page)

		Sanitation & Hygiene		Drinking-Water	
		Urban	Rural	Urban	Rural
d) Over the past 3 years, the proportion of donor funds (as compared to total donor funds) included in the sector budget has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
e) Over the past 3 years, coordination of donor financing (through national or regional steering groups, or equivalent) has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
f) Over the past 3 years, the adequacy of cost recovery mechanisms to ensure the sustainability of assets has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				

g) For the past three years, could you please briefly indicate 2 to 3 significant achievements, and 2 to 3 obstacles with regards to **financial planning and resources** in the sanitation or drinking-water sectors?

Achievements:

Obstacles:

Information Sources (please provide web link if applicable).

What is the overall perception of **financial planning and resources** for the sectors (1-very low, 10-very high)?

	1	2	3	4	5	6	7	8	9	10
h) Sanitation and hygiene sector										
i) Drinking-water sector										

If applicable, which of the following is the most critical barrier to maintaining adequate human resource levels (place 'X' in appropriate column).

7. Human Resources

For each administrative level, sector, and human resources category¹, please indicate the most (try to pick only one) critical factor impacting the adequacy of human resource levels. If human resource levels are adequate for a particular profession, please indicate with an 'X' in the last column. Please consider HR needs for hygiene promotion separately where applicable.

			Not enough qualified or experienced applicants	Inadequate budget for hiring and retaining staff	Work context (organization constraints do not enable staff to do job effectively)	Other barriers (e.g. motivation, wrong kinds of skills, etc)	No barrier perceived
a) Central government		Professionals					
b) Utilities (urban)	Sanitation/hygiene	Professionals					
	Sanitation/hygiene	Technicians/Skilled workers					
	Sanitation/hygiene	Hygiene promoters					
	Drinking-water	Professionals					
	Drinking-water	Technicians/Skilled workers					
c) Regional/province	Urban sanitation/hygiene	Professionals					
	Urban sanitation/hygiene	Technicians/Skilled workers					
	Urban sanitation/hygiene	Hygiene promoters					
	Rural sanitation/hygiene	Professionals					
	Rural sanitation/hygiene	Technicians/Skilled workers					
	Rural sanitation/hygiene	Hygiene promoters					
	Urban drinking-water	Professionals					
	Urban drinking-water	Technicians/Skilled workers					
	Rural drinking-water	Professionals					
	Rural drinking-water	Technicians/Skilled workers					
d) Local level	Rural sanitation/hygiene	Professionals					
	Rural sanitation/hygiene	Technicians/Skilled workers					
	Rural sanitation/hygiene	Hygiene promoters					
	Rural drinking-water	Professionals					
	Rural drinking-water	Technicians/Skilled workers					

¹ For the purposes of this questionnaire, professionals: an occupation requiring special education, usually a graduate i.e. an engineer or geologist. Technicians: someone in a technological field who has a practical understanding of the general theoretical principles of that field, (e.g. as compared to an engineer in that field -- mechanics, electricians, operators, lab technicians). Skilled workers: worker who has acquired special skills (e.g. carpenters, plumbers, masons, welders)

7. Human Resources (continued from previous page)

e) Are there estimates for the total number of sector workers in place and/or needed to meet targets?

(if yes, could you please provide estimates for the following)

- 1) Number of sector professionals (sanitation and drinking-water)
- 2) Number of technicians/ skilled workers (sanitation and drinking-water)
- 3) Number of hygiene promoters

Sanitation & Hygiene		Drinking-water	
Yes	No	Yes	No
Staff in place (2009)		Projected staffing needs (2010-2015)	

Please place "X" in each applicable column:

	Sanitation & Hygiene				Drinking-Water Supply			
	Urban		Rural		Urban		Rural	
	Yes	No	Yes	No	Yes	No	Yes	No
f) Are human resources addressed in national strategies or in annual sector reviews (shortages, skills gap)?								
g) Is there a human resources development plan with objectives, targets, and resources identified?								
h) Are there in-country education & training institutions for sector professionals?								
i) Do the skills taught match the need for service delivery?								
j) Do the people trained find work in the sector?								

For each question, please place 'X' in each applicable column.

