# Global Assessment of Accountability in Water and Sanitation Services Using GLAAS Data

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ABSTRACT: The Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS) is one of UN-Water's regular reports. Its focuses include aspects of investment and the enabling environment for the delivery of water, sanitation and hygiene services. Accountability refers to the mechanisms through which duty bearers, elected officials and service providers report to rights holders and other stakeholders within the service delivery framework. Accountability contributes to good sector performance and the overall sustainability of services. The aim of this study was to evaluate the level of accountability in the drinking-water and sanitation sector globally, based on the available data from the GLAAS survey of 2014. To achieve this, accountability was defined from a human rights perspective, and particularised for water and sanitation. Next the quantitative and open-ended questions from the GLAAS survey that related to this definition were analysed for all 94 responding countries. Comparisons were drawn between water and sanitation services in urban and rural settings, and regional trends were identified. The results show higher levels of accountability for water than sanitation services, and limited information on wastewater. Potential means to strengthen accountability in water and sanitation globally are seen to include improving access to information on the services provided, enacting participation policies and increasing the capacity of regulatory institutions. Particular attention should be paid to rural services. The GLAAS survey could be modified for a better understanding of the accountability mechanisms for WASH service provision.

KEYWORDS: Accountability, water, sanitation, urban, rural, global, GLAAS, regulation, information, participation, human rights, WASH

## INTRODUCTION[1]

Accountability has been described as "the central and perhaps most powerful element of good governance" (Schneider, 1999: 523). More precisely, public accountability refers to the spectrum of approaches, mechanisms and practices used by public-service stakeholders to ensure the desired type and level of performance (Paul, 1992). As Schedler (1999) put it, "A is accountable to B when A is obliged to inform B about A's (past or future) actions and decisions, to justify them, and to suffer punishment in the case of eventual misconduct". Other authors describe accountability and participation as the heart of the 'democratic' component of democratic local governance (Blair, 2000).

With regard to water and sanitation services, accountability can be defined as the democratic principle whereby elected officials and those in charge of providing access to water supply and sanitation services account for their actions and answer to those they serve (UNDP/UNICEF, 2015a). In this domain enhancing accountability can involve improving the political analysis skills of civil society organisations (CSOs) and developing the capacity of non-governmental organisations (NGOs) to understand water sector information, as well as the encouragement of citizen participation in water policy processes, service provision, grievance mechanisms and monitoring systems (UNDP, 2010). These represent what is called 'vertical accountability', while 'transversal accountability' includes the participation of civil society in supervising the performance of water providers, through e.g. participatory budgeting and citizen report cards or social audits. 'Horizontal accountability' refers to aspects such as internal auditing and control procedures and the establishment of regulatory authorities.

Accountability can also be considered from a human rights perspective, where, as the primary holders of human rights obligations (duty bearers), states are accountable to the rights holders (every human being in their jurisdiction). Accountability is a fundamental principle of human rights, and is thus a requisite for the fulfilment of the human right to water and sanitation (United Nations, 2010). States should therefore be held accountable not only for the outcomes they achieve but for the policy efforts they make, the processes by which these are carried out and the resources that are invested. They should employ the maximum available resources to make advances as swiftly as possible, including national resources and international cooperation. Within the human rights framework (Office of the High Commissioner for Human Rights, 2013), three different accountability components have been defined: responsibility, answerability and enforceability. The first refers to the definition of roles and responsibilities for service delivery and enabling coordination and cooperation between the different actors. Answerability relates to informing, consulting and including stakeholders at all stages of service delivery. Further, it requires that timely and accurate information is available to stakeholders. Enforceability means monitoring performance, supporting compliance and establishing mechanisms for the use of corrective and remedial action where necessary (UNDP/UNICEF, 2015b). The functional definition provided in the human rights context has been used in this study to assess accountability for the water sector (Office of the High Commissioner for Human Rights, 2013).

### Why is accountability important?

The lack of sustainability in water and sanitation services is a major obstacle to achieving universal access to these services by 2030. Despite significant investment over past decades, and many people gaining new access to services, there are major issues with sustainability. While figures differ from one country to another, the percentage of non-functional water points in rural areas at any given time is

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[1] Note: This article is part of a sequence that expands upon quantitative and/or qualitative data from the UN-Water Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS) cycles from 2009/2010, 2011/2012 and 2013/2014. The articles use the same data to generate perspectives that provide deeper analysis and insight into specific WASH topics. For more information, please contact glaas@who.int.

around 30%, with another 10-20% being only partially functional. This level of failure was estimated to represent a total investment of between US$1.2 and 1.5 billion in the 1989-2009 period (RWSN, 2010. Research on the main factors affecting the sustainability of rural water supply has therefore intensified. Significant progress has been made in understanding the relevance of factors such as revenue collection (Haysom, 2006), community demand (Montgomery et al., 2009), community participation (Narayan, 1995) and gender considerations (Gross and Mukherjee, 2001) in maintaining the flow of services. In urban areas the quality and durability of services are compromised by low revenue collection, high non-revenue water and political interference in service delivery. The latest research suggests that sustainability requires a focus on aspects of water governance, and the lack of accountability has been identified as a major obstacle to efficient service delivery in water projects (European Court of Auditors, 2012) and other basic services (Overseas Development Institute, 2013). Accountability, which is about improving the quality of relationships between the stakeholders in service delivery arrangements, is a key element in helping these institutional arrangements to function as intended. It counteracts institutional inertia to bring about change by ensuring the responsibilities as allocated in the policy deliver results (Tropp et al., 2017).

However, while addressing these issues may improve services, accountability initiatives do not always have the desired impact, particularly if we look beyond the immediate service delivery. A review of 50 literature-based cases on the impact of citizen-engagement initiatives on accountability found that around 60% would have a minor impact, defined as a marked positive effect on accountability for a certain service or area, but not affect society as a whole (Andrews, 2005). A study looking at 100 cases of citizen-participation programmes categorised 31% of the positive outcomes in the area of improved state responsiveness and accountability. However, negative outcomes were also detected. These included the failure to respond to citizen´s demands and even state-sponsored repression or violence against participants (Gaventa and Barret, 2012). Looking more specifically at initiatives targeting services (such as health, education or water), evidence on the impact of accountability, transparency and participation programmes is limited and offers a mixed picture (Joshi, 2013). While most cases are found to be effective in their immediate goals (e.g. discussion of service delivery issues and disclosure and targeting of budget), the long-term goals regarding service quality and citizen empowerment within society as a whole are not always achieved, or are difficult to demonstrate. The literature agrees that finding the right strategy for each context is essential in achieving improved accountability (Gaventa and McGee, 2013; Carlitz, 2013) and that best cases cannot be automatically exported. Social accountability mechanisms have greater impact when matched with traditional means of enforceability, such as investigations, inspections and audits (Joshi, 2013).

## Measuring accountability at the global level

'Voice and Accountability' is one component of the World Bank Governance Indicators (WGI) Database, which has been collecting country data since 1996 and is the most comprehensive database available on these issues. It comprises the available indicators from 35 data sources and 33 different organisations, combining indicators that measure formal rules and the practical application or outcomes of these rules (Kaufmann et al., 2010). They use perception-based indicators as well as indexes created by expert institutions of the various fields (e.g. Freedom of Expression Index). However, as this index measures governance as the set of traditions and institutions by which authority is exercised in a country it has no specific focus on water or sanitation. Similarly, the Mo Ibrahim Foundation regularly publishes an index on African Governance (Mo Ibrahim Foundation, 2017), which includes a subsection on accountability, and another on political and civil society participation, with the same general focus as the WGI. Other tools, such as the opinion barometer surveys conducted regionally, provide interesting information on citizens' perception of government performance but with only limited information regarding specific services. Afrobarometer includes a question about the citizens' perception of their governments' performance in providing water (Afrobarometer, 2016) and

Latinobarómetro includes a question on the level of satisfaction with water services (Latinobarómetro, 2017). Some studies use local accountability as a relevant indicator in appraising the quality of water provision (Requejo-Castro et al., 2017) or assessing the fulfilment of the human right to water (Flores et al., 2013).

