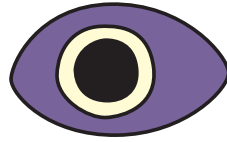


Monitoring



REALISING THE HUMAN RIGHTS TO WATER AND SANITATION:
A HANDBOOK BY THE UN SPECIAL RAPPORTEUR
CATARINA DE ALBUQUERQUE

Monitoring compliance with the human rights to water and sanitation





Realising the human rights to water and sanitation:
A Handbook by the UN Special Rapporteur
Catarina de Albuquerque

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Entidade Reguladora dos Serviços de Águas e Resíduos
The Water and Waste Services Regulation Authority



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01.

Monitoring the human rights to water and sanitation

Monitoring is essential to assessing whether States and other actors, including service providers, are complying with the human rights to water and sanitation; it is a prerequisite for holding States and other actors to account for violations or offences.

Monitoring for the human rights to water and sanitation will often differ from the more technical monitoring undertaken by different subnational, national and international bodies, which measures the number of latrines or the functioning of water-points.

States have the primary obligation to monitor their own and others' compliance with the legal content of the human rights to water and sanitation. There are a number of different mechanisms and institutions at the national and local levels that play a role in monitoring access to water and sanitation. These include State institutions (national statistical offices, line ministries and State-owned service providers), independent State bodies (such as national human rights institutions and independent regulators,) and non-State institutions, in particular the service providers themselves, but also non-governmental and civil society organisations.

It is the State's obligation to ensure independent monitoring of all components of the human rights to water and sanitation, as well as to scrutinise the monitoring undertaken by other national entities or bodies, such as (private or public) service

providers. This monitoring can be complemented by the oversight activities of national and local civil society organisations and of international institutions.

Information collected by these monitoring mechanisms is central to an understanding of the extent to which States are complying with their human rights obligations, and also contributes to better policy-making (**Frameworks**), budgeting (**Financing**), planning (**Services**), and accountability systems (**Justice**).

Monitoring processes gather information that helps national and local government, regulators, service providers, civil society, individuals and other actors to identify gaps in provision and to track the progress of plans. This information provides a foundation for future legal, political and financial decisions.

Making this information available to the public helps to raise awareness of the status of service provision locally and nationally, giving individuals and communities the tools to push States to improve their performance in ensuring access to water and sanitation services.¹

Besides national monitoring, some aspects of the rights to water and sanitation are also monitored by international technical bodies or institutions. Hence UN human rights treaty bodies, regional and international organisations will each monitor different aspects of access to water and sanitation. (see pp.31-36)



1.1.

What does monitoring of the human rights to water and sanitation require?

Human rights monitoring assesses State's compliance with the norms and standards defined by the human rights to water and sanitation. States and other actors may already monitor some aspects of human rights, such as water quality or the accessibility of water and sanitation services to particular population groups, but these existing monitoring mechanisms may not be able to cover all dimensions of the human rights to water and sanitation. Further, human rights monitoring examines water and sanitation in a holistic manner – looking not only at progress made, but also at existing gaps and the underlying causes of such gaps and failures.

Comprehensively monitoring a State's compliance with the human rights to water and sanitation means keeping track not only of the provision of water and sanitation services, but also of the legislative, policy, regulatory and budgeting frameworks required to ensure the realisation of the human rights to water and sanitation. This monitoring examines not only compliance with the legal content of the human rights, but also whether all of these frameworks ensure non-discrimination and equality, whether they are participatory, whether there is adequate access to information, and if it is possible for people to hold the State to account.

Human rights monitoring commonly builds on a framework of structural, process and outcome indicators. **Structural indicators** monitor whether the legislative, policy and regulatory frameworks of a State or government (at all levels) provide an environment

that encourages the realisation of human rights. **Process indicators** monitor the action taken to realise human rights; for example, the allocation of resources to services for disadvantaged individuals and groups. **Outcome indicators** monitor actual access to water and sanitation services; for example, whether households have access to a latrine or whether water is of adequate quality.

Human rights indicators are developed to monitor specific legal norms.² They must reflect and measure all elements of the human rights to water and sanitation, including availability, accessibility, quality, affordability and acceptability. (see [Introduction, pp.29-32](#)) The process of determining indicators should allow flexibility, so as to remain relevant. The Office of the High Commissioner for Human Rights has defined indicators for verifying compliance with some of the economic, social and cultural rights, and is in the process of defining indicators for the human rights to water and sanitation.³ The Danish Institute for Human Rights has also developed a set of indicators for monitoring economic, social and cultural rights.⁴

States should define national structural, process and outcome indicators of progress towards the realisation of the human rights to water and sanitation, which are based on those indicators developed by OHCHR.

States should assist independent monitoring bodies, such as human rights institutions and civil society organisations, in their monitoring of human rights.

1.2.

The public availability and accessibility of information

States have an obligation to collect and disseminate information related to the human rights to water and sanitation. States should be able to collate, from the monitoring bodies mentioned above, current, accurate and detailed information about water and sanitation coverage and the characteristics of un-served and under-served households. This data should be disaggregated according to different population groups, in order to highlight differences in access to water and sanitation, including, for example, informal and formal settlements, urban and rural areas, and specific population groups.

Disaggregation of data helps determine what the barriers to access to water and sanitation are, and to inform the design of necessary legislation, policies, budgets and services to overcome these.⁵ This information should be reliable, complete and up-to-date and be accessible to all.

The availability of data on water quality, pricing and financing, service levels, and other standards is crucial in order to assess whether States are applying human rights principles to decisions made on issues relating to water and sanitation.

With advances in information and communications technology, there is an increasing amount of data. However, if governments release large amounts of data at their own discretion, without any dialogue with individuals and civil society organisations about what the data mean and how civil society can use them, then the information is not truly accessible to the public.⁶ Genuine accessibility may require intermediaries, such as specialised civil society organisations and academics, to help make the information understandable. A group of experts on transparency in government have introduced eight principles for Open Government Data, stating that data released by

the government should be: complete, primary, timely, accessible, capable of being processed by machines, non-discriminatory, non-proprietary, and free of any licensing regulation on the data or format.⁷

The obligation to make information available is often not respected by States. On her mission to Egypt, the Special Rapporteur was informed that the results of water quality testing are not made public and are a State secret. The authorities also considered that the general public would not understand such technical analyses and would perhaps misuse and/or misinterpret the information.⁸ In this case, the Government of Egypt should have ensured that the information was available in a comprehensible format, so that people could understand what the water quality values meant for their water consumption.

States must ensure that access to information is enshrined in the legal framework, and that data are adequately collected, organised and stored, and then made public in a timely, accurate, accessible and useful form.

Information must reach target audiences in non-technical language, in appropriate local dialects or languages, and in a format that is culturally sensitive to each group.