		Sanitation & Hygiene		Drinking-Water	
		Urban	Rural	Urban	Rural
k) Over the past 3 years, the adequacy of the local private sector in providing services and support within the sector has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
l) Over the past 3 years, the opportunities for education and training of staff and field workers have been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				
m) Over the past 3 years, the number of unfilled government vacancies in the sector has been:	- Declining / worsening				
	- Constant / same				
	- Improving / getting better				

n) What are the priority areas and occupations that need the most attention to meet country water and sanitation & hygiene targets?

o) What incentives are there to retain staff (particularly in rural or less professionally attractive areas)

p) For the past three years, could you please briefly indicate 2 to 3 significant achievements, and 2 to 3 obstacles with regards to **human resources (including numbers, skills, and deployment)** in the sanitation & hygiene or drinking-water sectors?Achievements:Obstacles:

Information Sources (please provide web link if applicable).

What is the overall perception of **human resources availability/development** (1-very low, 10-very high)

- q) Sanitation and hygiene sector
- r) Drinking-water sector

1	2	3	4	5	6	7	8	9	10

Section C: Planning Assumptions

The following questions are intended to aid the assessment of cost needs to reach the country coverage targets and global MDGs.

8. Planning

a) For planning purposes, how many persons are served by a: *(Please add as many as needed)*

Drinking-water supply	Persons served
Public well	
Hand pump	
Public standpost	
House connection	

Sanitation	Persons served
Household sanitation facilities	
Shared sanitation facilities	

b) For planning purposes, is your country using standard unit costs for the different drinking-water supply and sanitation options?

Yes	No

c) If Yes, could you please specify the unit costs for the different options? *(Please add as many as needed)*

Drinking-water supply	USD

Sanitation	USD

d) Please indicate the estimated future planned increases in populations with access to improved sanitation and improved drinking-water in urban and rural areas.

	Sanitation		Drinking-Water Supply	
	Urban	Rural	Urban	Rural
Unserved population that will have access over the next one year?				
Unserved population that will have access over the next 3 years?				
Unserved population that will have access over the next 5 years?				

9. Sector budget matrix - National (country) data on budgets and actual expenditures, aggregated with aid flows from external support agencies (i.e. donor aid), and estimates of household and private sector expenditures are expected to provide critical information on costs, financing trends and gaps in the sanitation and drinking-water sectors at country, regional and global levels. The CSO/GLAAS team will facilitate the collection of both historical and projected budget and expenditure data for the two sectors at the central and local government levels. You will be contacted by the CSO/GLAAS team requesting that you take part in this effort.

10. Sector constraints - In light of the previous questions, what do you believe is the most limiting factor impacting progress in the sanitation and drinking-water sectors (e.g. lack of funds, sector coordination, human resource capabilities, private sector participation in service delivery, etc.)

11. Comments - Please provide any clarifications or comments that you may have on any of the questions or sections of the survey.

THANK YOU FOR YOUR PARTICIPATION IN THE SURVEY!

We truly appreciate the time and effort involved in completing this form. Please return this form to:

CSO/GLAAS Team
World Health Organization & World Bank, Water and Sanitation Program, Africa
E-mail: glaas@who.int

Part II. Sectors Budget Matrix

National (country) data on budgets and actual expenditures, aggregated with aid flows from external support agencies (i.e. donor aid), and estimates of household and private sector expenditures are expected to provide critical information on costs, financing trends and gaps in the sanitation and drinking-water sectors at country, regional and global levels. To the extent that information is available, please try to break down the sector budgets and expenditures using the tables below. Please complete the yellow highlight boxes. If it is impossible to separate sanitation from drinking-water, please use the sanitation and hygiene relevant cell and mark "NP" (i.e. not possible) in the drinking-water cell. Also, if categorical breakdowns are not possible, please try to provide totals.

