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# Urban Water Supply and Waste Water (UWSWW) Sector Policy MUDA, 2014

# Outline

- Why **updating** of policy?
- What was the policy **development process**?
- What is **scope** of the policy?
- What is the **vision** for the Sector?
- What are the **principles** on which the policy is based?
- What are policies for **Structure and Governance**?
- What are policies for **Waste Water**?
- What are policies for **Water Supply**?
- What are the **next steps**?

## **Why updating of (2005) policy?**

- Developments affecting the Sector
  - Water Law (2009), Environment Law (2007)
  - ANDS - Water Resources Sector Strategy – NPP
  - Recent Capacity Building Policy
  - International developments
- Emphasis for Sector Reform (separation of functions)
  - Focus areas
  - Clarities in responsibilities
- Broaden scope
  - Water supply → cover all urban populations
  - Waste water → includes all streams and sources of waste water

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# What was the policy development process?

- Study and assessment of regional and best case policies
- Compiling of all existing documents from stakeholders
- Stakeholder workshop on defining scope of waste water aspects of policy (since this was a new area)
- Individual meetings with stakeholders to identify sector issues and needs
- Draft preparations
- Presentation of final draft to key stakeholders and feedback
- **Presentation to TS-SCW**
- **Circulation of final written draft for comments to stakeholders**
- **Final submission to TS-SCW**

## **What is scope of the policy?**

- Time period: 2014–2024 (Decade of Transformation)
- Urban and peri-urban areas
- Covers activities for:
  - Public and private sector, development organizations, civil society, and consumers
  - Services for planned and unplanned areas
  - Excludes Industrial Parks- requires specific policy
- Layout of policy statements:
  - Governance – Water Supply – Waste Water
  - Focus Area - Challenges – Objectives – Policy measures
- Formed with a view to implementation → strategic action planning; multi-stakeholder participation

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## What is the vision for the Sector?

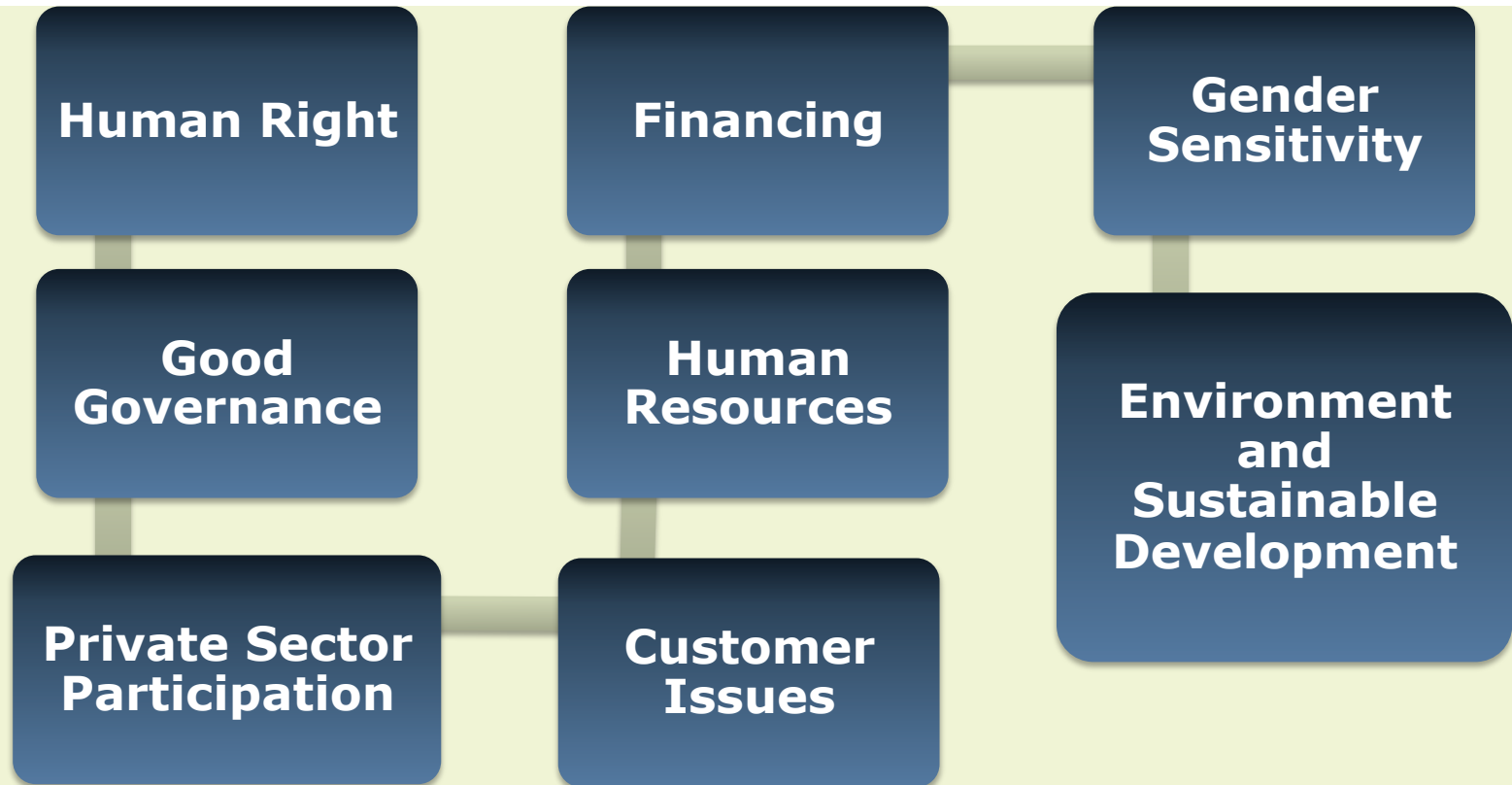
*The Urban Water Supply and Waste Water Sector shall continue to be **reformed** and **developed** to improve the **quality of life** in **all urban communities**.*