Hence, accountability in water and sanitation services has not yet been assessed globally. This study aims to perform that analysis. To this end we describe the components of accountability, identify the relevant questions in the GLAAS survey, analyse and discuss the responses with an accountability focus and extract policy recommendations. The study seeks to identify the differences between water and sanitation, urban and rural services and to give an overview of the global outlook. Hygiene aspects have not been included in this analysis, as other studies have focused specifically on analysing these GLAAS data (Moreland et al., 2016; Jiménez et al., 2014).

## MATERIALS AND METHODS

This study uses data from the 94 countries that responded to the 2014 Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS) survey.[2] One of UN-Water's regular reports, this is principally based on data collected from national governments through a four-part survey aimed at analysing the successes and challenges in the delivery of water, sanitation and hygiene services (World Health Organization, 2015). The survey comprises four themes: governance, monitoring, human resources and financing. An analysis of the responses demonstrates how the main functions of governance for water and sanitation currently perform within these countries. In the 2016/2017 survey a large number of countries (36 of the 83 participating) responded to the short version of the survey, which did not include all the questions required for the accountability analysis. Hence the 2013/2014 dataset was used for the analysis, as it contained data for twice as many countries (94 participating countries) as the 2016/2017 survey (47 countries responding to the full survey).

The GLAAS survey was not formulated specifically to analyse aspects of accountability. However, the comprehensive nature of the questions allows conclusions to be drawn in that regard. A system was developed to identify those questions related to accountability, of which the first step was to outline a comprehensive definition of accountability within WASH. The definition within the human rights framework offers a suitable formulation for this purpose, with its components of responsibility, answerability and enforceability, as described above. The second step in the methodology involved reviewing each survey question against these components. Thus, a question was selected as relevant based on its relation to an accountability component, or discarded as irrelevant to this study. This review process involved a panel of WASH experts from the Stockholm International Water Institute (SIWI), the United Nations International Children's Emergency Fund (UNICEF) and the World Health Organization (WHO). It included two experts on water governance from SIWI, three members of the GLAAS team that administer the survey at WHO and two members of the Water and Environment Unit at UNICEF Headquarters.

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[2] 2014 GLAAS survey and dataset can be downloaded here
www.who.int/water_sanitation_health/monitoring/investments/glaas-2013-2014-cycle/en/

Table 1. Accountability components and related questions within the GLAAS report.

| Component | Related questions in GLAAS | Type of information obtained from the questions in GLAAS |
|---|---|---|
| Responsibility | A2. Policy/plan development and implementation: Do national policies and plans exist, and to what extent are these implemented to ensure the provision of water and sanitation? | Key indicator in understanding the extent to which roles and responsibilities are defined and put into practice |
| | A9. Institutional roles and responsibilities and lead agencies: Please list ministries/national institutions with responsibilities in WASH and indicate the level of responsibility in each sector | Indicates the practical difficulties in coordinating and implementing policies |
| | A10. Coordination between actors: Does a formal mechanism exist to coordinate the work of different organisations with responsibilities for WASH (health, education, environment, public works, etc) to coordinate activities? | Aids an understanding of the challenges facing the effective coordination of the sector |
| | D9. Donor funding: Is there a coordination mechanism between bi-lateral/multi-lateral donors and government and how are the donor funds channelled to the sector? | Provides insight into the degree of formal coordination of external support agencies |
| Answerability | B8. Dissemination of data: Is the performance (e.g. quality of service) of the formal service providers made public and are the results of customer satisfaction information made public? (Please check all that apply) | Indicates the level of information available to consumers |
| | D3. Financial reporting: Are expenditure reports available that allow actual spending on WASH to be compared with committed funding? | Shows consumer access to financial information |
| | A12. Participation procedures: Are there clearly defined procedures in laws or policies for participation by service users (e.g. households) and communities in planning programs and what is the level of participation? | Provides information regarding participation as defined in laws and policies and the level of participation that occurs |
| Enforceability | A13. Public reporting/complaints: Do members of the public served by formal service providers have an effective mechanism to file complaints concerning the lack of, or unsatisfactory sanitation and drinking-water services? | Indicates whether consumers have access to an effective complaint mechanism |
| | B7. Service providers: Do service providers report the results of their internal monitoring against required service standards to the regulatory authority and does internal monitoring trigger timely corrective action? | Provides information on the existence and practice of enforcement procedures for failures in service delivery |

The survey questions that were selected as relevant through the process described above are shown in Table 1 and categorised according to the accountability component to which they are most relevant. (Question A11 in the survey, concerning the number of NGOs coordinated by the government, was discarded from the analysis. While relevant in understanding the degree of country-level coordination, the number of NGOs was not deemed sufficient on its own to extract any conclusion, as it can vary significantly between countries of different size and social composition). An analysis was then performed per component of accountability as defined within the human rights framework (left column, Table 1). The right column shows the type of information obtained from the questions:

The 94 countries that responded to the GLAAS survey represent a relatively good cross section of predominantly developing countries. Certain questions allowed open-ended responses and these were also reviewed for this study.

As well as the relevant questions, the regional aggregation of responses was included where possible. Response rates from different regions varied greatly. Using the regions defined within the Progress on Sanitation and Drinking Water – 2015 Update and the MDG Assessment by UNICEF and WHO (UNICEF and WHO, 2015), presented in Table 1 of Appendix A, it can be observed that regional response rates ranged from 15% (Europe) to 100% (Southern Asia), with significant differences across regions. Therefore, we have not conducted a results analysis with a regional focus. However, where such comparisons are discussed we aggregate the regions into Sub-Saharan Africa (SSA), Southern and Southeast Asia (SSEA), Latin America and the Caribbean (LAC), the Middle East and North Africa (MENA) and the Caucasus and Central Asia (CCA).

## Limitations of the study

As the GLAAS survey attempts to capture a global analysis of WASH-related issues, the questions identified in Figure 1 and Table 2 were not designed specifically to measure the level or amount of accountability, or any of its components. The present assessment does not, therefore, attempt to provide a complete assessment of accountability. Whilst it uses the available questions to extract possible information related to accountability, not all its components can be assessed thoroughly.

Some questions could be considered as open to interpretation. For example, the understanding of a "clearly defined procedure for participation" (Question A.12) is likely to differ between countries. Clarifying such points would require extensive discussion with the respondents and was not feasible within the constraints of this study. Therefore, no attempt was made to resolve the uncertainties raised by questions that were open to interpretation.

The capacity of countries to collect the relevant information to answer questions fully is also recognised as a limiting factor to the comprehensiveness and consistency of data between countries. The reasons for not answering questions in the GLAAS survey are unclear. It may be that the individual or team providing the answers did not consider the question relevant to their situation. It is also likely to be due, in part, to a lack of necessary information to respond adequately.

Where possible, the analysis aims to identify differences between urban and rural settings. However, questions A9 and D9 are presented only in general terms for drinking water and sanitation with no disaggregation for urban and rural settings. Question A10 conflates responses for the entire WASH sector rather than separating drinking water and sanitation. It is therefore impossible to consistently segregate all questions to identify differences between urban and rural settings.

## RESULTS

Figure 1 summarises the results, where Figure 1.a shows those for questions that do not differentiate between urban and rural subsectors (responses are for water or sanitation) and Figure 1.b shows the results for those that do (responses are for urban water, urban sanitation, rural water and rural

sanitation). The first bar of each figure explains the colour code used. Table 2 provides the results for Question A10, asked for water and sanitation together. The full list of responses by country is provided in Appendix B.

Table 2. Responses to accountability-related questions on water or sanitation sector in general.

| Accountability component | Question | Answer |
|---|---|---|
| Responsibility | A10. Coordination between actors: Does a formal mechanism exist to coordinate the work of different organisations with responsibilities for WASH (health, education, environment, public works, etc) to coordinate activities? | 73 countries responded as having a formal mechanism to coordinate the work of different organisations with responsibilities in WASH. 65 of these countries also stated that this mechanism: includes all ministries and government agencies that influence service delivery, includes non-government stakeholders, applies evidence-based decision making, is based on a sectoral framework and is a documented process |

## DISCUSSION

The discussion below reviews the results of the survey in terms of the three components of accountability used in this study. Appendix B provides the results by country, allowing regional trends to be explored. Results are discussed in light of additional information provided through the open-ended questions, as well as other references in the literature.