Country:		Sector Budget and Expenditure									
Data Analysis By:											
Currency:											
Domestic Recurrent		2006		2007		2008		2009	2010	2011	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Budget	Budget	
Central Government											
	Salaries - Drinking-water										
	Non salary - Drinking-water										
	Salaries - Sanitation and hygiene										
	Non salary - Sanitation and hygiene										
	Urban recurrent subsidy to utilities										
Local Government											
	Salaries - Rural drinking-water										
	Non salary - Rural drinking-water										
	Salaries - Urban drinking-water										
	Non salary - Urban drinking-water										
	Salaries - Rural sanitation and hygiene										
	Non salary - Rural sanitation and hygiene										
	Salaries - Urban sanitation and hygiene										
	Non salary - Urban sanitation and hygiene										
Capital		2006		2007		2008		2009	2010	2011	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Budget	Budget	
Central Government											
	Rural drinking-water										
	Rural sanitation subsidy (on site sanitation)										
	Urban drinking-water										
	Urban sewerage										
	Urban sanitation subsidy (on site sanitation)										
Utility (3 largest or national)											
	Utility internal investment in drinking-water										
	Utility internal investment in sewerage										
	Utility internal investment in sanitation subsidy										
Local Government											
	Rural drinking-water										
	Rural sanitation subsidy										
Total Government Budget											

Country Sanitation and Drinking-Water Sectors Questionnaire

2009

Foreign (donor) Capital		2006		2007		2008		2009	2010	2011	Estimated breakdown as %			
On budget		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Budget	Budget	RWS	UWS	RSH	USH
	Program/donor A (please specify)													
	Program/donor B (please specify)													
	Program/donor C (please specify)													
	Program/donor D (please specify)													
	Program/donor E (please specify)													
Off budget														
	Program/donor F (please specify)													
	Program/donor G (please specify)													
	Program/donor H (please specify)													
	Program/donor I (please specify)													
	Program/donor J (please specify)													

* Values in the table below are automatically calculated in Excel. If completing hard copy form, please skip

INVESTMENTS		2006		2007		2008		2009	2010	2011
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Budget	Budget
Rural Drinking-water	Total Domestic Capital RWS investment									
	Total Donor Capital RWS investment estimate									
	Total RWS investment									
Urban Drinking-water	Total Domestic Capital UWS investment									
	Total Donor Capital UWS investment estimate									
	Total UWS investment									
Rural Sanitation and Hygiene	Total Domestic Recurrent RSH investment									
	Total Domestic Capital RSH investment									
	Total Donor Capital RSH investment estimate									
	Total RSH investment									
Urban Sanitation and Hygiene	Total Domestic Recurrent USH investment									
	Total Domestic Capital USH investment									
	Total Donor Capital USH investment estimate									
	Total USH investment									

* Values in the tables below are automatically calculated in Excel. If completing hard copy form, please skip

TOTALS		2006		2007		2008		2009	2010	2011
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Budget	Budget
Sanitation and Hygiene	Rural									
	Urban									
	Total Domestic SH									
	Total Foreign SH									
	Total Domestic SH/Total Government Budget									
Drinking-Water Supply	Rural									
	Urban									
	Total Domestic WS									
	Total Foreign WS									
	Total Domestic WS/Total Government Budget									
	Total Domestic SH+WS									
	Total Foreign SH+WS									
	Total Domestic SH+WS/Total Government Budget									

RWS = rural drinking-water supply, UWS = urban drinking-water supply, RSH = rural sanitation and hygiene, USH = urban sanitation and hygiene, SH = sanitation and hygiene, WS = drinking-water supply

Part III.A Country Status Overview - Rural Drinking-Water Supply

There are 27 questions concerning the status of the rural water supply (RWS) sector. If you are using a hardcopy of this questionnaire, please circle one of the three responses immediately adjacent to each question, or insert an appropriate score value of 1, 0.5, or 0 in the last column. If you are using the Excel version of this questionnaire, please use highlight/fill to choose a response, or again, insert an appropriate score value of 1, 0.5, or 0 in the last column.