*By ensuring an **equitable provision of potable water** and **management of waste water** at an **affordable** cost and on a **sustainable** basis,*

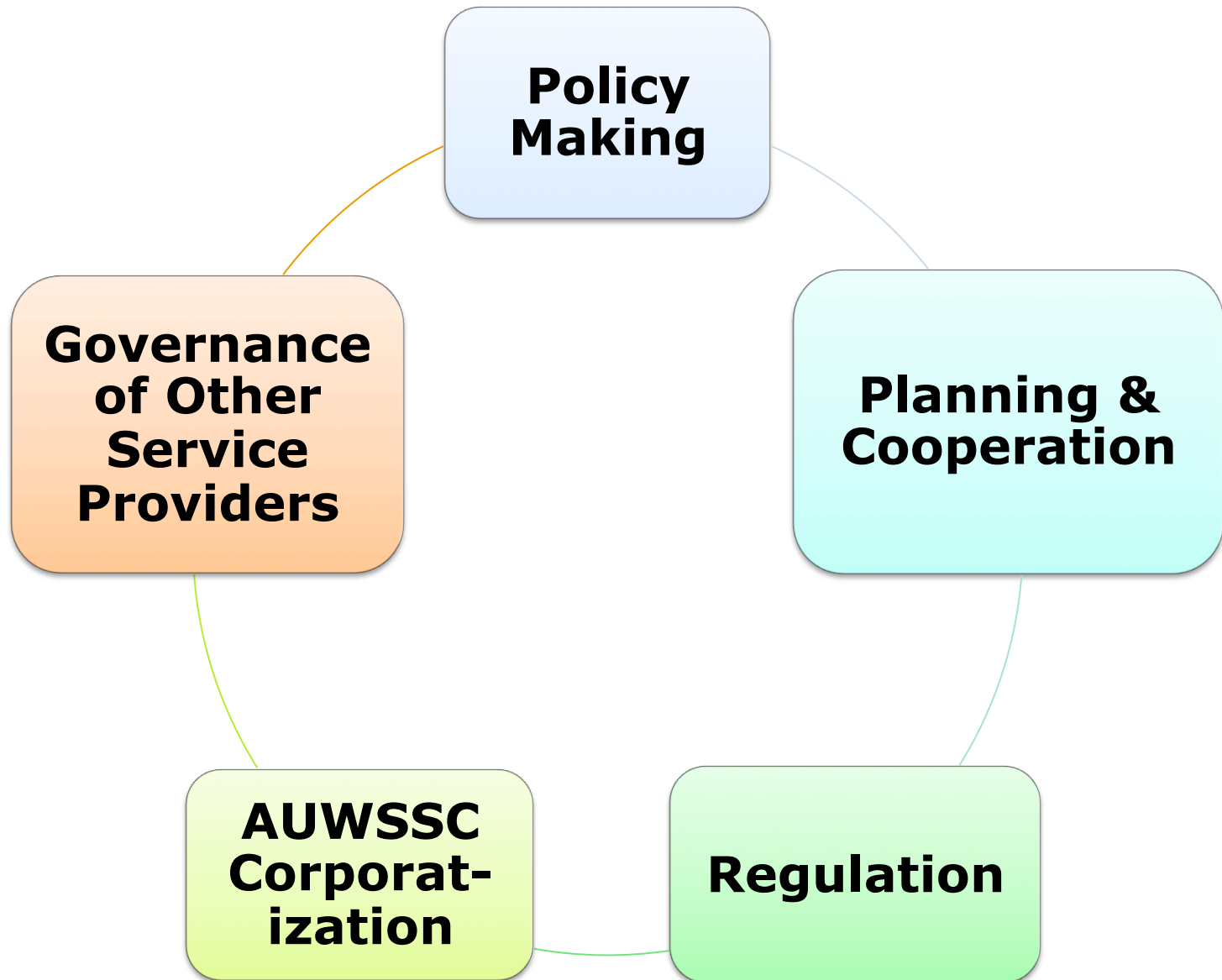
***poverty** will be reduced, **health** improved, **environment** protected, and **economic** development promoted.*