### Responsibility

Almost the same number of countries have either one or more than one lead ministry for drinking water or sanitation (Question A9). In those countries with more than one lead ministry there is an increasing risk of power struggles between ministries and of confusion between roles (Carlei et al., 2012). Regionally, this risk appears to be greatest in the LAC countries, where 12 out of the 16 countries surveyed reported having more than one lead ministry for sanitation, and 13 had more than one for drinking water. Conversely, SAA appears to fare better than the global average, with more countries (57%) reporting having only one lead ministry for both water and sanitation. This may be explained by the fact that, since many of these countries have low access to services, there has been substantial external support for governance and policy reform, leading to the development of new policies for water and sanitation and streamlining the sector's governance. Risks related to the clarity of roles, where there is more than one ministry leading a sector, may be offset by the existence of formal mechanisms to coordinate the work of different organisations (Question A10, Table 2). The survey results show that over three quarters of responding countries have coordination mechanisms in place, and 89% of these have a documented process which includes: coordination between all ministries, government agencies and non-governmental stakeholders, evidence-based decision making, including agreed indicators, and working to a sectoral framework or plan. This result is undoubtedly influenced by important external agencies having supported national coordination mechanisms and sector reviews over the last decade. Of the 25 countries included in a recent study of joint sector reviews in donor-dependent countries it was found that 19 had conducted WASH sector reviews in the 2001-2015 period (Danert et al., 2016).

Figure 1. Results of accountability-related questions in GLAAS survey 2014. Figure 1a. Responses provided for water (W) and sanitation (S). Figure 1b. Responses provided for urban water (UW), urban sanitation (US), rural water (RW) and rural sanitation (RS).
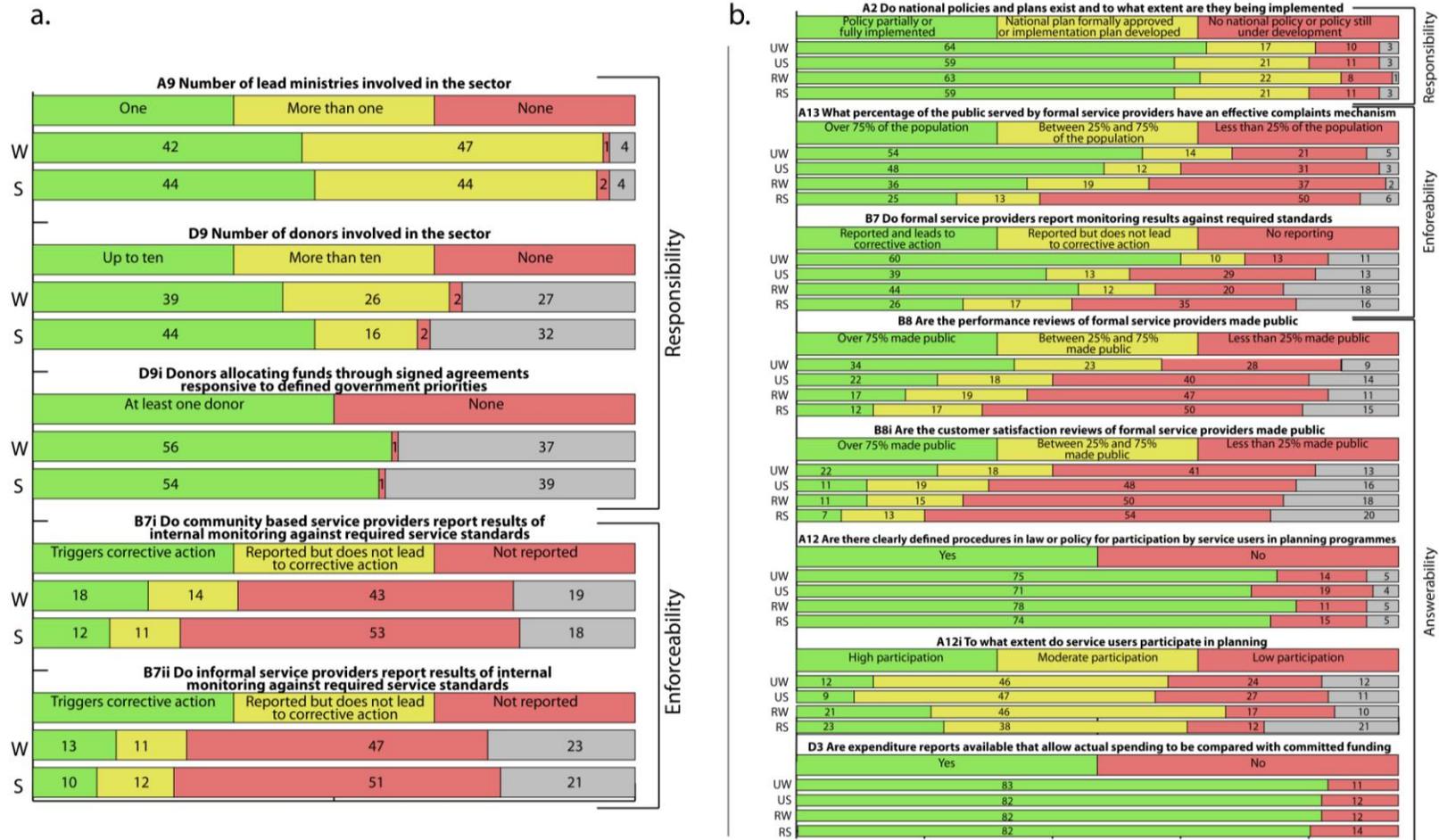


Note: Numbers represent the number of countries responding to the question at a given response level. The first row in each graph explains the colour coding. Grey sections of each bar represent the number of countries not providing a response to the question.

The majority of responding countries appear to have policies and plans generally in place, whether fully or partially implemented (Question A2). In the 2012 GLAAS report 70% of 74 responding countries had water and sanitation policies in place (World Health Organization, 2012). This increased to 80% of 93 respondents in 2014 (World Health Organization, 2014) with regard to both water and sanitation in urban and rural settings. However, it should be noted that, despite similar results globally for sectors and settings, the level of implementation of policies and plans was not always the same for individual countries between rural and urban settings.

Open-ended questions give some insight into partial implementation. The need to develop a stand-alone policy is mentioned by some countries. Others say that policies and plans need updating and guidelines improving. More training and better dialogue were also mentioned with regard to adequate implementation.

The number of bilateral and multilateral donors working with water and sanitation varied greatly between countries (Question D9). The number of countries with more than ten donors was greater for drinking water (26%) than sanitation (16%). The results also show disparities at the regional level. The MENA region had a greater number of countries with more than ten donors (four) than it did with ten or fewer (two). Both SSEA and SSA show a lower percentage of countries with more than ten donors. However, both regions have instances where more than 30 donors are involved in a sector, which, in itself, presents a challenge to coordination.

Most countries report at least some donors allocating funding through signed agreements responding to defined governmental priorities. This was the case for both water and sanitation. However, beyond signed agreements the channelling of funding remains unclear. Questions D9ii, D9iii and D9iv ask whether the funds remain outside the national budget through targeted or general budgetary support. Response rates for these specific sub-questions are very low, with up to two thirds of countries not answering, and are not shown in the results section. With a significant number of non-responding countries it becomes difficult to understand the global picture of the channelling of funds. Yet we know that it is a challenge in other sectors. Despite international agreements and consensus on the use of country systems for aid practices (e.g. Paris Declaration for Aid Effectiveness), progress on implementation has remained very limited, particularly for the use of financial and procurement systems (Wood et al., 2011). This is worrying as the use of country systems received renewed importance within the SDG target 6.a on international cooperation as well as the global Sanitation and Water for All Partnership (SWA), which includes over 150 country governments, private sectors and civil society organisations working to achieve universal access to water and sanitation services. The SWA identified four 'Collaborative Behaviours' that, if adopted by countries and their partners, would support the achievement of access to services for all (Sanitation and Water for All Partnership, 2016). Referring to the use of national mechanisms to channel donor support, these behaviours included the need to "strengthen and use country systems". Whilst a lack of trust for country systems and a fear of corrupt practices and slow processes are reported to hinder the use of these systems by donors (Hart et al., 2015), more needs to be known on the particularities of the water and sanitation sector and how these limitations can be overcome. The TrackFin initiative[3] has been developed to provide a comprehensive picture of national WASH expenditures using a standard methodology. As an increasing number of countries implement TrackFin it is expected that a clearer picture of WASH expenditure will be formed.