Country:

		Circle one or enter score ->			Score
POLICY AND INSTITUTIONS		1	0.5	0	
RWS 1	Are there RWS targets in PRSP or national development plan?	Yes	No	No PRSP or national development plan	-
RWS 2	Is there an RWS policy agreed by stakeholders and approved by cabinet (either gazetted as part of a national policy or as a stand alone policy)?	Policy agreed and gazetted	Policy yes, but <u>not</u> agreed or gazetted	No policy	-
RWS 3	Are the institutional roles of sub-sector players (central & local government, water boards, regulator etc) clearly defined and operationalised?	Defined and operationalized	Defined but <u>not</u> operationalized	Not defined	-

PLANNING AND EVALUATION

RWS 4	Does the government have a programmatic sector-wide approach for RWS that involves all development partners?	SWAp defined and being implemented with donors	SWAp being defined with donors	No SWAp being defined	-
RWS 5	Is there an investment program for RWS based on an MDG needs assessment that is published and agreed?	Programme operationalized	Under preparation	Not existing	-
RWS 6	Is there an annual review in place to monitor sub-sector performance and to set new targets/undertakings?	Review and setting of new undertakings	Review but no setting of new undertakings	No review or setting of new undertakings	-

FINANCIAL PLANNING & RESOURCES

RWS 7	Are financial commitments to the sub-sector sufficient to meet the MDG?	More than 75% of what is needed	Between 50-75% of needs	Less than 50% of needs	-
RWS 8	Does the budget structure enable RWS budgets to be identified?	Yes at all levels of government	Yes at some levels of government	No	-
RWS 9	Does the government budget comprehensively cover domestic and official donor investment/subsidy to rural water supply?	More than 75% of funds to sub-sector on budget	Between 50-75% of funds to sub-sector on budget	Less than 50% of funds to sub-sector on budget	-
RWS 10	What is the percentage of official donor commitments utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	-
RWS 11	What is the percentage of domestic commitments utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	-
RWS 12	Is domestic and official donor expenditure versus budget/commitment for the sub-sector reported in a nationally consolidated format?	Yes for domestic and donor expenditure	Yes for domestic expenditure	No	-
RWS 13	Are there clearly defined procedures for informing, consulting with and supporting local participation in planning, budgeting and implementing for rural water supply?	Yes and systematically applied	Yes, but not systematically applied	No	-

Country Sanitation and Drinking-Water Sectors Questionnaire

2009

RWS 14	Have criteria (or a formula) been determined to allocate RWS funding equitably to rural communities and is it being applied?	Yes that is applied	Yes but not applied consistently	No	-
RWS 15	Is there periodic analysis by government and civil society organizations to assess whether equity criteria set by government have been applied in funding decisions?	Yes by government & civil society organizations	Yes but only by government	No	-

OUTPUTS

RWS 16	Is the annual output of the sector sufficient to meet the MDG? (including output by government directly, through contractors and NGOs)	Over 75% of that needed to reach MDG	Over 50 of that needed to reach MDG	Less than 50% of that needed to reach MDG	-
RWS 17	Are there drinking water quality standards for RWS and is there documentary evidence that they are consistently applied when developing new schemes?	Standards exist and are consistently applied	Standards exist but are not consistently applied	No	-
RWS 18	Is output for the sub-sector reported in a nationally consolidated format?	Yes	Yes but not consolidated	No	-

SUSTAINABILITY

RWS 19	Are there regular inventories of RWS infrastructure made?	Yes at least annually	Irregularly	No	-
RWS 20	Are O&M costs for RWS being covered by user fees?	Yes in majority of small towns and rural areas	Yes in majority of small towns but not majority of rural areas	Not covered in the majority of small towns or rural areas	-
RWS 21	Is there an effective supply chain for spare parts including in remote areas?	Yes mainly through private sector	Yes mainly through government	No	-
RWS 22	Are community and small-town systems recognized as operational entities and given support to expand their systems either by government or larger utilities?	Recognised and supported	Recognised but not supported	Neither	-
RWS 23	Are expansion costs for RWS being covered by user fees?	Yes in majority of small towns and rural areas	Yes in majority of small towns but not majority of rural areas	Not covered in the majority of small towns or rural areas	-
RWS 24	Are there scheme-level plans for the expansion of small town and village piped systems?	Yes in majority of small towns and rural areas	Yes in majority of small towns but not majority of rural areas	Neither in the majority of small towns or rural areas	-

COVERAGE STATUS AND DEFINITIONS

RWS 25	Based on user data from household surveys is the sub-sector on track to meet the MDG?	On-track	Off-track but keeping up with population growth	Off-track	-
RWS 26	Are the questions and choice options in nationally representative household surveys consistent with MDG definitions?	Yes in all surveys	Yes in some surveys	No	-
RWS 27	What percentage of people using drinking water from an improved source take more than 30 minutes to fetch it (go, collect and return)?	Less than 25% of people	More than 25% of people	More than 50% of people	-