02.

Monitoring of national and local standards and targets

The setting of national standards and targets that comply with human rights and the adoption of relevant indicators provide the necessary tools for monitoring whether States are complying with their obligations regarding the human rights to water and sanitation. [\(see Services, pp.13-21\)](#)

This section will discuss the monitoring of standards, targets and indicators relevant to non-discrimination, availability, accessibility, quality, affordability, acceptability and sustainability.

States have an obligation to develop national standards and indicators that will enable them to monitor all elements of the human rights to water and sanitation. In setting national and local standards, national governments and local actors must consider existing service levels, local context (such as the availability of water resources), and settlement types and densities. Interim standards may need to be set, with accompanying targets and indicators, before the best possible standard is achieved.

Any standards and indicators must be associated with clearly defined targets. Such targets must be time-bound, and tailored to meet the needs of particular population groups or settlements, taking into account the barriers that have to be overcome.

Indicators may be direct, for example, measuring the number of public toilets that have been built, or they may be proxy indicators. For example, latrine coverage will often be measured simply by the existence of a latrine, rather than by more complex indicators that would ascertain whether the latrine is actually being used by everyone in the household. As discussed, the indicator for water quality used by the WHO / UNICEF Joint Monitoring Programme is currently a proxy indicator, measuring the type of water source rather than monitoring the actual quality of the water source. This proxy indicator cannot inform users whether a particular water source is safe to use, but it provides rough information about the likelihood of a water source being safe to use. (see p.17)



2.1. Monitoring inequalities

Inequalities exist in every country. Some types of discrimination, such as those based on gender, age or disability status, are present everywhere to varying degrees, while others, such as ethnic or caste-related discrimination, differ from country to country. Identifying patterns and trends of discrimination across the world can help convey a powerful message, drawing attention to the impact of discrimination on disadvantaged individuals and groups.

The principles of non-discrimination and equality oblige States to look beyond average achievements and to identify disparate impacts or less favourable treatment over time. States must specifically monitor progress within identified populations that are discriminated against, to monitor whether inequalities are increasing or decreasing.

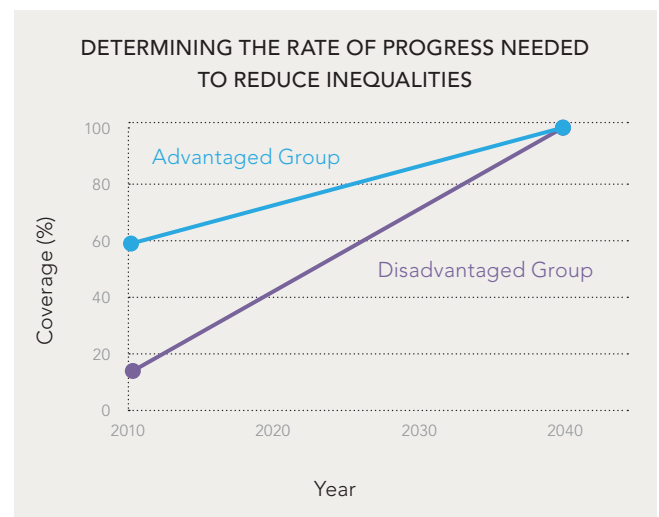
Disaggregated data is essential in order to fully understand where and how discrimination occurs with respect to access to the human rights to water and sanitation. General Comment No. 15 underscores the need for data to be disaggregated according to the prohibited grounds of discrimination⁹. (see [Principles: Equality, pp.21-24](#))

The current lack of data on certain discriminatory practices is not accidental. Neglect often coincides with a low political profile. The way in which development, poverty and existing inequalities are measured has a tremendous influence on the direction of policies, the allocation of resources and, ultimately, the effectiveness of responses.

In many countries people living in informal settlements do not appear in the official statistics, even where they represent a high proportion of the population.

The Joint Monitoring Programme working group on equity and non-discrimination has devised a metric for

monitoring the progressive elimination of inequalities. The diagram below illustrates how the elimination of inequalities requires faster rates of progress in increasing access to water and sanitation services for disadvantaged groups. The required rate of increase in service coverage over a given time can be calculated from the starting and target coverage percentages.



Source: Post-2015 Wash Targets and Indicators available at http://www.wssinfo.org/fileadmin/user_upload/resources/Fact_Sheets_4_eng.pdf

This metric can be applied to different population groups. These should include:

- poor people and rich people
- people living in rural and in urban areas
- people living in formal and in informal settlements
- the specific disadvantaged groups identified in each country, compared to the general population

The progressive elimination of inequalities can be monitored by following these steps:

1. Compare the access to water (or sanitation) of the worst-off population group with the better-off population to establish the **disparity**.
2. Determine the **necessary rate of progress** for both worst-off and better-off groups in order to meet the target (shown here as universal access – 100% coverage).
3. If the progress of both the worst-off and the better-off groups follows or even exceeds the determined rate of progress, and if the disparity between the two population groups narrows accordingly, inequalities will be progressively eliminated.

THE PROGRESSIVE
ELIMINATION OF
INEQUALITIES CAN
AND MUST BE
MONITORED

In addition to traditional sources of data, such as household surveys and service providers and regulators, the use of new technologies linked to mobile telephones and global positioning systems (GPS) can increase the volume of data relating to people’s access to water and sanitation.

WaterAid and their partners map water-points using GPS to help local governments address disparities in the allocation of resources for water-points and wells in both rural and urban areas; this has also helped to identify political partisanship.¹⁰

A further application, where household monitoring is in place, is to examine disparities within households, such as women’s and men’s differing access to the water and sanitation service within the home, or that of children compared to others in the household.

The Performance Assessment System project, developed by the Center for Environmental Planning and Technology (CEPT) at the University in Gujarat, India, seeks to assess coverage, quality and service levels of water and sanitation in urban areas in Gujarat and Maharashtra. The project focuses on developing better information on ways of reaching poor households, in slum areas in particular, and has developed methods of spatial analysis for monitoring equity in service provision.¹¹

The Global Water Operators’ Partnerships Alliance, under the aegis of UN-Habitat

and in cooperation with the French Institute for Research in Africa (IFRA), conducted a study on inequalities in water service provision at the neighbourhood level in Nairobi.¹² In an effort to understand the underlying structural reasons for inequalities in access to water in Nairobi, they combine social and spatial analysis with a long-term assessment of the institutional framework and investment strategies pursued by the Government of Kenya and the city of Nairobi.

The study reveals a direct relationship between geographic location and variation in formal service provision, showing large disparities in water service provision between high-income and low-income areas. The study concludes that over time, the formal service provider has tended to favour investments targeting high-end consumers, in part because of limited incentives to provide services to the poor, in spite of recent far-reaching sector reforms.