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[3] www.who.int/water_sanitation_health/monitoring/investments/trackfin/en/

**Answerability**

In both water and sanitation sectors, and across the urban-rural divide, the results show low levels of information from customer service and performance reviews being made available to the general public in many countries (Question B8). Customer satisfaction reviews were less available than performance reviews. The urban drinking water sector appears to perform best out of all sectors and rural sanitation the worst. However, all sectors lag greatly behind what could be considered desirable levels of information being released. This highlights an area where significant improvement needs to be made.

At a regional level, MENA performs relatively better than others at publicly releasing formal service provider performance reviews on drinking water. However, this result is not replicated within the sanitation sector. The region does not perform better than others at releasing customer service or performance reviews for urban and rural sanitation. Further, it is unclear what is meant by being 'made public'. There is a need to clarify whether these documents are accessible without charge and significant bureaucratic procedures. Such obstacles can prevent real access to information by the population. A recent review of Joint Sector Review coordination mechanisms found that, for most of the 19 countries analysed, it was very difficult to find the sector reports discussed during meetings (Danert et al., 2016). These reports are the documents that will likely contain, among other information, expenditure for the sector.

Of the countries that responded to the GLAAS survey (Question D3), expenditure reports appear to be available in the majority (90% for urban water and sanitation, 89% for rural drinking water and 87% for rural sanitation). In most instances the reports contain actual versus committed government expenditure; approximately half contain expenditure from overseas development assistance (ODA). However, non-ODA expenditure appears to be tracked less often.

Many countries reported procedures for participation in rural water (87%) and sanitation (85%) (Question A12). However, this did not appear to translate into high user participation, as can be observed by comparing the question related to procedures for participation (A12) with that related to the level of participation (A12i.). Approximately a quarter of those countries reporting clearly defined procedures for participation also reported low levels of participation in water and sanitation planning in both urban and rural settings. Most countries reported only moderate levels of participation in all settings. Rural areas for both water and sanitation fare better than urban areas, with greater instances of high-level participation being reported. The type of technology used and community-based management models can explain the higher rates of participation in rural water. Regional disparities can also be found. Effective participation in rural sanitation is low for 40% of the respondent countries from the CCA, LAC and MENA regions; whereas, in SSEA and SSA, over 80% of the countries report a high to moderate level of service-user participation. This may be explained by the broad application of Community Led Total Sanitation (CLTS) methodologies in regions where participation is high. With regard to urban drinking water, CCA was the only region to have 100% of its countries report moderate or high participation.

The discrepancies in service-user participation raise the question of what constitutes participation in different countries and within various subsectors. Definitions of different participation levels have been widely studied in literature and documented in various sectors (Blair, 2000; Francis and James, 2003). In water and sanitation the experiences have been diverse (Jiménez and Pérez-Foguet, 2011). In many instances user participation in rural water provision meant that management was delegated to them with no support, creating many challenges with regard to the quality of services (Harvey and Reed, 2007). This does not only apply to rural water. A review of community engagement in the planning of urban sanitation shows the complexities of participation in different geographical contexts (Institute for Sustainable Futures and SNV, 2016).

## Enforceability

The level of consumer access to complaint mechanisms is generally low in the countries studied. The highest number of countries reporting over 75% of the population having access to an effective complaints mechanism was 54 for urban water services – the lowest being 25 for rural sanitation (Question A13). In general there appears to be very limited opportunity to lodge complaints against formal service providers, although, for both water and sanitation, urban service users have a better chance than those in rural areas.

What constitutes an effective complaint mechanism appears to vary from country to country. Answers to open-ended questions on this point show that call centres, meetings and written letters were the most common forms of access. It was not clear in every country whether these mechanisms were formal or otherwise. In some cases the use of local radio call-in sessions was cited as a complaint mechanism. Whilst individuals with a phone do have access to this mechanism it offers a limited opportunity for complaints to be properly recorded or addressed.

Very low levels of reporting were recorded from informal service providers against required service standards for both sanitation (11%) and drinking water (14%) (Question B7). This is not a surprising result, since, in many countries, regulators do not attempt to collect information relating to informal service providers. However, the results for community-based service providers (CBSP), which were not significantly better than informal service providers, are surprising. The level of inclusion of CBSPs in national policies varies from country to country, but their role is essential to service provision strategies for rural areas in most of the respondent countries. There are several possible reasons for the lack of reporting from CBSPs. The standards to which CBSPs work may be different from those of formal service providers, and information mechanisms may not be sufficiently clear or accessible for these providers. Even where the CBSPs' role is formalised, a lack of incentive may be partially responsible for the low rate of reporting.

Reporting by formal service providers presents a more positive outlook. The reporting of internal monitoring against required service standards is markedly better for formal sanitation and water service providers in both urban and rural settings than for informal and community-based service providers. However, as appears to be the case across several areas explored by the GLAAS survey, rural sanitation lags behind, with 45% of responding countries signalling that formal service providers fail to report against service standards.

The survey question on regulation refers to service standards. Other aspects of regulation (e.g. health, environment) are not included. In many cases regulatory functions are split between actors. Future editions of the GLAAS survey will have a dedicated section on regulation, which will certainly help to understand better the nature of regulatory functions in the water sector.

## Conclusions

This study provides a global outlook on the situation of accountability in water and sanitation services for 94 countries based on the GLAAS 2014 survey database. Urban water is performing better than any other subsector, while rural sanitation shows the greatest weaknesses.

Some key messages that can be extracted from this study are as follows:

- Despite efforts made in recent decades to support governance reform in water and sanitation, several countries still have fragmented leadership in the sector. Defining roles and responsibilities at the national level remains incomplete in many countries.

- External support agencies appear to be caught between a willingness to use national systems to procure and implement strategies in recipient countries and the practical difficulties this

entails. Exploring options to strengthen national systems while keeping a high level of integrity in the use of funds is a continuous challenge.

- Access to information on service performance at national and subnational levels requires improvement for both water and sanitation services in almost every country. This applies both to the collection of information from service providers (informal, community based and formal) and for sector performance data (sector reports, expenditure reports). This is particularly evident for rural areas.

- It is necessary to bridge the gap between participation policy and actual participation. Policies are in place in many countries, but broad stakeholder participation varies from low to moderate levels. In addition, the degree of influence of people´s participation in decision making remains unknown.

- Regulatory functions require strengthening overall. Their development in rural areas is particularly critical given the comparatively low level of access to water and sanitation services and the low quality and sustainability of services. A supportive regulatory model, combining supervision with guidance, technical support and information dissemination may be advisable in rural contexts where services providers have limited capacities.

- Accountability in rural sanitation falls behind the other sub-sectors considered in this study. Looking towards the attainment of universal access by 2030, rural sanitation should be considered as a service, with clear responsibilities in service provision and the regulation of performance. The lack of a clear service delivery framework for rural sanitation prevents progress towards achieving a safely managed service.

These conclusions show some elements of the way forward for governments, civil society and external support agencies in improving accountability in water and sanitation service delivery in developing countries. The recently endorsed OECD principles for water governance[4] also offer guidance for improvement.

The limitations of certain questions as highlighted in this study have provided inputs for the revision of parts of the GLAAS survey for future editions of the report. In terms of answerability, the latest question on participation in the 2016-2017 cycle includes an explanation of what should be considered as high, medium or low participation in order to reduce the subjectivity in interpreting the response. As regards enforceability, a more detailed set of questions about regulation has also been included. This could be further enhanced by considering health and the environment to incorporate detail beyond service standards. Some aspects of wastewater, water pollution and water-related environmental management have already been integrated into the newest GLAAS survey, particularly regarding the scope of policy, planning and targets.