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# What are the principles on which the policy is based?



# Policies for Structure and Governance





## FA1- Policy Making

- **Capacity Building** of MUDA
- Develop **strategies**, documents
- Develop mechanisms for participation of **Sector stakeholders**
- **Policy dialogue** and create political will

## FA2- Planning & Cooperat- ion

- Support MEW in water resources planning (e.g. **NWMP**)
- **Water Supply Master Plans** for provincial & other towns targeting complete population (w. AUWSSC, IDLG, KM, MEW)
- Support AUWSSC to identify planning needs for capital maintenance & **network extension** where **AUWSSC** operational
- Support **IDLG** for above where AUWSSC is not operational
- **Integrated Waste Water Management Master Plan** for provincial & other key towns (w. AUWSSC, IDLG, KM, MEW)- short-term, long-term needs
- **Cooperation** with all **government bodies** and their provincial arms
- Engage in **inter-governmental and donor** agreements
- Support AUWSSC in signing cooperation agreements with **national/international organizations**

### FA3- Regulation

- **Interim regulatory functions by MUDA** (financial resources, guidelines/standards, licensing of private sector water supply and sewerage, sector monitoring, sector data)
- Assessment of **single vs. multi-sector** regulator
- Establish **independent Regulatory Authority** (investment & cost recovery, autonomy & decentralization, human resources development, guidelines/standards, private sector participation, sector monitoring)

### FA4- AUWSSC Corporat- isation

- Clear **strategic** direction with autonomy to SBUs
- Define service and operational **benchmarks**
- **Customer** orientation
- Sales policy, cost-covering tariffs, efficiency
- **Accountability and transparency**
- Establishment of capacity for **sewerage** services

### FA5- Governance of Other Service Providers

- Support municipalities, NGOs, private sector including developers- to **work according to established criteria, benchmarks, guidelines and/or standards.**
- **Tariff review** process
- Support **AUWSSC to help municipality & NGO projects** to meet standards to bring them long-term under AUWSSC
- **Monitor** economic, environment, quality, and customer services aspects
- **Enforcement** of licensing requirements through MoI