Part III.B. Country Status Overview - Urban Drinking-Water Supply

There are 27 questions concerning the status of the urban water supply (UWS) sector. If you are using a hardcopy of this questionnaire, please circle one of the three responses immediately adjacent to each question, or insert an appropriate score value of 1, 0.5, or 0 in the last column. If you are using the Excel version of this questionnaire, please use highlight/fill to choose a response, or again, insert an appropriate score value of 1, 0.5, or 0 in the last column.

Country:

		Circle one or enter score ->			Score
POLICY AND INSTITUTIONS		1	0.5	0	
UWS 1	Are there UWS targets in PRSP or national development plan?	Yes	No	No PRSP or national development plan	-
UWS 2	Is there a UWS policy agreed by stakeholders and approved by cabinet (either gazetted as part of a national policy or as a stand alone policy)?	Policy agreed and gazetted	Policy yes, but not agreed or gazetted	No policy	-
UWS 3	Are the institutional roles of sub-sector players (central ministry & utilities, regulator etc) clearly defined and operationalised?	Defined and operationalized	Defined but not operationalized	Not defined	-

PLANNING, MONITORING AND EVALUATION					
UWS 4	Does the government have a programmatic sector-wide approach for UWS?	SWAp defined and being implemented with donors	SWAp being defined with donors	No SWAp being defined	-
UWS 5	Is there an investment program for UWS based on a MDG needs assessment?	Programme operationalized	Under preparation	Not existing	-
UWS 6	Is there an annual review in place to monitor sub-sector performance and to set new targets/undertakings?	Review and setting of new undertakings	Review but no setting of new undertakings	No review or setting of new undertakings	-

FINANCIAL PLANNING AND RESOURCES					
UWS 7	Are financial flows in the sub-sector sufficient to meet the MDG? (both from utility revenue generation and subsidies)	More than 75% of what is needed	Between 50-75% of needs	Less than 50% of needs	-
UWS 8	Does the government budget structure enable UWS investment and recurrent subsidy to be identified?	Yes for subsidies and investment	Yes for subsidies or investment	No	-
UWS 9	Does the government budget comprehensively cover domestic and official donor investment/subsidy to UWS ?	More than 75% of funds to sub-sector on budget	Between 50-75% of funds to sub-sector on budget	Less than 50% of funds to sub-sector on budget	-
UWS 10	What is the percentage of official donor commitments utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	-
UWS 11	What is the percentage of domestic budget utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	-
UWS 12	Do urban utilities (national or 3 largest utilities) have audited accounts and balance sheet?	Audited accounts and balance sheet	Balance sheet but not audited	No balance sheet	-
UWS 13	Are there clearly defined procedures for informing, consulting with and supporting participation of user groups in planning and implementing urban water supplies?	Yes and systematically applied	Yes, but not systematically applied	No	-

Country Sanitation and Drinking-Water Sectors Questionnaire

2009

UWS 14	Have criteria (or a formula) been determined for allocating investment budget to utilities and is it being applied?	Yes that is used consistently	Yes but not used consistently	No	-
UWS 15	Do urban utilities (national or 3 largest utilities) have specific plans developed and implemented for serving the urban poor?	Plans developed and implemented	Plans developed but not implemented	No plans documented	-

OUTPUTS

UWS 16	Is the annual expansion of HH connections and stand posts in urban areas sufficient to meet the MDG?	Over 75% of that needed to reach MDG	Over 50 of that needed to reach MDG	Less than 50% of that needed to reach MDG	-
UWS 17	Are there drinking water quality standards for UWS and are they regularly monitored?	Standards exist and are monitored	Standards exist but are not monitored	No	-
UWS 18	Is the number of additional HH connections and stand posts per year reported in a nationally consolidated format?	Yes	Yes but only by utility	No	-