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[4] www.oecd.org/governance/oecd-principles-on-water-governance.htm

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**APPENDIX A**

Table A.1. Regions and countries surveyed in the GLAAS report 2014.

| Region | Countries |
|---|---|
| **Sub-Saharan Africa**<br><br>*37/51 countries covered (72%)* | Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Congo, Côte d'Ivoire, Democratic Republic of the Congo, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Kenya, Lesotho, Liberia, Madagascar, Mali, Mauritania, Mozambique, Niger, Nigeria, United Republic of Tanzania, Togo, Uganda, Sierra Leone, South Africa, South Sudan, Rwanda, Senegal, Sudan and Zimbabwe. |
| **Southern Asia**<br><br>*All countries covered (100%)* | Afghanistan, Bangladesh, India, Nepal, Pakistan, Sri Lanka, Iran (Islamic Republic of), Bhutan and Maldives. |
| **Southeast Asia**<br><br>*8/11 countries covered (72%)* | Indonesia, Lao People's Democratic Republic, Myanmar, Philippines, Thailand, Timor-Leste, Vietnam and Cambodia |
| **Oceania**<br><br>*4/20 countries covered (20%)* | Cook Islands, Fiji, Vanuatu and Tonga |
| **Caucasus and Central Asia**<br><br>*6/8 countries covered (75%)* | Kazakhstan, Kyrgyzstan, Georgia, Tajikistan, Mongolia and Azerbaijan |
| **Europe**<br><br>*7/48 countries covered (15%)* | Lithuania, Republic of Moldova, Serbia, TFYR Macedonia, Ukraine, Belarus and Estonia |
| **Latin America and Caribbean**<br><br>*16/46 countries covered (35%)* | Uruguay, Mexico, Colombia, Dominican Republic, El Salvador, Honduras, Panama, Paraguay, Peru, Argentina, Bolivia (Plurinational State of), Brazil, Chile, Costa Rica, Cuba and Haiti |
| **Middle East**<br><br>*5/13 countries covered (38%)* | Jordan, Lebanon, Oman, Yemen, West Bank and Gaza Strip |
| **North Africa**<br><br>*2/6 countries covered (33%)* | Morocco and Tunisia |

Source: Progress on Sanitation and Drinking Water – 2015 Update and MDG Assessment; UNEP, 2015.

## APPENDIX B

Table B1. Response to accountability-related questions by country

**Question and response coding** — Region and country

**Responsibility**

A2. Do national policies and plans exist, and to what extent are these implemented to ensure the provision of water and sanitation?
- 0 - No national policy or policy still under development
- 0.3 - National policy formally approved and gazetted through formal public announcement
- 0.5 - Implementation plan developed based on approved policy
- 0.7 - Policy and plan costed and being partially implemented
- 1 - Plan being fully implemented, with funding, and regularly reviewed

B8. Are performance reviews of formal service providers made public?
- 0 - Few (less than 25% of providers)
- 0.5 - Some (between 25 - 75% of providers)
- 1 - Most (more than 75% providers)

B8. Are customer satisfaction reviews of formal service providers made public?
- 0 - Few (less than 25% of providers)
- 0.5 - Some (between 25 - 75% of providers)
- 1 - Most (more than 75% providers)

**Answerability**

D3. Are expenditures reports available that allow actual spending on WASH to be compared with committed funding?
- 1 - Not available

A12. Are there clearly defined procedures in laws or policies for participation by service users (e.g. households) and communities in planning programs?
- 0 - No
- 1 - Yes

A12. To what extent do service users participate in planning?
- 0.2 Low participation
- 0.5 - Moderate participation
- 1 - High participation

**Enforceability**

A13. Do members of the public served by formal service providers have an effective mechanism to file complaints concerning the lack of, or unsatisfactory sanitation and drinking-water services?
- 0 - Unknown
- 0.2 - Few (less than 25% of population served)
- 0.5 - Some (between 25-75% of population served)
- 1 - Most (more than 50% of population served)

B7. Do formal service providers report the results of their internal monitoring against required service standards to the regulatory authority and does internal monitoring trigger timely corrective action?
- 0 - Not reported
- 0.5 Reported but does not lead to corrective action
- 1 - Reported and triggers corrective action

| Region | Country | A2 US | RS | UW | RW | B8(perf) US | RS | UW | RW | B8(cust) US | RS | UW | RW | D3 US | RS | UW | RW | A12(proc) US | RS | UW | RW | A12(part) US | RS | UW | RW | A13 US | RS | UW | RW | B7 US | RS | UW | RW |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CCA | Azerbaijan | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| CCA | Georgia | 0.3 | 0.3 | 0.3 | 0.3 | 0.5 | 0 | 0.5 | 0 | 0 | 0 | 0.5 | 0 | | | | | 1 | 1 | 1 | 0 | 0.5 | | 0.5 | | 1 | 0.5 | 1 | 0.5 | 0 | 0 | 1 | 0.5 |
| CCA | Kazakhstan | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.2 | 0.5 | 0.2 | 0.5 | | | 1 | 1 |
| CCA | Kyrgyzstan | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0.2 | 0.2 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 0 | 0 | | |
| CCA | Mongolia | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 0.5 | 0.5 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.5 | 0.5 | 0.2 | 0.5 | 0.2 | 1 | 0.5 | 1 | 0.5 |
| CCA | Tajikistan | 0.7 | 0.3 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.2 | 1 | 0.5 | 1 | 1 | 0 | 0 | 0.5 | 0 |
| EU | Belarus | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | | | | | 0 | 0 | 0 | 0 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| EU | Estonia | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| EU | Lithuania | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 0.5 | 1 | 0.5 | 1 | 0 | 1 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| EU | Republic of Moldova | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 1 | 1 | 0.5 | 0 | 1 | 0.5 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 0.5 | 1 | 0.5 |
| EU | Serbia | 0.7 | 0.7 | 0.7 | 0.7 | 1 | 0 | 1 | 0 | 0.5 | 0 | 0.5 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.2 | 1 | 0.2 | 1 | 0.5 | 1 | 0 | 1 | 0 |
| EU | TFYR Macedonia | 0.7 | 0.7 | 1 | 0.7 | 1 | 0 | 1 | 0.5 | 0.5 | 0 | 1 | 0 | | | | | 1 | 1 | 1 | 1 | | | | | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 |
| EU | Ukraine | 0.5 | 0.5 | 0.7 | 0.5 | 1 | 0.5 | 1 | 0.5 | 1 | 0.5 | 1 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| LAC | Argentina | 0 | 0 | 0 | 0 | 0.5 | 0 | 0.5 | 0 | 0.5 | | 0.5 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| LAC | Bolivia (Plurinational State of) | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | | 1 | | 1 | 0 | 1 | 0 | 1 | 0.5 | 1 | 0.5 |
| LAC | Brazil | 0.7 | 0.7 | 0.7 | 0.7 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| LAC | Chile | | | | 1 | | | | | | | | | | | | | 0 | | 0 | 1 | | | 0.5 | | 1 | 1 | 1 | 1 | 1 | | 1 | |
| LAC | Colombia | 1 | 0.5 | 1 | 0.5 | 0.5 | 0 | 0.5 | 0 | 0.5 | 0 | 0.5 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| LAC | Costa Rica | 0 | 0 | 0.3 | 0.3 | 0 | 0 | 1 | 1 | | | | | | | | | 0 | 0 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 1 |
| LAC | Côte d'Ivoire | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| LAC | Cuba | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| LAC | Dominican Republic | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LAC | El Salvador | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 0 | 1 | 1 | 1 | | 0.5 | 0.2 | 1 | 1 | 0.2 | 1 | 0.2 | | | | |
| LAC | Haiti | 0.7 | 0.7 | 0.7 | 0.7 | | | 0.5 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.2 | 0 | 0 | 0 | 0 | 0.5 | 0.5 | | |
| LAC | Honduras | 0.3 | 0.3 | 0.3 | 0.3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 0.2 | 0.2 | 0.5 | 0.5 | 0 | 0 | 1 | 0.5 |
| LAC | Mexico | 1 | 1 | 1 | 1 | 0.5 | 0 | 0.5 | 0 | 0 | 0.5 | 0 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.2 | 0.5 | 0.2 | 1 | 1 | 1 | 1 |
| LAC | Panama | 0.7 | 0.3 | 0.7 | 0.7 | 0 | 0 | 0.5 | 0 | 0.5 | 0 | 0.5 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.5 | 0.2 | 0.2 | 0 | 0.5 | 0 | 0.5 | 0 | 1 | 0.5 |
| LAC | Paraguay | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| LAC | Peru | 0.7 | 0.7 | 0.7 | 0.7 | 1 | 0 | 1 | 0 | 0.5 | 0 | 0.5 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 0 | 1 | 0 | 1 | | 1 | |
| LAC | Uruguay | 0.3 | 0.3 | 0.3 | 0.3 | 1 | | 1 | | 0.5 | | | | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | | 1 | 1 | | | | |
| MENA | Jordan | 0.7 | 0.7 | 0.7 | 0.7 | 0.5 | 0.5 | 1 | 1 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | 0.5 | 1 | 0.5 | 1 | 1 | 1 | 1 |
| MENA | Lebanon | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.2 | 0.2 | 0.2 | 0.2 | 0.2 | 0 | 0 | 1 | 1 |
| MENA | Morocco | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 0.5 | 0 | 0.5 | 0.5 | | 1 | | | 1 | 1 | 1 | 1 | 0.5 | 0.2 | 0.5 | 0.5 | 1 | 0.2 | 1 | 0.5 | 0 | 0 | 1 | 1 |
| MENA | Oman | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | | 1 | 1 |
| MENA | Tunisia | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0.5 | 0 | 1 | 0 | | | | | 1 | 0 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | | 1 | 1 | 1 | | 1 | |
| MENA | West Bank and Gaza Strip | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 1 | 0 |
| MENA | Yemen | 0.7 | 0.7 | 0.7 | 0.7 | 1 | 0 | 1 | 0 | 0 | | | 0 | | | | | 0 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.5 | 0.2 | 0.2 | 0.2 | 0.5 | 0 | 0 | 0 | 0 |
| OCE | Cook Islands | 0.3 | 0.3 | 0 | 0 | | | 0.5 | 0.5 | | | | | | | | | 1 | 1 | 0 | 0 | 0.5 | 0.5 | | | 1 | 1 | 1 | 1 | 1 | | 0.5 | |
| OCE | Fiji | 1 | 0.7 | 1 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| OCE | Tonga | 0 | 0.7 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | | 1 | | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| OCE | Vanuatu | 0.5 | 0.5 | 0.5 | 0.5 | | | 0 | 0 | | | 0 | 0 | 1 | | | | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | 0 | |