# Policies for Waste Water



## FA1- IWWM & Sustain ability

- Basic **framework of IWWM**– all sources, all streams, complete flow chain, linkages to other sectors
- **Sustainability principles** in IWWM- health & hygiene, environment & natural resources, technology & operation, financial & economic issues, socio-cultural & institutional aspects
- **Synergies** in systems and services with other sectors

## FA2- Sanitation Hygiene & Access to Sanitation Facilities

- Support programs for **awareness-raising & behavior change**- hand washing with soap, hygienic conditions of toilets (with MoPH, MoE, NGOs, civil society)
- All **new UWSWW infrastructure** projects to integrate hygiene
- Support programs to understand and address issues of **menstrual hygiene** (with MoPH, MoE)
- Support programs to understand and address issues of **special segment of population**- disabled, elderly etc. (w. MoPH, private sector)
- Support IDLG & KM to assess % of households not having **access to hygienic toilets**, especially poor, and develop strategy to ensure access, with proper WW management system
- Support IDLG & KM to provide hygienic **public toilets**
- Construction of **new public buildings** must have hygienic toilets, also for disabled
- **All government buildings** must have hygienic toilet with proper WW management system
- **Coordination with MRRD, MoE, MoPH** on same issues

## FA3- Domestic Waste Water

- Specified **criteria for sanitary** and safe WW management systems- on-site sanitation system, source-separated grey water, sewerage system
- Develop **guidelines/propose standards** to meet above criteria (w. AUWSSC, IDLG, KM, MAIL, MEW, MoPH, NEPA)
- Support **sector learning**, innovation, knowledge → link to guidelines and capacity building of service providers
- Support **capacity building of private and public sector service providers** (standardization, trainings, marketable products, sanitation marketing)- AUWSSC for sewerage; private sector for on-site, and sewerage where AUWSSC not working
- Explore **financial instruments**
- Support establishing of **procedures** to implement sanitary systems through licensing and monitoring (w. IDLG, KM, MEW, NEPA)
- Explore **cross-sectoral synergies**, e.g. energy, agriculture, solid waste
- **Progressively advance** towards sustainable WW management (demand creation, capacity building of service providers, improving septage & excreta collection & disposal systems, new buildings follow guidelines, master planning process for long-term sustainability)

