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<p>ISO/TC 224</p> <p>Title: Service activities relating to drinking water supply systems and wastewater systems</p> <p>Secretariat: AFNOR Contact: Laurence THOMAS AFNOR 11 Avenue Francis de Pressensé 93571 Saint Denis La Plaine Cedex France Tel : +33 (0)1 41 62 83 70 Fax : + 33 (0)1 49 17 91 37 Email : laurence.thomas@afnor.fr</p>

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Title: Report of the African forum on ISO/TC 224 held in Marrakech (Morocco) on the 22nd of September 2004

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AFRICAN FORUM ON ISO TC 224 (SERVICE ACTIVITIES RELATING TO THE MANAGEMENT OF DRINKING WATER AND WASTEWATER SERVICES)

REPORT

BY MM. Peter Solly (SABS, Afrique du Sud) et Louis Njoku (Standards Organisation of Nigeria) and Mounir Zougari (ONEP, Morocco) and Christophe Le Jallé (pS-Eau)

CITY Marrakech COUNTRY Morocco DATE 22 September 2004

I 1. Reason for the forum

To reach the Millennium development goals for drinking water supply and sanitation, the international community is giving priority to issues like governance and, consequently, are committed to strengthening the capacity of local public authorities.

In 2001, an ISO technical committee was launched, ISO/TC 224, that has been developing standards providing guidelines for service activities relating to drinking water supply systems and wastewater sewerage systems. These standards are designed to help water authorities and their operators to achieve a level of quality that best meets the expectations of consumers and the principles of sustainable development.

The purpose of such international standards is to improve management practices and propose methods for the evaluation of basic services that are that are relevant the world over.

The proposed guidelines will be validated by the ISO process and thereby reflect a consensus between practitioners representing various countries and international organizations (WHO, World Bank, Consumers International ...).

The overall purpose of ISO standards is to help local authorities and there utility operators develop and deliver the quality and level of services users expect.

They aim to :

- Facilitate dialogue among stakeholders involved in service provision
- Develop a common understanding of related tasks and processes
- Provide tools and methods to formulate, at local level, the objectives and technical specifications and assess their performances
- Help in monitoring improvements in service provision

In developing countries, the application of standards can help strengthen the capacity of local authorities to evaluate the effectiveness of service delivery.

One of the objective of these standard is to be globally relevant. Unfortunately, in their present form, the proposed standards do not sufficiently take into account the specific context of developing countries.

To correct this, the Office National de l'Eau Potable du Maroc (ONEP) in conjunction with the Service de Normalisation Industrielle Marocain (SNIMA) and the technical committee ISO/TC224, and with support from Programme Solidarité Eau (pS-Eau) and the French Ministry of Ecology Sustainable development, organized this forum for African stakeholder, in Marrakech in conjunction with the IWA World Congress.

The forum was hosted to discuss issues of common interests by the African countries, to share point of view and to have a unified African position on proposals and suggestions to be submitted to the ISO TC 224 meeting to be held from the 27 to 29 September 2004 in Rabat.

II Sessions (cf. Forum agenda in Annex 1)

Two sessions were held and were attended by African stakeholders from about 14 African countries representing among others, the water supply authorities (governmental and local), private consultants, non-governmental organizations, water supply and sewage utilities (private and public), and other non-African interest groups (see attached attendance list in Annex 2).

The morning session chaired by Mr. Mounir Zouggarl starting at 9H00 and ending at 12H15. The main objective of this session was to :

- present the context and scope, and how to participate in developing international norms,
- introduce the work of ISO TC 224 and its various working groups to the participants of the African forum.

This step was very important for most of the participants to the Forum, to better understand the objectives and contents of the ISO TC 224, and for them to ask for clarification. This will also help them formulate the comments relating to standards and to submit them to the secretariat of ISO TC 224 on or before the 15 October 2004.

Mr Zouggarl closed this session by presenting the main issues for African partners and introducing the main points to discuss during the afternoon session:

1. Is definitions take into account specificities of the situations in Developing countries, to ensure the possibility to those countries to use and apply the standard ? Is the information needed according to the definitions are included in the draft standard ?
2. Standards must be a dynamic to facilitate the quality of the services and have its objective must be not impossible to reach.
3. Standard is done to be a tool usable by all the stakeholders. For which use ? For whom ?
4. Standard must not constitute a conditionality used by international donors

The afternoon session, chaired by Mr. Peter Solly was the core of the forum as open discussions were held. Mr. Solly presented some in-puts received before the meeting from African partners and invited the participants to react on.

This debate was followed by presentations of some partners (World Bank, WHO, Municipal Development Partnership –MDP– for the African local authorities) of their point of view about this standard project.

At the end of this Forum, Mr Redaud, chairman of ISO 224 Technical Committee exposed the intention of the TC to install a permanent group of reflexion devoted to the review of problem coming from developing countries. The result of this Forum as of the American Forum will be reviewed in our next TC scheduled next week in Rabat. He invited African members to have a new meeting in order to pursue this discussion furtherly either on the proposal of the TC either for an experimentation of these proposal. The chairman recalls that 4 African countries are to-day active in the TC.

Regional organization may, also, ask to be involved in the TC , as liaison members : it could be the case of the AfWA. For this purpose they are invited to get a contact with Laurence Thomas, member of AFNOR in charge of the secretary of the TC (laurence.thomas@afnor.fr).

Presentations done during the Forum are downloadable on <http://comelec.afnor.fr/iso/tc224e> (water fora/African forum)

III Recommendations of the African Forum to ISO TC 224:

1 First item:

Definitions must take into account the conditions that prevail in Developing countries so that they may use and apply the standard and generate the information needed in compliance with the accepted definitions.