The study does not examine how other dimensions of inequality, such as ethnicity or gender, influence disparities in access to water or sanitation in Nairobi, but information about these issues would be useful for understanding further barriers to access.

.....

THE FORMAL SERVICE PROVIDER HAS TENDED TO FAVOUR INVESTMENTS TARGETING HIGH-END CONSUMERS

States must monitor not only overall outcomes, but also the measures taken to reach the most disadvantaged individuals and groups.

States must disaggregate data on their actions to realise the human rights to water and sanitation as well as outcomes. For example, to determine whether resources allocated towards increasing access to water and sanitation for people living in slums or in deprived rural areas are sufficient to eliminate inequalities.

States should integrate the 'elimination of inequalities' metric into their national monitoring processes in order to address disparities in access to water and sanitation. The same metric can be adapted for monitoring the elimination of inequalities in access to health services and education.

.....

2.2.

Monitoring availability: challenges and solutions

The supply of water must be sufficient and continuous for personal and domestic uses, which ordinarily include drinking, personal sanitation, washing clothes, food preparation, and personal and household hygiene.¹³ (see [Services](#), p.15)

The availability of water for domestic and personal uses is often threatened by the poor management and prioritisation of water resources for other uses, such as agriculture or industry. Meeting the requirements of the human rights to water and sanitation requires close monitoring and regulation of excessive use, and of any contamination of water resources by agriculture and industry.

Water resources management plans and their implementation must be constantly monitored to assess whether the availability of water for domestic and personal uses is safeguarded, in particular for disadvantaged individuals and groups.



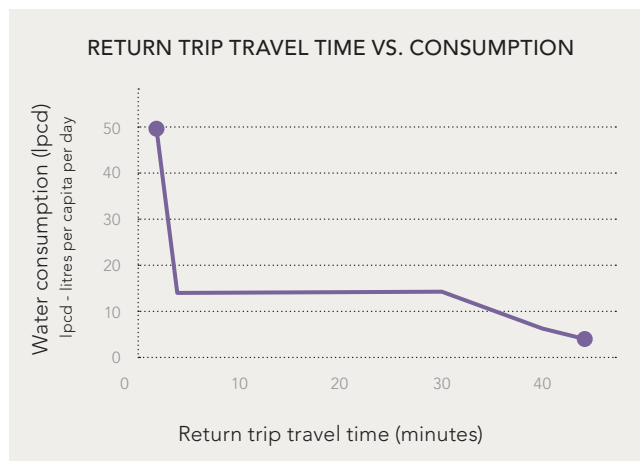
2.3.

Monitoring accessibility: challenges and solutions

The accessibility of water is directly related to availability, and will have an impact on how much water a household uses, and therefore on health, work, education and dignity. The longer it takes members of households that rely on water sources outside the home or yard to reach a water source, the less water they use.¹⁴ (see [Services, p.17](#))

Similar standards of accessibility apply to sanitation, with the added assumption that access to sanitation within the home is essential for health, privacy, security and dignity.

States must monitor access to water and sanitation by time and distance, as well as by accessibility for individuals and groups that face physical barriers. They must monitor these indicators within the home and outside the home.



Return trip travel time (in minutes) vs consumption, from WELL, 1998.
Source: Report on Domestic Water Quantity, Service Level and Health by Guy Howard and Jamie Bartram WHO 2003.

SOMETIMES CHILDREN ARE NOT PERMITTED TO USE HOUSEHOLD TOILETS

Access in the home

Household surveys monitor the access to services of entire households, but information about whether everyone in the household has equal access to the services, or shares equally in the management of services is rarely available. Further, while, there is ample evidence that women take more responsibility for collecting water for the household than men do¹⁵, but none about who manages sanitation services.

Anecdotal evidence suggests that in some countries some women, particularly those who are menstruating, are not permitted to use the same toilets as men; there are places where children may not use the same toilets as adults; tenants or domestic workers may not be allowed to use the latrines that home-owners use; people with stigmatised chronic illnesses such as HIV/AIDS may at times not be allowed to use a household water supply or latrines. More research needs to be carried out to understand whether this is a problem in particular national or local contexts, as unless this is monitored, the lack of access to water and sanitation services by particular individuals or groups will remain hidden.

States should carry out research into disparities in access to water and sanitation within the home, and where necessary take steps to address these disparities.

Access outside the home

Monitoring access outside the home means monitoring schools, health centres, workplaces, places where people are deprived of their liberty (such as prisons) and public places (such as markets). This monitoring is often lacking, even though it is a State's obligation. The World Health Organization carries out surveys of health institutions, monitoring access to (among other things) water and sanitation. The monitoring of access to water and sanitation in schools should be a function of the State, as water and sanitation facilities are often a requirement for building standards. UNICEF has developed a water, sanitation and hygiene monitoring module for its National Education Monitoring and Information System (EMIS) Questionnaires.¹⁶ States must also monitor conditions in detention centres and in places of work, and include water and sanitation services in building standards.

As with the accessibility of water and sanitation services at the household level, the existence of hardware, such as a latrine, is not evidence that the service is properly used or maintained, or, in the case of sanitation, that faecal matter is adequately collected, transported, managed and reused or disposed of.

States must monitor access to water and sanitation outside the home: in schools, health institutions, workplaces, places of detention and public spaces.

2.4. Monitoring quality: challenges and solutions

2.4.1. Monitoring water quality

Monitoring for water quality means ensuring that water is safe to drink, wash and cook with, and that it does not carry life-threatening illnesses. The WHO Guidelines for drinking-water quality¹⁷ define recommended limits for the presence of chemical and biological substances in drinking water supply. These limits are set to maximise the probability that water is safe for human beings, and the long-term target should be full compliance with these guidelines. (see [Service, p.18](#))

However, both achieving these standards and monitoring them is extremely costly. In most developed countries, water quality must reach stringent standards; it is tested regularly, and in many cases information about water quality is shared with the public, particularly when the standards are breached. (see [Frameworks, pp.45-46](#)) In many developing countries both reaching these strict standards and testing for them can be prohibitively expensive.

The public authorities responsible for public health often adopt achievable interim standards for water quality, and these are acceptable in countries with limited resources. For example, authorities could, as a minimum, aim to prevent water being contaminated by faecal matter and by naturally occurring minerals or metals that cause illness, such as arsenic, as well as ensuring that there is no pollution from local industry or agriculture. This minimum standard must be monitored by the service providers themselves, as must improvements to service levels and water quality standards over time.

One solution is found in Uruguay, where the State Sanitary Works (Obras Sanitarias del Estado, OSE) trains schoolteachers to measure water quality in schools, which is then reported daily.¹⁸ In several Water Committees in Latin America, the communities themselves undertake regular – albeit basic – water quality monitoring. This is complemented by more complete water quality monitoring at a less frequent interval, by the municipality.