SUSTAINABILITY

UWS 19	What is the average percentage non revenue water across urban utilities (national or 3 largest utilities)?	Less than 20%	20% to 40%	Greater than 40%	-
UWS 20	Are all O&M costs for utilities (national or 3 largest utilities) being covered by revenues (user fees and/or public subsidies)?	Operating ratio greater than 1.2	Operating ratio between 0.8 and 1.2	Operating ratio below 0.8	-
UWS 21	Are tariff reviews regularly conducted and tariffs adjusted accordingly and published?	Conducted, adjusted and published	Conducted but not adjusted	Not conducted	-
UWS 22	Do utilities have operational decision-making autonomy in investment planning, HR, finance and procurement management?	In all aspects	In all aspects except investment planning	Neither in investment nor in other aspects of management	-
UWS 23	Do utilities (national or 3 largest utilities) have business plans for expanding connections and for securing water resources (WR)?	Business plans for expansion and WR being implemented	Business plans for expansion and WR being prepared	No business plans	-
UWS 24	Are utilities allowed by law to access and are they accessing commercial finance for expansion?	Allowed and accessing	Allowed but not accessing	Not allowed	-

COVERAGE STATUS AND DEFINITIONS

UWS 25	Based on user data from household surveys is the sub-sector on track to meet the MDG?	On-track	Off-track but keeping up with population growth	Off-track	-
UWS 26	Are the questions and choice options in nationally representative household surveys consistent with MDG definitions?	Yes in all surveys	Yes in some surveys	No	-
UWS 27	What is the average number of hours of service per day across urban utilities? (Weighted by number of HH connections per utility)	More than 12 hours per day	6 to 12 hours per day	Less than 6 hours per day	-

Country Sanitation and Drinking-Water Sectors Questionnaire

Part III.C. Country Status Overview - Rural Sanitation and Hygiene

There are 27 questions concerning the status of the rural sanitation and hygiene (RSH) sector. If you are using a hardcopy of this questionnaire, please circle one of the three responses immediately adjacent to each question, or insert an appropriate score value of 1, 0.5, or 0 in the last column. If you are using the Excel version of this questionnaire, please use highlight/fill to choose a response, or again, insert an appropriate score value of 1, 0.5, or 0 in the last column.

Country:

		Circle one or enter score ->			Score
POLICY AND INSTITUTIONS		1	0.5	0	
RSH 1	Are there rural sanitation targets in PRSP or national development plan?	Yes	No	No PRSP or national development plan	
RSH 2	Is there a rural sanitation policy agreed by stakeholders and approved by cabinet (either gazetted as part of a national policy or as a stand alone policy)?	Policy agreed and gazetted	Policy yes, but not agreed or gazetted	No policy	
RSH 3	Is there a government agency with a clear mandate to lead and coordinate the policy development and planning of the rural sanitation and hygiene sub-sector?	Lead agency coordinating sector	Coordination but no lead agency	No lead agency and no coordination	

PLANNING, MONITORING, AND EVALUATION					
RSH 4	Does the government have a programmatic sector-wide approach to rural sanitation?	SWAp defined and being implemented with donors	SWAp being defined with donors	No SWAp being defined	
RSH 5	Is there an investment program for rural sanitation based on an MDG needs assessment agreed and published?	Assessed, agreed and published	Assessed	Not assessed	
RSH 6	Is there an annual review in place to monitor sub-sector performance and to set new targets/undertakings?	Review and setting of new undertakings	Review but no setting of new undertakings	No review or setting of new undertakings	

FINANCIAL PLANNING AND RESOURCES					
RSH 7	Bearing in mind the country policy on subsidy versus promotion are financial flows in the sub-sector sufficient to meet the MDG?	More than 75% of what is needed	Between 50-75% of needs	Less than 50% of needs	
RSH 8	Does the budget structure enable rural sanitation spending to be identified?	Yes	Only at local level	No	
RSH 9	Does the government budget comprehensively cover domestic and official donor investment/subsidy to rural sanitation?	More than 75% of funds to sub-sector on budget	Between 50-75% of funds to sub-sector on budget	Less than 50% of funds to sub-sector on budget	
RSH 10	What is the percentage of official donor commitments utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	
RSH 11	What is the percentage of domestic budget utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	
RSH 12	Is domestic and official donor expenditure versus budget/commitment for the sub-sector reported in a nationally consolidated format?	Yes for domestic and donor expenditure	Yes for domestic expenditure	No	
RSH 13	Are there clearly defined procedures for informing, consulting with and supporting local participation in planning, budgeting and implementing for rural sanitation?	Yes and systematically applied	Yes, but not systematically applied	No	
RSH 14	Have criteria (or a formula) been determined to allocate rural sanitation funding equitably to and within rural communities and is it being applied?	Yes that is applied	Yes but not applied consistently	No	
RSH 15	Is there periodic analysis by government and civil society organizations to assess whether equity criteria set by government have been applied in funding decisions?	Yes by government & civil society organizations	Yes but only by government	No	

