



ISO/TC 224/WG 2

Service to users

Convenor

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MINUTES OF THE MEETINGS HELD IN DAEJEON –APRIL 13TH-15TH 2004

1. Welcome of participants

The convenor welcomed all experts to Daejeon, and thanked the Korean organizers for a perfect preparation and venue for the meetings.

2. Agenda

The agenda previously submitted to all experts as document WG2N24 was presented to the attendants and accepted for the meeting with the only alteration in order of items 7 and 8. In any case, some of the items in the agenda were to be conditioned by the TC decisions to be made during that same week. The convenor indicated that the main purpose of the meeting was to finish the draft in this first phase in order to have it ready for whatever the TC decided to do with it.

1. Welcome of participants
2. Approval of the draft agenda
3. Roll call
4. Approval of the minutes for the 4th meeting (Valencia, WG2N22)
5. Report on the work done in Valencia
6. Report of the convenor to the TC
7. Final refinement of sections 4 to 6
8. Development of sections 1 to 3 in draft
9. Agenda for the next meeting (Marrakech, Morocco)

3. Roll call

The following experts attended the meeting:

- Sued Ariffin (Malaysia)
- Enrique Cabrera (Spain)
- Michel Desmars (France)
- Michael Buckler (Germany)
- Kenji Hasegawa (Japan)
- Selma Jariri (Morocco)
- Shozo Kataoka (Japan)
- Song Man Kyu (Korea)
- B. P. (Bernie) Kuslikis (Canada)
- Atsushi Masuko (Japan)
- Jason Morrison (USA)
- Dominique Olivier (France)
- Marie Tsanga Tabi (France)
- Takahiro Tachi (Japan)
- Naoya Tanaka (Japan)
- Ruud Wieleman (Netherlands)
- Mounir Zougari (Morocco)

4. Approval of the minutes for the 4th meeting (Valencia, WG2N22)

The minutes for the previous meeting were unanimously approved.

5. Report on the work done in Valencia

Enrique Cabrera informed the experts present that the meeting in Valencia had been a very useful one and that the progress to the document had been significant. As a

result, chapters 4, 5 and 6 were almost finished with the exception of a few details. Work remained to be done, especially in chapter 3 Terminology.

As a consequence from the meeting in Valencia, WG2 convenor had presented several questions to the TC secretariat. The first of these questions had to do with the inclusion of the concepts of right to water and right to sanitation. The response from ISO had been clear and the current text, that still was in the draft after Valencia was not considered appropriate in an International Standard. The convenor also explained that Robin Simpson, from Consumers International, who had not been able to attend the meeting had been appointed by experts in Valencia to try to find a solution to this and some other problems, and that the solutions would be discussed during the meetings in Korea.

With regards to the contents of chapter 2, Normative References, the TC secretariat had been very clear on the fact that the references included there should in principle be ISO documents, and that an inclusion in such section would mean that the referenced standards would be required when applying the new document.

6. Report of the convenor to the TC

Enrique Cabrera (EC) summarized his future report to the TC for the working group which was to be based on the written report provided by the TC secretariat. However, and as a result of the development of the meetings the two main problems outlined in the aforementioned written report were addressed at the WG level:

- Right to water and sanitation: WG2 experts found an alternative wording that seems to be in compliance with ISO recommendations. Additionally it was suggested that this content could be complemented by parts of the introduction and even the inclusion of an annex.
- Performance indicators: As a result of a petition by experts in the working group, the WG2 resolved to propose to the TC the inclusion of performance indicators in the body of the document (more specifically in chapter 6). This proposal is on an “as is” basis (namely, it corresponds to the 11 performance indicators shown in WG2N17_ver 3, with the introduction text also included for that chapter in the document)

The convenor committed to report to the TC on all the items as agreed by the working group.

7. Final refinement of sections 4 to 6

The experts present considered all new proposals by Robin Simpson and others regarding the items that had not been closed after Valencia. All the implemented changes can be found in version 3 of the draft.

8. Development of sections 1 to 3 in draft

The first three chapters were dealt with in the meeting. Regarding the introduction, experts agreed that it could be convenient to develop an introduction text, in addition to the common introduction that was being drafted for all groups. However, this was left for consideration in the written comments stage.

Regarding chapter 2, normative references, experts considered that the interaction with the other two documents would be relevant, but the direction of this interaction should be determined. A specific question regarding this issue was asked to member bodies participating in the internal consultation to be carried out by the TC.

Chapter 3 terminology was completed with the valuable contribution of the convenor of WG1 Dominique Olivier. The group took into consideration all the recommendations by Mr. Olivier regarding terminology, proposed some slight amendments to the definitions provided by WG1 and adapted the final draft taking into account all these changes. Additionally, experts of WG2 and its convenor took part in a WG1 meeting to achieve a better coordination between both groups.

8. Agenda for the next meeting

After the development of events at the TC meetings, WG2 will not be meeting in Rabat (Morocco) in September. The next meeting may take place at the beginning of 2005. The agenda for this meeting (expected to be long) would include a full revision of the comments issued by member bodies in the internal consultation and the consideration of the opinions of developing countries issued in the different forums that will take place until then.

With no further matters to deal with, the convenor warmly thanked all the experts for their participation in a very constructive atmosphere in the meetings, and the hard work in reaching the first final draft.