States must monitor whether water quality standards are being achieved, and must provide information for the public when they are breached, so that people can take the necessary steps to treat water, for example by boiling or filtering.

MONITORING FOR
WATER QUALITY
MEANS ENSURING
THAT WATER IS SAFE
TO DRINK, WASH AND
COOK WITH

2.4.2. Monitoring the quality of sanitation provision

Adequate sanitation means more than just the provision of a toilet – toilets must be hygienic to use and maintain, and faecal matter must be managed properly. In the case of a sewerage system this means that sewage must be treated and disposed of safely. In the case of septic tanks and pit latrines, these must be emptied when necessary, and the faecal matter must be managed, treated and safely disposed of. (see [Services, p.19](#))

To safeguard the health benefits of access to sanitation and protect water resources, the full cycle of sanitation provision must be monitored, from collection to transport, treatment and disposal of waste. At present, there is no agreed global indicator for monitoring this full provision, and national monitoring and regulation tend to focus on formal service provision. Surveying households that rely on informal services will not provide accurate information on the treatment and disposal of waste. Householders employing pit-emptying services will not generally be aware of what happens to the faecal waste once it has been removed from their pit or septic tank. One solution might be to provide incentives for service providers, including informal providers, to use the appropriate channels for disposal of faecal waste, for example, by only paying the service provider when the faecal waste is disposed of in the appropriate place. Supervision to check that this is carried out could be included in the mandate of regulatory bodies.

From a human rights perspective, it is crucial to understand the impact of poor wastewater management on disadvantaged individuals and groups. People who live in informal settlements often lack management systems for their wastewater and have to rely on informal service providers for many services related to sanitation. States should therefore monitor the collection and management of faecal sludge from septic tanks and pit latrines. These technologies are predominantly used in low-income areas, and have thus far received less attention than conventional sewerage systems.¹⁹

States must monitor the quality of sanitation services to ensure that it meets the necessary standards.

THE FULL CYCLE
OF SANITATION
PROVISION MUST
BE MONITORED,
FROM COLLECTION
TO THE DISPOSAL
OF WASTES

2.5.

Monitoring affordability: challenges and solutions

The total amount that people have to pay for water and sanitation services and related hygiene must not be so great that people cannot afford to pay for other essentials. If water and sanitation services are too expensive, people will turn to alternative sources and unsafe practices, which can have a negative impact on public health. It is therefore in the interests of the State to ensure that services are affordable for everyone. (see [Services, p.20](#))

Accurate and meaningful monitoring of affordability is elusive, however, as the two necessary parameters for calculating affordability – the cost of accessing water and sanitation, and the real income of a household – are difficult to measure.

One of the standards used by many States sets an acceptable percentage of household income or expenditure that should not be exceeded. Given the difficulty of monitoring individual household income levels, States often use an ‘average’, or a ‘lowest’ income level, and an assumed acceptable volume of water to set appropriate tariffs or service charges for water and sanitation. Where households can demonstrate that their income is below the average, or their water consumption is higher than the average because there are more people living in the household than the average, or for health or other reasons, the State is then able to provide a subsidy or other relief.

However monitoring whether a household’s expenditure on water and sanitation exceeds a specific proportion of their income on any particular day, month or year is not easily done, given the precarious incomes of many low-income households, and the many costs of water and sanitation services in informal settlements, where affordability concerns are most acute. Processes for

monitoring the affordability must examine the full service of water and sanitation provision, including pit-emptying or water treatment, where this is necessary.

Further work must be done to improve the options for monitoring affordability adequately for these households. The WASHCost programme of the International Research Centre (IRC) monitors the ‘life-cycle costs’ of delivering water and sanitation services in four countries, in an attempt to highlight particular issues such as maintenance, operation and rehabilitation costs that States must consider in assessing the affordability of different service options.²⁰

States must monitor affordability of water and sanitation service provision through focused studies that examine income levels in different settlements, considering all costs relating to access to water and sanitation, including hygiene and menstrual hygiene requirements.

2.6.

Monitoring acceptability: challenges and solutions

The acceptability of services is important if they are to be used, and used hygienically and sustainably. Monitoring acceptability is probably one of the most challenging aspects of monitoring the human rights to water and sanitation, because different individuals and groups have different notions of what is acceptable. If water or sanitation services are not socially or culturally acceptable they will not be used. (see [Services, p.21](#))

To monitor acceptability it is therefore important to assess whether a service is used and paid for by households (assuming the affordability criterion is met) over time. States must set standards and targets requiring that users of a planned service be able to participate in decision-making about the technology and type of service provision, in order to ensure that they are acceptable to all of the people who are expected to use them.

Assessing whether sanitation facilities are used may require a proxy indicator, as the presence alone of a toilet or latrine is not proof that it is used by any or all of the people living in the household. Proxy indicators include whether there is soap and water present at the latrine and, for sanitation provided in the yard, whether there is a path beaten to the latrine.

Other issues to be monitored would include access to gender-separated toilets at educational or health institutions.

States must monitor whether services are used in order to assess whether they are acceptable, and may need to develop suitable proxy indicators in the case of sanitation.

2.7. Monitoring sustainability

Sustainability is a fundamental human rights principle essential for the realisation of the human rights to water and sanitation. The human rights framework demands a holistic understanding of sustainability, as the opposite of retrogression. Water and sanitation must be provided in a way that respects the natural environment and the rights of future generations, and ensures a balance between the different dimensions of economic, social and environmental sustainability. (see [Services, p.21; Principles, Sustainability](#))

This requires the development of standards and targets for the operation and maintenance of services, including developing a plan for when the various technologies used will require full rehabilitation, whether this is in months, years or decades. This is as relevant for developed countries, with sewerage systems that have not been upgraded for decades and are working beyond capacity, as for developing countries that rely on hand-dug wells. Because of the broad range of technologies used in each country for water and sanitation, the State must make the relevant decisions for each locality, in consultation with the people who live there.

The monitoring of sustainability is not currently being undertaken in a systematic manner. Only seven per cent of all funds allocated to water services are devoted to maintenance²¹, and water systems are rarely sufficiently monitored after construction.

However, donors are increasingly requiring comprehensive systems for monitoring the sustainability of water and sanitation interventions. Some seek to include a sustainability clause in their contracts with implementers, as a means to verify whether sustainability criteria are being met. The United Nations Children's Fund (UNICEF) has developed sustainability checks aimed at auditing whether villages retain their status as 'open defecation free' and continue to enjoy good access to water supplies after projects have ended.²² They examine several institutional, social, technical and financial indicators to measure sustainability.