| Region | Country | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SEASA | Afghanistan | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0.5 | 0.5 | 0 | 0 | 0.5 | 0.5 | | | | | 0 | 1 | 1 | 1 | 0.2 | 1 | 0.5 | 0.5 | 0.2 | 0.2 | 0.2 | 0.2 | 0.5 | 0.5 | 0.5 | 1 |
| | Bangladesh | 0.7 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.2 | 1 | 0.2 | 1 | 0.5 | 0.2 | 0.5 | 0.2 | 0 | 0 | 0 | 0 |
| | Bhutan | 0 | 1 | 0 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0.5 | 0 | 0.5 | | | | | 1 | 1 | 1 | 1 | 0.5 | 1 | 0.5 | 1 | 1 | 0.2 | 1 | 0.5 | 1 | 1 | 1 | 1 |
| | Cambodia | 0.3 | 0.3 | 0.3 | 0.3 | | | 0 | | | | 0 | | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.2 | 0.2 | 0 | 0 | 0.2 | 0 | 0.5 | 0 | 0.5 | 0 |
| | India | | 1 | | 1 | | | | | 1 | 0.5 | 1 | 1 | | | | | | 1 | | | | 0.5 | | | 0.5 | | 1 | | 1 | 1 | 1 | 1 |
| | Indonesia | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | 1 | 1 | 1 | 1 | 0.2 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 |
| | Iran (Islamic Republic of) | 0.7 | 0.7 | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 1 | | 1 | |
| | Lao PDR | 0.3 | 0 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 0 | 0 | 0.5 | 0 |
| | Maldives | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | | | | | 1 | | | 0.2 | 1 | 0.5 | 1 |
| | Myanmar | 1 | 0.7 | 1 | 0.5 | 0.5 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0.5 | 1 | 0.5 | 1 | 0.5 | 1 | 1 | 1 | 1 |
| | Nepal | 0.5 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0.5 | 0.5 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.2 | 0 | 1 | 0.2 | 0 | 0 | 1 | 0 |
| | Pakistan | 0.3 | 0.3 | 0.3 | 0.3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.5 | 0.2 | 1 | 0 | 0.2 | 0.2 | 1 | 1 | 0.5 | 1 | 1 |
| | Philippines | 0.7 | 0.7 | 1 | 0.7 | 0 | 0 | 0.5 | 0 | 0 | 0 | 0.5 | 0 | | 1 | | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 0.5 | 0.5 | 0.2 | 1 | 0.5 | 0 | 0 | 0 | 0 |
| | Sri Lanka | 0.7 | 0.7 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | | | | | 1 | 1 | 0 | 1 | 0.5 | 1 | | 1 | 1 | 0 | 1 | 1 | 0.5 | 0.5 | 1 | 1 |
| | Thailand | 1 | 1 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0.5 | 0.5 | 0 | 0 | | | | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 0.5 | 0.5 | 0.5 | 0 | 0 | | 0 |
| | Timor-Leste | 0.3 | 0.3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Viet Nam | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 | 1 | 1 | 1 | 0.2 | 0.2 | 0.5 | 0.5 | 0.2 | 0 | 0.2 | 0.2 | 0 | 0 | 0 | 0 |
| SSA | Angola | 0 | 0 | 1 | 1 | | | | | | | | | | | | | 1 | 1 | 1 | 1 | 0.5 | 1 | 0.2 | 1 | 0.5 | 0.5 | | 0.2 | | 1 | | 1 |
| | Benin | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 0.5 | 0.2 | 0.2 | 0.5 | 0.2 | 0 | 0 | 1 | 1 |
| | Botswana | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 0 | 0 | 0 | 0 | 0.5 | 0.5 | 1 | 1 |
| | Burkina Faso | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.5 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Burundi | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 0 | 0 | 0.5 | 0.5 | 0.5 | 0.5 |
| | Cameroon | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 0 | 1 | 0.5 | 1 | 0.2 | 0.5 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |
| | Central African Republic | 0 | 0 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 | 0 | 1 | 1 | | | 0.5 | 0.5 | 0.2 | 0.2 | 0.2 | 0 | | | 0 | 1 |
| | Chad | 0.5 | | 0.5 | 0.5 | 0 | 0 | 0 | 0 | 0 | 0 | | | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0.2 | | 0.2 | 0.2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Congo | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | | | | | | | | | 1 | 1 | 1 | 0.5 | 0 | 0 | 0 | 1 |
| | DR of the Congo | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | 1 | 1 | | 1 | 0.2 | 0.2 | 0.2 | 0.2 | | | 0.2 | 0.2 | 0.5 | 0.5 | 0.5 | 0.5 |
| | Eritrea | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0.5 | 0.5 | | | 0.5 | 0.5 | | | 1 | | 0 | 1 | 1 | 1 | 0.5 | 1 | 0.5 | 0.5 | 0 | 0 | 0 | 0 | | 1 | 0.5 | 0.5 |
| | Ethiopia | 0.7 | 0.7 | 0.7 | 0.7 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 0.5 | 0.5 | | | | | 0 | 1 | 1 | 1 | 0.5 | 1 | 0.5 | 0.5 | 0.5 | 0.2 | 1 | 0.5 | 0 | 0.5 | 1 | 1 |
| | Gabon | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.2 | 0.2 | 0.2 | 0.2 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 |
| | Gambia | 0 | 0 | 0 | 0.3 | 0 | 0 | 1 | | 0 | 0 | 1 | | | 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 1 | 1 | 0 | 1 | 1 | | | 1 | 1 |
| | Ghana | 0.7 | 0.7 | 0.7 | 0.7 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 1 | 0.5 | 1 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Guinea | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.2 | 0 | 1 | 0.5 | 0 | 0 | 0 | 0 |
| | Guinea-Bissau | 0.5 | 0.5 | 0.5 | 0.5 | | | | | | | | | 1 | 1 | 1 | 1 | | | | | | | | | | | | | | | | |
| | Kenya | 0.3 | 1 | 1 | 0.7 | 0.5 | 0.5 | 1 | 0 | 0 | 0 | 1 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | 0.2 | 1 | 0.5 | 1 | 0 | 1 | 0 |
| | Lesotho | 0.7 | 0.7 | 0.7 | 0.7 | | 0.5 | | 0.5 | 1 | 0 | 1 | 0 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 1 | 1 |
| | Liberia | 0.7 | 0.5 | 0.7 | 0.5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.5 | 0.2 | 0.2 | 0 | 0.2 | 0 | 0.5 | 0.5 | 0.5 | 0 | 0 |
| | Madagascar | 0.3 | 0.3 | 0.5 | 0.5 | | | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 0 | 1 | 0.2 | 1 | | 0.5 | 0 | 0 | 0.5 | 0 | | | 0 | 1 |
| | Mali | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0.5 | 0 | | | 0 | | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.5 | 0.5 | 1 | 1 | 0.5 | 0 | 0 | 0 | 1 | 0 |
| | Mauritania | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 0 | 0 | 0 | 0 | | | | | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 |
| | Mozambique | 0.7 | 0.7 | 0.7 | 1 | 0 | | 1 | 0 | 0 | | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | 1 | 1 | 1 |
| | Niger | 0.3 | 0.3 | 0.3 | 0.3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 |
| | Nigeria | 0.7 | 0.7 | 0.7 | 0.7 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 1 | 0.5 | 0.2 | 1 | 0 | 0 | 0 | 0 | 0 |
| | Rwanda | 0.7 | 0.7 | 0.7 | 0.7 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Senegal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | 1 | | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 1 | | 1 | 1 | 1 | | 1 | |
| | Sierra Leone | 0.7 | 0.7 | 0.7 | 0.7 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 1 | 0.5 | 1 | 0.5 | 0.5 | 0.5 | 0.5 | 0 | 0 | | |
| | South Africa | 0.3 | 0.3 | 0.5 | 0.5 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 1 | | | | | 0 | 0 | 0 | 0 | 0.2 | 0.2 | 0.5 | 0.5 | 0.5 | 0.2 | 0.5 | 0.2 | 0.5 | 0 | 1 | 1 |
| | South Sudan | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.5 | 0.2 | 0.5 | 0.2 | 0 | 0.2 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 |
| | Sudan | 0 | 0 | 0.7 | 0.7 | | | | | | | | | | | | | 1 | 1 | 1 | 1 | 0.5 | 1 | 1 | 1 | 0.2 | 0 | 0.5 | 0.2 | | | 1 | 1 |
| | Togo | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.2 | 0.2 | 0.2 | 0.2 | 1 | 0.2 | 1 | 0.2 | 0 | 0 | 0 | 0 |
| | Uganda | 0.7 | 0.7 | 0.7 | 0.7 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 1 | 0.5 | 1 | 0 | 1 | 0.5 | 1 | 1 | 1 | 1 |
| | UR of Tanzania | 0.7 | 0.7 | 0.7 | 0.7 | 0 | 0.5 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.2 | 0.2 | 0.2 | 0.2 | 0.5 | 1 | | |
| | Zimbabwe | 0.3 | 0.3 | 0.3 | 0.3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 1 | 1 | 1 | 1 | 0.5 | 0.5 | 0.5 | 1 | 0.5 | 0 | 0.5 | 0.5 | 1 | 1 | 1 | 1 |