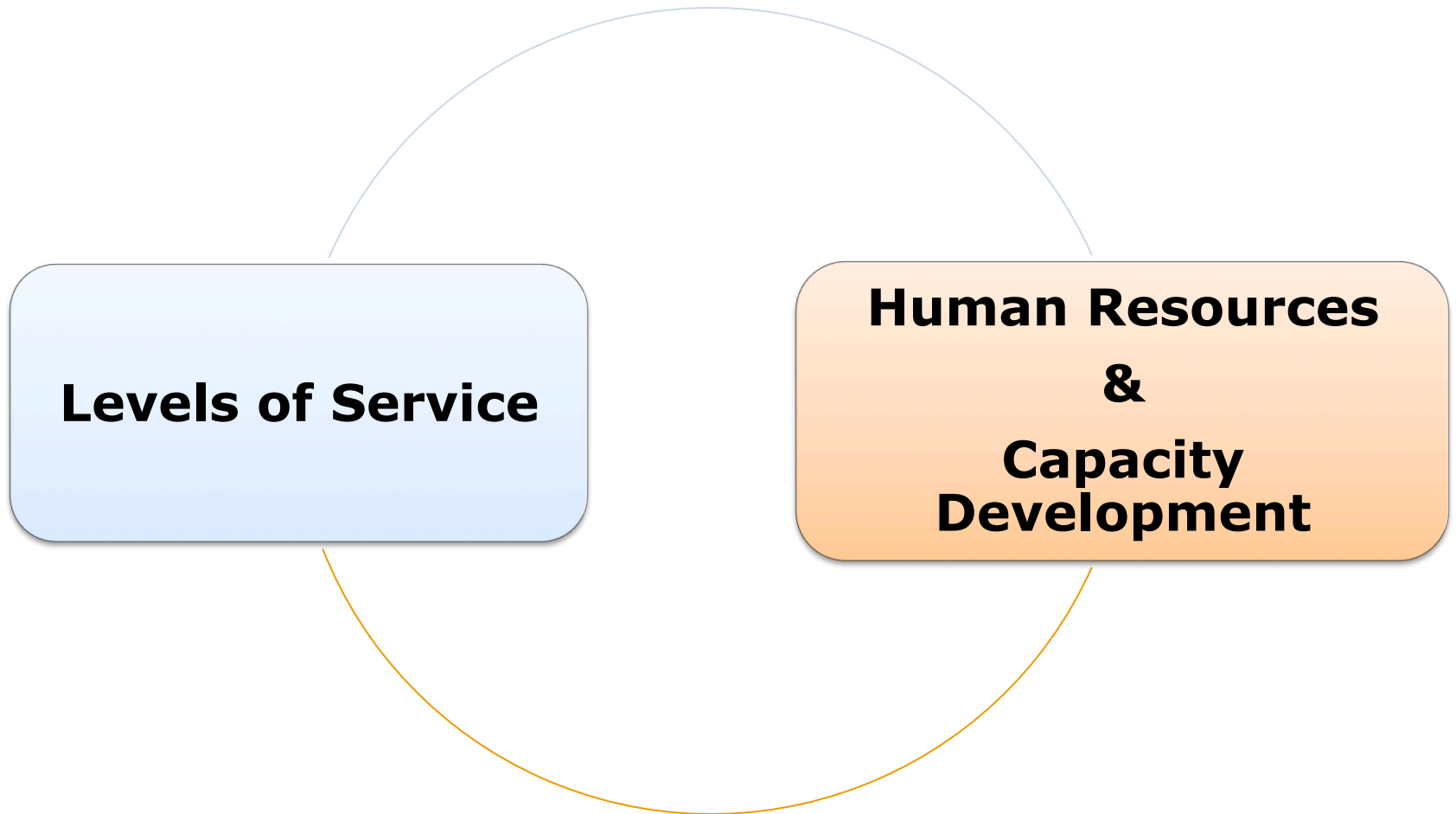
## FA4- Commercial & Industrial WW

- Support IDLG & KM to make **designated place for slaughtering** and proper WW management system
- Support IDLG, KM and NEPA, to assess the possibility of **clustering units** and developing joint WW management system
- Support NEPA to **categorize production units** and develop guidelines for management of different types of waste waters
- Support NEPA & MEW to develop **guidelines/ standards for discharge** into water bodies
- Support **capacity building** of service providers
- Support **awareness raising** of producers of WW on management options
- Support IDLG, KM, MEW, and NEPA to develop **mechanisms for licensing, monitoring, and enforcement** of established procedures, guidelines and standards

## FA5- Storm Water

- Support IDLG & KM to **develop and implement strategies** for storm water management- localized infiltration, prevent solid waste nuisance, channels to be made for safety of public, channels drain effectively, high pollution load hot spots to have treatment systems for storm water.

# Policies for Water Supply



## FA1- Levels of Service

- Measures to **protect water resources** (NEPA, MEW)
- Water **quality monitoring** system of AUWSSC
- **Performance targets** for achieving service delivery and operational benchmarks for AUWSSC
- Regular **maintenance** to improve services by AUWSSC
- **Investments** for all cities and focus on unplanned areas
- Capacity of AUWSSC to control the delivery of all infrastructure projects throughout the whole **project life cycle**- including third-party funding
- **Licensing** of private suppliers with service indicators

## FA2- HR and Capacity Development (AUWSSC)

- **Capacity development function** in HR function
- HR management **guidelines**
- **Coaching** approach for practical adoption
- HR **database** and monitoring



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## **What are the next steps?**

- Submission to TS-SCW
- Strategic Action Planning process
  - Participatory preparation of strategic action plan to implement policy by all stakeholders.
  - Annual monitoring and updating of action plan by all stakeholders.
  - Presentation of action plan and annual progress to TS to be able to monitor progress of policy implementation.

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**Thank you  
for your attention**