Country Sanitation and Drinking-Water Sectors Questionnaire

OUTPUT

RSH 16	Bearing in mind the country policy on subsidy is funding at local level spending units for subsidy in line with that policy and MDG targets?	In line with policy and MDG target	In line with policy but not MDG target	Not in line in over half of local spending units	-
RSH 17	Are there tools which have been specifically adapted and being used at scale for promoting S&H in rural areas and small towns?	Tools adapted and used at scale	Tools exist but not used at scale	No tools and no health promoters	-
RSH 18	Does government monitor quantity and quality of uptake?	Quality and quantity	Quality or quantity	Neither	-

SUSTAINABILITY

RSH 19	Does the supply-chain for sanitation equipment meet household needs (quantity and cost)?	Yes for quantity and cost	Yes for quantity but not cost	Neither	-
RSH 20	Is there sufficient supply-side artisan/technician capacity to meet household needs?	Well developed	Developing	None	-
RSH 21	Does the government have a private sector development program for rural sanitation?	Yes and is effective	Developing	None	-

COVERAGE STATUS AND DEFINITIONS

RSH 22	Is the scale of uptake enough to meet the MDG?	Over 75% of MDG requirement	Over 50% of MDG requirement	No data on uptake	-
RSH 23	Is the quality of uptake sufficient to meet the MDG standards for improved sanitation?	Over 75% of up-take MDG quality	Over 50% of up-take MDG quality	No data on uptake	-
RSH 24	What percentage of rural households practice hand-washing at critical times?	Over 75% of households	Over 50% of households	Under 50% of households	-
RSH 25	Based on user data from household surveys is the sub-sector on track to meet the MDG?	On-track	Off-track but keeping up with population growth	Off-track	-
RSH 26	Are the questions and choice options in nationally representative household surveys consistent with MDG definitions?	Yes in all surveys	Yes in some surveys	No	-
RSH 27	What percentage of people living in rural areas use improved toilet facilities?	More than 50% of people	More than 25% of people	Less than 25% of people	-

Country Sanitation and Drinking-Water Sectors Questionnaire

Part III.D. Country Status Overview - Urban Sanitation and Hygiene

There are 27 questions concerning the status of the urban sanitation and hygiene (RSH) sector. If you are using a hardcopy of this questionnaire, please feel free to circle one of the three responses immediately adjacent to each question, or insert an appropriate score value of 1, 0.5, or 0 in the last column. If you are using the Excel version of this questionnaire, please use highlight/fill to choose a response, or again, insert an appropriate score value of 1, 0.5, or 0 in the last column.

Country:

		Circle one or enter score ->			Score
POLICY AND INSTITUTIONS		1	0.5	0	
USH 1	Are there urban sanitation targets in PRSP or national development plan?	Yes	No	No PRSP or national development plan	-
USH 2	Is there an urban sanitation policy agreed by stakeholders and approved by cabinet (either gazetted as part of a national policy or as a stand alone policy)?	Policy agreed and gazetted	Policy yes, but not agreed or gazetted	No policy	-
USH 3	Is there a government agency with a clear mandate to lead and coordinate the policy development and planning of the urban sanitation and hygiene sub-sector?	Lead agency coordinating sector	Coordination but no lead agency	No lead agency and no coordination	-