From a human rights perspective, it is crucial to complement such tools with equality criteria, to ensure that everyone in society benefits.

Monitoring of sustainability should not be limited to individual projects, but must be incorporated into monitoring of legislation, policies and budgets. Before their implementation, environmental, social and specific human rights impact assessments of proposed policies can help show whether the policies are likely to

SUSTAINABILITY
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OPERATION AND
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OF SERVICES

have a retrogressive effect. Austerity measures that introduce stringent rules in access to social welfare may have an impact on access to water and sanitation, and should therefore be carefully assessed. In Portugal, for example, cuts in social welfare have a direct impact on eligibility for lower service charges for water and sanitation, and can therefore effect poorer households badly.

After the implementation of policies and projects, States should use human rights impact assessments to monitor the realisation of the rights to water and sanitation.

Monitoring the functioning of facilities has benefited from considerable progress in mobile phone technology, as well as from geo-positioning technology. Detailed information about the functioning of a water-point or sanitation facility can be shared – either automatically; for example, by a monitor embedded in a pump handle – or by users, who activate an alert to an engineer or the local authority if a facility fails.

States' obligations to monitor for the sustainability of services must include:

- **Monitoring of budgets:** are operation, maintenance and the necessary capacity-building funded adequately?
- **Monitoring water resources management:** are human rights obligations prioritised, including the need for adequate water for personal and domestic use (human rights to water and sanitation) and for essential agriculture (human right to food)?
- **Monitoring accessibility, quality and affordability** to ensure that there is no retrogression in the water and sanitation services provided.

Monitoring service providers

Independent regulation of service providers is crucial for assessing whether they are contributing to the realisation of the rights to water and sanitation. Regulators must scrutinise service providers' compliance with national and local standards, as defined above. They also have a role to play in ensuring that services are properly implemented, including by small-scale and informal service providers, where capacity for construction, maintenance and supervision can be limited. It is important, for example, that there is adequate supervision of the construction of services, in order to ensure that facilities are properly built and are sustainable. (see [Services, pp.49-50](#))

It is the role of a regulator to ensure the fair distribution of service coverage, including ensuring that service providers also deliver services to poorer neighbourhoods and informal settlements, while also ensuring that mechanisms are put in place so as to ensure these providers maintain the financial capacity to continue improving services and connecting more people. The Kenyan Water Services Regulatory Board (WASREB) closely monitors the expansion of networks into low income areas that don't yet have water services, and has developed Key Performance Indicators, including monitoring of financial and institutional commitments to improving services.²³

Further, legislation and policies that govern service providers must be assessed to make sure that they make sure that they promote the elimination of inequalities and are not discriminatory. (see [Frameworks, pp.14-16](#))

Where the service provider has a contract, this will have to be monitored for compliance with to the human

rights to water and sanitation (see [Services, p.37](#)), and in addition require scrutinising with respect to financial aspects, for example by the national auditor.

In early 2014, the Portuguese Auditor of Public Accounts released a report (based on prior regulator's reports) on the audit of the regulation and management of water service concessions and public-private partnerships. Its main conclusions point out the significant negative consequences of concession contracts for the municipalities, and ultimately for the users of the services (partly because of increased tariffs), as risk was not properly transferred to private companies. Contracts and bidding procedures were poorly designed, mainly because at the time the legal framework was incomplete and there were limited opportunities for the regulator to be involved before the contract was signed. The report identifies a need for extended regulatory intervention, especially because many of these contracts expressly foresee penalties to be paid to the private companies by the municipalities, if water turnover, billing or revenues are below expected levels.²⁴

States must ensure that service providers, whether formal or informal, are monitored for proper application of relevant legislation and policies, and to verify that they meet national and local standards for availability, accessibility, quality, affordability and acceptability, and that they apply all standards without discrimination.



03.

Other national actors in monitoring the realisation of the human rights to water and sanitation

This booklet focuses on State obligations to monitor compliance with the human rights to water and sanitation. However, other actors, such as State bodies (regulatory bodies or national human rights institutions), civil society organisations and NGOs, as well as service providers, also have a part to play.

3.1. State bodies

3.1.3. Regulatory bodies

Where independent regulatory bodies exist, they can support monitoring of the human rights to water and sanitation. In order for this to be effective, the human rights to water and sanitation should be recognised in legislative, policy and regulatory frameworks. Regulatory bodies are often responsible for setting and monitoring indicators and targets relating to service delivery. For example, sometimes they set tariffs (including measures to ensure affordability) and water quality standards, and control data regarding these that is submitted by service providers. Regulatory frameworks are often only applied to formal service provision; they therefore have limited use for monitoring access either to services in informal settlements, or to informal service provision. (see [Services, p.49-50](#))

States must set up independent regulatory bodies that are able to monitor service providers' compliance with the human rights to water and sanitation.

3.1.4. National human rights institutions

The booklet on Access to Justice discusses how national human rights institutions can monitor different aspects of the realisation of the human rights to water and sanitation, including legislation, policy, budgeting and service provision. Such institutions can play a powerful role in raising people's awareness and strengthening their understanding of their rights; they can also present the case for rights to governments at local and at national level, and strengthen accountability.

The Colombian human rights institution (Defensoría del Pueblo) has published the country's first nationwide study on compliance with the human rights to water and sanitation.²⁵ The study includes detailed information gathered from each of the country's 32 departments, making it possible to assess progress towards achieving the legal standards of the rights in nearly every municipality. The Defensoría gave this information to community members, civil society organisations and local governments. It also works with the Environmental Ministry's Vice-Minister of drinking water and basic sanitation to raise public awareness of the objectives of the country's drinking water and sanitation strategy.²⁶

States should set up independent national human rights institutions that are able to monitor economic, social and cultural rights, including the human rights to water and sanitation.

3.2. Service providers

Formal service providers should carry out regular monitoring of service provision, such as water quality and regularity of supply.²⁷ Many also track and record users' complaints and whether they have been resolved. In many countries, however, a significant proportion, often the majority, of the population does not have access to piped water, and even fewer have access to sewerage systems. In these situations, data received from formal service providers do not provide full and comprehensive information about access to services for all households. This means that the data are of limited use for information or planning purposes.

The Zambian Devolution Trust Fund was established by the National Water Supply and Sanitation Council to assist service providers to improve services for poor communities. The Trust Fund conducted a baseline study analysing data on water and sanitation according to area (urban or rural) and income level.²⁸ Based on these findings, Zambia now targets low-income areas by promoting low-cost technology, such as water kiosks with tariffs set at the lowest level. As well as this cross-subsidisation through the tariff structure, the construction of infrastructure in urban low-income areas is financed through the Trust Fund.²⁹

NATIONAL
HUMAN RIGHTS
INSTITUTIONS CAN
PLAY A POWERFUL
ROLE IN RAISING
PEOPLE'S AWARENESS
OF THEIR RIGHTS

States must ensure that all service providers provide full information on their activities to realise the human rights to water and sanitation, including information on how they comply with the standards of availability, accessibility, quality, affordability and acceptability.