- 1.1 There is a need to make the standards understandable (i.e. WG 3 draft is easy to understand than WG 4 draft).
- 1.2 There is a need to draft a user's guide to help practitioners in developing countries implement and apply the relevant standard.
- 1.3 Performance indicators (PI) must take into account the conditions that are specific to developing countries (e.g. some simple performance indicators for stand-alone systems, etc.).
- 1.4 or each PI, examples will be given on how they can be calculated and their applications.

2 Second item:

Standards must be dynamic in nature to facilitate the quality of the services and practical → PIs and guidelines must be relevant to the conditions that prevail in developing countries, in order to serve as pragmatic and realistic targets.

- 2.1 The responsibilities of the authorities, providers and users should be clearly spelt out in the standard.
- 2.2 Standard must be adapted to specific situations and therefore can be partially applied as deemed relevant.
- 2.3 Specify that this standard is « Guide lines » and not « certification ». Clarify the difference between ISO 14000 and ISO 9000, and this standard.
- 2.4 The standard could be tested in some cities from developing countries before the final draft.
- 2.5 Standard must mention the necessity to have a demand-driven approach.
- 2.6 Management of the service and management of the resource must be clearly dissociated.

3 Third item:

Standard is done to be usable by all the stakeholders, but some precautions linked to its adoption and utilisation must be precised (standard must not constitute a conditionality used by international donors)

- 3.1 There is a need to prepare a "user's guide" that is intended for practitioners in developing countries.
- 3.2 A section should be provided in the standard for definition of technical terms
- 3.3 There should be a section in the standard that addresses the appropriate means of information between the provider and the user. E.g. re-use of wastewater, quality of potable water, and access to information.
- 3.4 There is need to include in the annex a proposal on the means and ways service providers and their customers can agree on a billing method.

- 4 Fourth item:
When constraints are not directly link to the conditions of the service (availability of the resource, financial balance constraints and billing constraints), the standard must clearly indicates that some indicators and guidelines elements are not applicable or must be adapted.
- 4.1 There are a need to characterise the different kinds of water supply and wastewater services in developing countries (not only centralised systems, but also decentralised or autonomous systems)
- 4.2 PI description must take into account the various modalities of billing.
- 4.3 There is a need in this standard to take into account the necessary link between the social aspect of the service and the cost recovery (social tariffs)
- 5 Fifth item:
The standard must be in coherence and/or complementary to the recommendations, directives and tools of the multilateral organisations (WHO, WB ...). Furthermore the ISO TC 224 must facilitate the participation of professional associations, consumers associations, authorities in charge of the service, line ministries in charge of water and NGOs from developing countries
- 5.1 There is need for the ISO TC 224 secretariat to harmonise different provisions between ISO TC 224 and the existing guidelines on drinking water and wastewater (e.g. WHO guidelines)

IV Other item of interest

Mr. Ndri Koffi from Africa Water Association (Afw) suggested that there be a meeting between African partners to discuss the possibility of having pilot projects to test the implementation of the standards.

Annex 1

Forum agenda

African forum on International norms for service activities related to the management of drinking water and waste water systems

9h00 am on Wednesday 22 September 2004 at the HOTEL ATLAS MEDINA, MARRAKECH

8h30 -	Welcome	
9h00 -	Opening	Mounir Zougari (<i>ONEP</i>) M. Nejjar (<i>SNIMA</i>)
9h30 -	Etat des lieux ➤ Context and scope of international normalisation / Work carried out by the ISO/TC224 technical committee ➤ How to participate in developing international norms?	J-L Redaud (<i>ISO TC 224 Chairman</i>) L. Thomas (<i>AFNOR, ISO TC 224 Secrétariat</i>) / P-M Grondin (<i>pS-Eau</i>)
9h55 -	Presentation by working groups ➤ Working group 2 : Customers services ➤ Working group 3 : Drinking water systems	Enrique Cabrera (<i>Universidad Politécnica de Valencia, Espagne</i>) Duncan Ellison (<i>Canadian Water and Wastewater Association</i>)
10h35 -	Pause Café	
10h50 -	Presentation by working groups (cont'd) ➤ Working group 4 : Waste water systems	Heekyung Park (<i>KAIST, Corée</i>)
11h10	➤ An example of applications of such standards ➤ Stakes for African partners	H. Bégorre (<i>Mayor of Maxeville</i>) M. Zougari (<i>ONEP</i>)
11h30 -	Open discussion following the presentation of the work done by the working groups / Possibilities of involvement during the next step	
12h15 -	Break Lunch will be served to participants	
14h00 -	Presentation of comments and suggestions submitted by African stakeholders. and Open discussion and proposal	Peter Solly (<i>SABS, South Africa</i>) and Louis Njoku (<i>Standards Organisation of Nigeria</i>) All participants
15h30 -	Pause Café	
15h45 -	Point of view : World Bank	Barbara Evans
15h55 -	Point of view : World Health Organisation	Jamie Bartram
16h05 -	Point of view of the African local authorities	Félix Adegnika (<i>PDM</i>)
16h15 -	Presentation of the report to be submitted to the ISO 224 technical committee	Peter Solly (<i>SABS, South Africa</i>)
16h30 -	Synthesis of the day and closing	M. El Mghari Tabib (<i>ONEP</i>) Jean Luc Redaud (<i>ISO TC 224 Chairman</i>)

Annex 2 Attendance list

Attendance list (partially) :

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