**Question and response coding** / **Region and country**

| Region | Country | A9. Number of lead ministries (count of lead ministries) | | D9. Total number of donors involved in the sector (count of donors) | | D9 Total number of donors allocating funding through a signed agreement responsive to government defined priorities (count of donors) | | D9. Total number of donors using direct funding to sector not through national budget (count of donors) | | D9. Total number of donors using targeted budget support for the sector (basket funding) (count of donors) | | D9. Total number of donors using general budget support with specific objectives or performance indicators for the sector (count of donors) | | B7. Do community-based service providers report the results of internal monitoring against required service standards in sanitation? (0/0.5/1) | | B7. Do informal service providers report the results of internal monitoring against required service standards? (0/0.5/1) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | S | W | S | W | S | W | S | W | S | W | S | W | S | W | S | W |
| CCA | Azerbaijan | 2 | 2 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 1 | 1 | 1 | 1 |
| | Georgia | 3 | 4 | 4 | 4 | 4 | 4 | | | | | | | 0 | 0 | 0 | 0 |
| | Kazakhstan | 2 | 3 | | | | | | | | | | | | 1 | | 1 |
| | Kyrgyzstan | 2 | 3 | 4 | 7 | 4 | 6 | | 1 | | | | | 0 | | 0 | |
| | Mongolia | 1 | 2 | 5 | 8 | 5 | 5 | | | | | | | 0.5 | 0.5 | 0.5 | 0.5 |
| | Tajikistan | 1 | 1 | 2 | 2 | | | | | | | | | 0 | 0 | | |
| EU | Belarus | 2 | 1 | | | | | | | | | | | | | | |
| | Estonia | 1 | 3 | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 0 | 0 | 0 | 0 |
| | Lithuania | 1 | 2 | | | | | | | | | | | 1 | 0 | 1 | 0 |
| | Republic of Moldova | 1 | 2 | 12 | 12 | 12 | 12 | | | 5 | 5 | 12 | 12 | 0 | 0.5 | 0 | 0.5 |
| | Serbia | 2 | 3 | 6 | 6 | 6 | 6 | | | | | | | 0 | 0 | 0 | 0 |
| | TFYR Macedonia | 3 | 4 | | 18 | | 18 | | | | 13 | | | 1 | 1 | 1 | 1 |
| | Ukraine | 2 | 3 | | | | | | | | | | | 0 | 0 | 0 | 0 |
| LAC | Argentina | 1 | 2 | | | | | | | | | | | 0 | 0 | 1 | 1 |
| | Bolivia (Plurinational State of) | 5 | 5 | 11 | 11 | 11 | 11 | | | 11 | 11 | 11 | 11 | 0 | 0 | 0 | 0 |
| | Brazil | 3 | 3 | | | | | | | | | | | 0 | 0 | 0 | 0 |
| | Chile | 2 | 3 | | | | | | | | | | | | 1 | | |
| | Colombia | 3 | 3 | | | | | | | | | | | 0 | | 0 | |
| | Costa Rica | 6 | 6 | | | | | | | | | | | 0.5 | 1 | 0 | 0 |
| | Côte d'Ivoire | 1 | 1 | 2 | 10 | 2 | 10 | | | | | | | 0 | 0 | 0 | 0 |
| | Cuba | 4 | 3 | | | | | | | | | | | 0 | 0 | 0 | 0 |
| | Dominican Republic | | | | | | | | | | | | | | | | |
| | El Salvador | 1 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | | | | | 0.5 | | 0.5 | |
| | Haiti | 1 | 1 | | | | | | | | | | | 0.5 | | 0.5 | |
| | Honduras | 6 | 6 | 13 | 13 | 2 | 2 | 12 | 12 | 0 | 0 | 1 | 1 | 0 | 0.5 | 0.5 | 1 |
| | Mexico | 3 | 3 | 0 | 0 | 0 | 0 | | | | | | | 0 | 0 | | |
| | Panama | 4 | 4 | 3 | 4 | 3 | 4 | | | 3 | 4 | | | 0 | 0.5 | 0 | 0 |
| | Paraguay | 3 | 3 | 5 | 7 | | | | | | | | | 0 | 0.5 | 0 | 0 |
| | Peru | 3 | 3 | 4 | 4 | 4 | 4 | | | | 4 | 4 | 3 | 0 | 0 | 0 | 0 |
| | Uruguay | 6 | 4 | 1 | 1 | | | | | 1 | 1 | | | | | | |
| MENA | Jordan | 1 | 1 | 12 | 12 | 12 | 12 | 6 | 6 | 12 | 12 | | | 0 | 0 | 0 | 0 |
| | Lebanon | | | 10 | 14 | | | | | | | | | 0 | 0.5 | 0 | 0 |
| | Morocco | 1 | 1 | 10 | 14 | 10 | 14 | 10 | 14 | 3 | | 2 | | 0 | 0 | 0 | 0 |
| | Oman | 3 | 3 | 1 | | 1 | | | | 1 | | | | 1 | 1 | 0 | 1 |
| | Tunisia | 1 | 2 | | 6 | | 6 | | 6 | | | | 1 | 0 | | | |
| | West Bank and Gaza Strip | 0 | 0 | 19 | 19 | 19 | 19 | 19 | | | | | | 0 | 0 | 0 | 0 |
| | Yemen | | | 6 | 6 | 6 | 6 | | | 6 | 6 | 6 | 6 | 0 | 0 | 0 | 0 |
| OCE | Cook Islands | 2 | 2 | | | | | | | | | | | | | | |
| | Fiji | 2 | 3 | | 1 | | | | | | | | | 0 | 0 | 0 | 0 |
| | Tonga | 4 | 2 | | | | | | | | | | | | | | |
| | Vanuatu | 1 | 2 | | | | | | | | | | | 0 | 0 | 0 | 0 |

Responsibility columns: A9 through the general budget support column. Enforceability columns: the two B7 columns.