Service providers must also provide information on how many complaints they have received and whether these have been adequately dealt with.

States must provide the necessary support to small-scale and informal service providers to allow them to monitor their own services provision.

3.3. Civil society organisations and non-governmental organisations

Many civil society organisations and non-governmental organisations monitor issues relating to access to water and sanitation locally and nationally, using many different approaches to collect data.

This monitoring can gather detailed information on access to services by individuals and groups that can be used in lobbying local and national governments on levels of access to water and sanitation in particular settlements and for specific individuals and groups of individuals. This also provides an opportunity to raise awareness among communities of their human rights, and of the legal requirements and standards set by the government. Slum Dwellers International use monitoring processes in their work, called 'enumerations', to gather information and to politicise local populations and make them aware of discriminatory practices, and to inform people about how they can challenge discrimination. These processes highlight inadequate access to water and sanitation, particularly for those living in informal settlements, and this information then provides a basis for lobbying the State (at the local and / or national level) to allocate resources and remove social, legal and financial barriers to improved access for these individuals and groups.³⁰

Amnesty International has initiated civil society monitoring of economic, social and cultural rights through their Haki Zetu (Your Rights) programme. They have put together checklists for civil society organisations that help identify violations and obligations that are not being met, and identify ways of making communities and the authorities more aware of the human rights to water and sanitation. Specific checklists have been devised to help monitor the provision of water and sanitation services in informal settlements and to check for discrimination in access to water and sanitation.³¹

Technology such as Global Positioning Systems can help to identify geographical regions that lack access to adequate services, and alert States and service providers to the weaknesses in funding allocation and failures in existing water and sanitation provision, so that they can plan improvements.³²

(see p.21)

MONITORING CAN
PROVIDE DETAILED
INFORMATION
THAT CAN BE USED
LOBBYING LOCAL
AND NATIONAL
GOVERNMENT ON
LEVELS OF ACCESS

The Tanzania Water and Sanitation Network, a civil society initiative, monitors equity in the water sector and presents annual reports that focus on inclusion, accountability, participation and the sustainability of policies. These reports analyse the barriers to access and identify ways to remove them. It found many variations in access, for example, better access in urban than in rural areas and disproportionately high budgets allocated to urban water services.³³

Strong community-based monitoring strategies can ensure that data collected are analysed and specifically disaggregated to identify marginalised groups and the reasons for retrogression or slippage. This promotes transparency, participation and accountability as the community becomes more involved and information becomes more easily accessible. (see *Financing*, pp.13, 39)

Civil society's role in monitoring State or service providers' compliance with their obligations and responsibilities with respect to the human rights to water and sanitation must be respected and supported.





月 日 時 分 運行計画									
区間	種別	時刻	列車	駅	駅	駅	駅	駅	駅
1	普通	10:00	101	1	2	3	4	5	6
2	普通	10:10	102	1	2	3	4	5	6
3	普通	10:20	103	1	2	3	4	5	6
4	普通	10:30	104	1	2	3	4	5	6
5	普通	10:40	105	1	2	3	4	5	6
6	普通	10:50	106	1	2	3	4	5	6
7	普通	11:00	107	1	2	3	4	5	6
8	普通	11:10	108	1	2	3	4	5	6
9	普通	11:20	109	1	2	3	4	5	6
10	普通	11:30	110	1	2	3	4	5	6

04.

The international frameworks for monitoring access to water and sanitation

Several UN mechanisms contribute to the monitoring of human rights at the international level. Treaty bodies, the Universal Periodic Review and Special Procedures are the main tools of the UN to monitor human rights.

4.1. International frameworks for human rights monitoring

4.1.1. Monitoring through treaty bodies

Each United Nations human rights treaty establishes a treaty body to monitor the implementation of the provisions contained within the treaty. These treaty bodies (or committees) are made up of independent experts, nominated and elected for fixed, renewable terms of four years by the States Parties to each treaty. Although each treaty body is independent from other treaty bodies, they aim to coordinate their activities.³⁴

The Committee on Economic, Social and Cultural Rights is tasked with monitoring the implementation of the obligations of States Parties to the International Covenant on Economic, Social and Cultural Rights, and it has been active in pressing States to realise the human rights to water and sanitation and in clarifying the legal content of the obligations of States Parties under the treaty. The Committees on the Rights of the Child and on the Elimination of All Forms of Discrimination Against Women have also included the human rights to water and sanitation in their work.

In addition to considering complaints or communications regarding human rights violations (see [Justice, pp.36-37](#)), treaty bodies monitor States Parties' implementation of treaties. With the exception of the Subcommittee on Prevention of Torture, treaty bodies have a mandate to consider reports on the application of the treaty provisions by States. The treaty body issues guidelines on the form and content of these reports³⁵ to ensure that they are consistent and of good quality. These reports must be submitted periodically (every 4 or 5 years), and show the legal, administrative and judicial

measures taken by the States Parties to put the treaty into effect. They should also list difficulties encountered in implementing the treaty provisions. This is an important tool, helping States to assess the achievements and the challenges of realising human rights nationally.³⁶

Treaty bodies have benefited from the participation of civil society in the different stages of the reporting cycle and in procedures such as petitions, inquiries and early warnings.³⁷ States should consider all information produced by treaty bodies when implementing human rights at the national level.

The Committee on Economic, Social and Cultural Rights reviewed its Reporting Guidelines in 2009 in order to orient and support States Parties drafting their national reports on the implementation of the Covenant. At this time, it included several questions on the human rights to water and sanitation³⁸, and since then has increasingly asked questions about national realisation of these rights during the reporting process. For example, in its Concluding Observations on Togo's 2013 initial report, the Committee stressed the need for sanitation, waste and sewage treatment services and safe drinking water distribution systems, particularly in named rural regions.³⁹ Similarly, the Concluding Observations on Armenia by the Committee on the Rights of the Child recommend improving school water and sanitation facilities, especially in pre-primary schools.⁴⁰ The Committee on the Elimination of Discrimination Against Women, in its Concluding Observations on Pakistan's 2013 report, recommended increasing efforts to provide clean water and sanitation

facilities to rural women.⁴¹ The Human Rights Committee, which monitors the Covenant on Civil and Political Rights addressed access to water and sanitation under the right to life and the right to equal protection under the law in its Concluding Observations on Israel, where, among other observations, it expressed its concern about the disproportionate effects of water shortages on the Palestinian population.⁴²

Five treaty bodies – the Committee against Torture; the Committee on the Elimination of Discrimination against Women; the Committee on the Rights of Persons with Disabilities; the Committee on Enforced Disappearances; and the Committee on Economic, Social and Cultural Rights – may carry out inquiries if they receive reliable information containing well-founded indications of serious, grave or systematic violations of the treaty in a State party.⁴³ The inquiry procedure enables the Committee to undertake a mission to the State Party in question, in order to assess the alleged violations at first hand.