PLANNING, MONITORING, AND EVALUATION

USH 4	Does the government have a programmatic sector-wide approach to urban sanitation?	SWAp defined and being implemented with donors	SWAp being defined with donors	No SWAp being defined	-
USH 5	Is there an investment program for urban sanitation based on a MDG needs assessment published and agreed?	Assessed, agreed and published	Assessed	Not assessed	-
USH 6	Is there an annual review in place to monitor sub-sector performance and to set new targets/undertakings?	Review and setting of new undertakings	Review but no setting of new undertakings	No review or setting of new undertakings	-

FINANCIAL PLANNING AND RESOURCES

USH 7	Are financial flows in the sub-sector sufficient to meet the MDG?	More than 75% of what is needed	Between 50-75% of needs	Less than 50% of needs	-
USH 8	Does the budget structure enable urban sanitation spending to be identified?	Yes	Only at local level	No	-
USH 9	Does the government budget comprehensively cover domestic and official donor investment/subsidy to urban sanitation?	More than 75% of funds to sub-sector on budget	Between 50-75% of funds to sub-sector on budget	Less than 50% of funds to sub-sector on budget	-
USH 10	What is the percentage of official donor commitments utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	-
USH 11	What is the percentage of domestic budget utilized (3 year average)?	Over 75%	Over 50%	Less than 50%	-
USH 12	Is domestic and official donor expenditure versus budget/commitment for the sub-sector reported in a nationally consolidated format?	Yes for domestic and donor expenditure	Yes for domestic expenditure	No	-
USH 13	Are there clearly defined procedures for informing, consulting with and supporting local participation in planning, budgeting and implementing for urban sanitation?	Yes and systematically applied	Yes, but not systematically applied	No	-
USH 14	Have criteria (or a formula) been determined to allocate urban sanitation funding equitably to and within urban communities and is it being applied?	Yes that is applied	Yes but not applied consistently	No	-

Country Sanitation and Drinking-Water Sectors Questionnaire

USH 15	Is there periodic analysis by government and civil society organizations to assess whether equity criteria set by government have been applied in funding decisions?	Yes by government & civil society organizations	Yes but only by government	No	-
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OUTPUTS

USH 16	Bearing in mind the country policy on subsidy is funding at local level spending units for subsidy in line with that policy and MDG targets?	In line with policy and MDG target	In line with policy but not MDG target	Not in line in over half of local spending units	-
USH 17	Are there tools which have been specifically adapted and are being used at scale by health promoters for S&H in urban areas?	Tools adapted and used at scale	Tools exist but not used at scale	No tools and no health promoters	-
USH 18	Does government monitor quantity and quality of uptake?	Quality and quantity	Quality or quantity	Neither	-

SUSTAINABILITY

USH 19	Are there sufficient companies, operators and entrepreneurs to meet the demand of households for sanitation facilities (on-site or networked)?	Yes for both	Yes for on-site but not for networked	No	-
USH 20	Are there sufficient operators to handle the demand for excreta removal, treatment and disposal?	Yes for removal, treatment and disposal	Yes for removal but not treatment and disposal	Neither	-
USH 21	Does the government have a private sector development program for urban sanitation?	Yes and is effective	Developing	None	-

COVERAGE STATUS AND DEFINITIONS

USH 22	Is the scale of uptake enough to meet the MDG?	Over 75% of MDG requirement	Over 50% of MDG requirement	No data on uptake	-
USH 23	Is the quality of uptake sufficient to meet the MDG standards of improved sanitation?	Over 75% of uptake MDG quality	Over 50% of uptake MDG quality	No data on uptake	-
USH 24	What percentage of urban households practice hand-washing at critical times?	Over 75% of households	Over 50% of households	Under 50% of households	-
USH 25	Based on user data from household surveys is the sub-sector on track to meet the MDG?	On-track	Off-track but keeping up with population growth	Off-track	-
USH 26	Are the questions and choice options in nationally representative household surveys consistent with MDG definitions?	Yes in all surveys	Yes in some surveys	No	-
USH 27	What percentage of people living in urban areas use improved toilet facilities?	More than 75% of people	More than 50% of people	Less than 50% of people	-

THANK YOU FOR YOUR PARTICIPATION IN THE SURVEY!

We truly appreciate the time and effort involved in completing this form. Please return this form to:

CSO/GLAAS Team
World Health Organization & World Bank, Water and Sanitation Program, Africa
E-mail: glaas@who.int