There are also regional treaty bodies responsible for monitoring compliance with human rights by their States parties. (see [Justice](#), pp.31-34) The Inter-American Commission on Human Rights, for example, has a mandate to observe the situation of human rights in States parties, and visits countries to conduct an in-depth analysis of the general or specific human rights situation. In a follow-up report on Bolivia, the Commission reiterated previous recommendations on the need to ensure that minimum requirements for drinking water, sanitary facilities and personal hygiene are met in prisons. It also observed that

indigenous peoples and peasant communities continue to face discrimination in the provision of public services, including water, and called on Bolivia to take all necessary steps to end such discrimination.⁴⁴

States should to take into account the Concluding Observations from the Committee on Economic, Social and Cultural Rights in their future planning and ensure that they follow up on them.

4.1.2. Universal Periodic Review

The Universal Periodic Review of the Human Rights Council is an inter-State cooperative mechanism established by the UN General Assembly in 2006. It is an opportunity for each State to declare what it has done to improve its human rights situation, and fulfil its human rights obligations, and is reviewed by other Member States. It also enables civil society and others to scrutinise the human rights record in the State. As a peer review, the Universal Periodic Review aims to ensure equal treatment for every country in the assessment of their realisation of human rights.

Under the Universal Periodic Review, all UN Member States have an obligation to submit a report to the Human Rights Council on the general human rights situation in their respective countries every four and a half years. The Office of the High Commissioner for Human Rights drafts a separate report on each country using official information compiled from UN sources. Other stakeholders, including NGOs and national human rights institutions, can also send submissions, which are compiled in a third report.

This process can be very valuable in stimulating public discussion within a country about its human rights record. Each Member State's human rights situation is reviewed on the basis of these three reports at a session of the Human Rights Council, with the participation of a high-ranking national delegation. Other UN Member States ask questions on particular issues and then direct recommendations to the Member State under review.⁴⁵ After the review, States should implement the recommendations. In the following cycles, the State is expected to provide information on what has been done to implement the recommendations made during the previous cycles.⁴⁶

Issues related to the human rights to water and sanitation have been taken up by Member States within the Universal Periodic Review. For example, the effects of

mining projects and their impact on the enjoyment of the human right to water were taken up in Ghana's review in 2008⁴⁷, and in Ireland's 2011 review, concern was expressed about inadequate sanitation in prisons.⁴⁸

A key aspect of the Universal Periodic Review is that States themselves are reviewing the human rights situation in other States, in comparison to monitoring by the treaty body or by Special Procedures, which is guided by independent experts. It is essential that all human rights be reviewed under the Universal Periodic Review, irrespective of whether the State in question has ratified each and every treaty. The Universal Periodic Review is generally not very critical nor assertive about human rights issues and alleged violations, as Member States may turn a blind eye to human rights problems in other countries, knowing that one day they will also be subject to the same scrutiny.⁴⁹ Further, the Universal Periodic Review addresses all human rights together in a short period of time, which limits deeper exploration. Another negative aspect of the Universal Periodic Review is that the implementation rate is generally low.⁵⁰

The upcoming reporting cycles will be critical for the assessment of the system's efficacy and to check whether and how States have implemented recommendations directed to them during the previous reporting cycles.

States should submit to the Universal Periodic Review and take steps to address the concerns expressed in the recommendations.

4.1.3. Special Procedures

The system of Special Procedures is a central component of the United Nations human rights mechanisms and covers all civil, cultural, economic, political and social rights. It consists of a range of procedures to examine, monitor, advise and report publicly on human rights violations in relation to specific themes or issues, or in specific countries. While the mandates and approaches of the various Special Procedures differ, they share many characteristics. As of 1 July 2014 there are 38 thematic and 14 country mandates.⁵¹

Special Procedures visit countries and issue reports with recommendations; they act on human rights concerns in individual cases or in those of a broader structural nature, by sending communications to States and other bodies (in the form of Allegation Letters or Urgent Appeals), bringing alleged violations or abuses to their attention. They prepare expert consultations and thematic studies, contribute to the development of international human rights standards and provide guidance on their implementation; they raise awareness through promotional activities on issues within their mandate. Each year they report to the Human Rights Council and most of them also report to the General Assembly. Their tasks are determined in the UN resolutions that create or extend their mandates. States should engage with Special Procedures and invite the mandate holders for country missions; they should implement their recommendations and respond promptly to any letters of allegation and urgent appeals.

Special Procedures, treaty bodies and the Universal Periodic Review often share and complement their work and concerns.⁵² For example, Tuvalu's report for their 2013 Universal Periodic Review refers to the recommendations made by the Special Rapporteur on the human right to safe drinking water and sanitation during her 2012 country mission.⁵³ The findings and definitions contained in the

UN Special Rapporteur's report on the Human Rights Obligations related to Access to Sanitation⁵⁴ were also included in the Statement on the Right to Sanitation⁵⁵ issued by the Committee on Economic, Social and Cultural Rights in November 2010.

Mandate-holders of Special Procedures are selected on the basis of their expertise and experience in the field covered by the mandate. The independence and objectivity of the mandate-holder are crucial if they are to fulfil their functions impartially.⁵⁶

The UN Human Rights Council established the mandate of the Special Rapporteur on the human right to safe drinking water and sanitation in March 2008, and Catarina de Albuquerque took it up in November 2008.

Part of the monitoring function of this mandate is to carry out country missions to scrutinise whether States are complying with these human rights. Ms. de Albuquerque has carried out country missions to Bangladesh, Brazil, Costa Rica, Egypt, Japan, Jordan, Kenya, Kiribati, Namibia, Senegal, Slovenia, Thailand, Tuvalu, the United States and Uruguay.

For more on the Special Rapporteur, [see Introduction, p.20.](#)

States should issue a standing invitation for Special Procedures to visit the country and assess whether the State is in compliance with its human rights obligations.

4.2. Using other monitoring systems to scrutinise the human rights to water and sanitation

While there are significant differences between the indicators for human rights monitoring and standard indicators that are used to monitor outcomes in the context of national or global development goals or targets, those standard monitoring processes can reveal information that demonstrates how States are realising, or failing to realise, these human rights.

The WHO and UNICEF Joint Monitoring Programme⁵⁷ has been compiling global data on access to water and sanitation for over 20 years, using national household surveys (commonly the Demographic and Health Surveys and Multi-Indicator Cluster Surveys) as the primary sources.

Since 2002, the Joint Monitoring Programme has been used to monitor global progress towards target 7C of the Millennium Development Goals, which is to halve the proportion of the population without access to safe drinking water and sanitation. As the Millennium Development Goals themselves do not reflect human rights norms, this monitoring programme is not a substitute for human rights monitoring, but it does provide an indication of progress in national and global coverage of water and sanitation services, and touches on some human rights concerns. For example, recent refinements include analysing data according to wealth quintile and over time, which provides a better understanding of where progress is being made with respect to different income groups, and, more importantly, where it is not. Other refinements that reflect human rights include plans for improved monitoring of water quality, going beyond the proxy indicator of 'improved' or 'non-improved' water sources for assessing water quality to actually testing the water quality of each water source.⁵⁸

As 2015, the Millennium Development Goals' end date, approaches, there is a drive to integrate human rights elements into the post-2015 development framework. The WHO / UNICEF Joint Monitoring Programme convened four working groups to identify ambitious, but also realistic, water, sanitation and hygiene indicators that would comply with the human rights criteria. One of these working groups, chaired by the UN Special Rapporteur, examined monitoring of inequalities and considered appropriate goals, targets and indicators for the post-2015 development agenda.⁵⁹ (see pp.11-13)

THE WHO AND UNICEF JOINT MONITORING PROGRAMME COMPILES GLOBAL DATA ON ACCESS TO WATER AND SANITATION

The three other working groups focused on developing goals, targets and indicators for water, sanitation and hygiene. Proposals included more accurate measuring of water quality; a broader understanding of what constitutes adequate sanitation (including management, treatment and disposal of faecal matter); and monitoring of appropriate measures for managing menstrual hygiene.

The Global Annual Assessment for Water and Sanitation (GLAAS) is an international survey, based on questionnaires sent to all States. This survey is managed by the World Health Organization on behalf of UN-Water. It was originally designed to monitor how much funding is committed to water and sanitation by each State, but has been expanded to include questions on other key aspects of States' legislative, policy and regulatory frameworks. The questions now include whether these frameworks explicitly or implicitly incorporate the human rights to water and sanitation; whether these human rights are justiciable before courts of law; and whether legislation ensures that services are accessible to persons living with disabilities or chronic illness.⁶⁰

States should use aspects of standard monitoring procedures to understand whether or not they are successfully implementing the human rights to water and sanitation, particularly through disaggregation of existing data to monitor inequalities in access to water and sanitation.



05. Checklist

General			
	Yes	In progress	No
Has the State established indicators to monitor the human rights to water and sanitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors the availability of water and sanitation at the national and local levels?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors the accessibility of water and sanitation facilities, including accessibility for people who may face barriers in access, such as marginalised or excluded individuals and groups, persons with disabilities, the young, and older persons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors access to water and sanitation outside the home: at workplaces, schools, health institutions and public spaces, as well as for people who live in places where they have no control over their own access, such as in detention centres?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors access to services at the level of the household? Does monitoring of access within the household consider people suffering from stigmatised chronic illnesses such as HIV/AIDS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors water quality?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors the quality of sanitation provision?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does monitoring include the availability of water and sanitation services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors the affordability of water and sanitation services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors the acceptability of water and sanitation facilities? Are participatory approaches to monitoring put in place?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors the sustainability of new water and sanitation facilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors inequalities? Have the most disadvantaged and excluded individuals and / or groups been identified? Is disaggregated data available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an institution that monitors inequalities? Have the most disadvantaged and excluded individuals and / or groups been identified? Is disaggregated data available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the data for the worst-off populations compared with those for the better-off populations, to establish the disparities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the rate of progress necessary to meet the target determined for both the worst-off and better-off groups?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specific

State actors

	Yes	In progress	No
Has the government accepted recommendations on the human rights to water and sanitation in the context of the treaty bodies review and the Universal Periodic Review? Has it taken steps to implement them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an independent regulator that supports the monitoring of the human rights to water and sanitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there an independent national human rights institution that supports the monitoring of the human rights to water and sanitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Donors

Do donors monitor their own projects for compliance with the human rights to water and sanitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do donors monitor recipient States' policies and plans for compliance with the human rights to water and sanitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before investing in constructing water and sanitation facilities, are the costs of operating and maintaining such facilities fully considered?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

National human rights institutions

Does the national human rights institution monitor the human rights to water and sanitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the national human rights institution play a role in raising awareness and strengthening understanding of the human rights to water and sanitation within the population?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the national human rights institution promote the human rights to water and sanitation to government at local and national levels, and does it strengthen accountability systems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service providers

Do service providers monitor whether they are in compliance with the human rights to water and sanitation? (see general questions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the quality of sanitation infrastructure and services monitored?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are any informal service providers supported by the authorities / State to perform their monitoring functions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Where Local Water Committees exist, do they undertake monitoring? How are they supported by the State in this?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Civil Society

Does civil society monitor inequalities? Has it identified the most disadvantaged and excluded individuals and / or groups? Does it collect disaggregated data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does civil society monitor the human rights to water and sanitation in informal settlements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



06.

Image credits and references

Image Credits:

Page 4 Water fountains, Kathmandu, Nepal, 2014. Virginia Roof.

Page 6 Shramik Bharti water testing team, Goswami Nagar, a post intervention slum, Kanpur, Utter Pradesh, India, 2013. WaterAid/ Poulomi Basu.

Page 10 A drilling site in Folakara village. Akondromena commune in Miandrivazo district, Menabe region, Madagascar. February 2014. WaterAid/ Ernest Randriarimalala.

Page 14 A bucket of clean water collected from the pump next to a bucket of dirty water collected from the Wanjai River, showing the difference between the two water sources in the village of Nyeama, Sierra Leone, May 2013. WaterAid/ Anna Kari.

Page 24 Tirtha Lal, 55, Master Leader of Goswami Nagar, with Shramik Bharti members conducting a water cleansing process, Goswami Nagar, a post intervention slum, Kanpur, Utter Pradesh, India, 2013. WaterAid/ Poulomi Basu.

Page 29 Hill tribe in Chiang Mai, Thailand, 2013. Madjoka Saji.

Page 30 Filtration plant, Osaka, Japan, 2010. Catarina de Albuquerque.

Page 38 Manual drillers, Democratic Republic of the Congo. UNICEF/ DRC/2014.

Page 42 Girls drink safe water being pumped through a large hose at SDN 1 Mata le Elementary School in Aceh Besar District in Aceh Province on Sumatra Island. UNICEF/NYHQ2009-1893/Estey.

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