B7 coding: 0 - Not reported; 0.5 Reported but does not lead to corrective action; 1 - Reported and triggers corrective action.

| Region | Country | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SEASA | Afghanistan | 3 | 3 | 7 | 7 | 2 | 2 | 5 | 5 | 0 | 0 | 0 | 0 | 0.5 | 0.5 | 0.5 | 0.5 |
| | Bangladesh | 4 | 5 | 13 | 13 | 9 | 9 | 4 | 4 | | | | | 0 | 0 | 0 | 0 |
| | Bhutan | 4 | 4 | 2 | 6 | 2 | 6 | 0 | 0 | 0 | 0 | 2 | 6 | 1 | 1 | 1 | |
| | Cambodia | 2 | 2 | 35 | 50 | 35 | 20 | 30 | 45 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 |
| | India | 1 | 1 | | | | | | | | | | | | 0 | | 0 |
| | Indonesia | 1 | 1 | 30 | 30 | 30 | 30 | | | | | 30 | 30 | 0.5 | 0.5 | 0.5 | 0.5 |
| | Iran (Islamic Republic of) | 1 | 1 | | | | | | | | | | | | | | |
| | Lao PDR | 3 | 3 | 15 | 15 | | | | | | | | | 0 | 0 | 0 | 0 |
| | Maldives | 1 | 1 | | | | | | | | | | | 0 | 0 | | |
| | Myanmar | 1 | 1 | 0 | 0 | | | | | | | | | 0.5 | 0 | 0.5 | 0.5 |
| | Nepal | 1 | 1 | 5 | 5 | 3 | 3 | 2 | 2 | | | | | 0 | 0.5 | 0 | 0.5 |
| | Pakistan | 1 | 1 | 29 | 29 | 7 | 7 | 22 | 22 | | | | | 1 | 1 | 0 | 0 |
| | Philippines | 1 | 1 | 3 | 8 | 3 | 8 | | | | | | | 0 | 0 | 0 | 0 |
| | Sri Lanka | 0 | 1 | 5 | 17 | 5 | 17 | | | | | | | 0.5 | 0.5 | 0.5 | 0.5 |
| | Thailand | 3 | 1 | 2 | 3 | | | 2 | 3 | | | | 3 | 0 | | 0 | |
| | Timor-Leste | 1 | 1 | 9 | 9 | 9 | 9 | 9 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Viet Nam | 2 | 2 | 5 | 5 | 5 | 5 | | | 5 | 5 | | | 0 | 0 | 0 | 0 |
| SSA | Angola | 4 | 4 | | | 2 | 3 | | | | | | | | | 1 | 1 |
| | Benin | 1 | 1 | 19 | 22 | 11 | 19 | | | | | | | 0 | 1 | 0 | 0 |
| | Botswana | 2 | 1 | | | | | | | | | | | 0 | | 0 | |
| | Burkina Faso | 2 | 1 | 14 | 19 | 14 | 19 | 2 | 6 | 5 | 5 | 11 | 11 | | 1 | 0 | 0.5 |
| | Burundi | 1 | 1 | | | 10 | 10 | 10 | 10 | | | | | 0 | 0 | 0 | 0 |
| | Cameroon | 2 | 1 | | | | | | | | | | | 0 | 0 | 0 | 0 |
| | Central African Republic | 1 | 1 | 10 | 10 | 10 | 10 | 10 | | | | | | | | | 0.5 |
| | Chad | 2 | 1 | 5 | 5 | | | | | | | | | 0 | | 0.5 | |
| | Congo | 1 | 1 | 10 | 10 | 10 | 10 | | | 10 | 10 | | | 0 | 1 | 1 | 1 |
| | DR of the Congo | 1 | 2 | 2 | 15 | 2 | 15 | 2 | 5 | 0 | 5 | 0 | 5 | 0.5 | 0 | 0.5 | 0 |
| | Eritrea | 1 | 1 | 4 | 2 | 4 | 2 | | 2 | | | | | 1 | 0.5 | | |
| | Ethiopia | 1 | 1 | 5 | 5 | 4 | 5 | 1 | | | | | | 0 | 1 | 0 | 1 |
| | Gabon | 3 | 1 | 5 | 2 | 5 | 2 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Gambia | 2 | 2 | | | | | | | | | | | 0 | | 1 | |
| | Ghana | 4 | 5 | | | | | | | | | | | 1 | 1 | 0.5 | 0 |
| | Guinea | 1 | 1 | 7 | 10 | 7 | 10 | 4 | 3 | 0 | 3 | 0 | 2 | 0 | 0 | 0 | 0 |
| | Guinea-Bissau | 3 | 4 | 12 | 12 | 12 | 12 | 12 | 12 | | | | | | | | |
| | Kenya | 1 | 1 | | 10 | | 10 | | 10 | | 2 | | 10 | 0 | 0 | 0 | 0 |
| | Lesotho | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Liberia | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 0 | 0 | 0 | 0 | 0.5 | 0 | 0.5 | 0 |
| | Madagascar | 3 | 3 | 48 | 48 | | | 43 | 43 | | | 5 | 5 | | 0 | | 0 |
| | Mali | 1 | 1 | | 11 | | | | 11 | | | | | 0 | 0 | 0 | 0 |
| | Mauritania | 1 | 1 | 4 | 7 | 4 | 7 | | | | | | | 0 | 0 | 0 | 0 |
| | Mozambique | 1 | 1 | 12 | 12 | 12 | 12 | 8 | 8 | 4 | 4 | 12 | 12 | 1 | 1 | 0 | 0 |
| | Niger | 1 | 1 | 7 | 15 | 7 | 15 | | | 2 | 2 | | | 0 | 1 | 0 | 1 |
| | Nigeria | 1 | 1 | 10 | 10 | 10 | 10 | 10 | 10 | | | | | 0 | 0 | 0 | 0 |
| | Rwanda | 1 | 1 | 15 | 15 | 15 | 15 | | | | | | | 0.5 | 0.5 | 0.5 | 0.5 |
| | Senegal | 1 | 3 | 7 | 11 | 6 | 10 | | | | | 2 | 2 | 0.5 | | | |
| | Sierra Leone | 2 | 4 | | | | | | | | | | | 0 | | 0 | |
| | South Africa | 1 | 1 | | | | | | | | | | | 0 | 0.5 | 0 | 0.5 |
| | South Sudan | 1 | 1 | 10 | 10 | 10 | 10 | 10 | 10 | | | | | 0 | 0.5 | 0 | 0 |
| | Sudan | | | | | | | | | | | | | | 1 | | 1 |
| | Togo | 1 | 1 | 8 | 13 | 2 | 8 | | | | | | 8 | 0 | 0 | 0 | 0 |
| | Uganda | 1 | 1 | 7 | 7 | 6 | 6 | 1 | 1 | 6 | 6 | 7 | 7 | 1 | 1 | 1 | 1 |
| | UR of Tanzania | 1 | 1 | 7 | 11 | 3 | 6 | 4 | 5 | 0 | 6 | 0 | 0 | 1 | | 0 | |
| | Zimbabwe | 1 | 2 | 10 | 10 | 10 | 10 | 8 | 8 | 2 | 2 | | | 1 | 1 | 1 | 1 |

| | | Responsibility | | | | | |
|---|---|---|---|---|---|---|---|
| Question and response coding | | A10. Does a formal mechanism exist to coordinate the work of different organisations with responsibilities in WASH? | A10a. If a mechanism exists, does the coordination process include all ministries and government agencies that directly or indirectly influence sesrvice delivery? | A10b. If a mechanism exists, does the coordinations process include non-government stakeholders? | A10c. If a mechanism exists, does the coordination proces apply evidence-based decision-making, including consideration of agreed indicators? | A10d. If a mechanism exists, does the coordination process base its work on an agreed sectoral framework or national plan? | A10e. If a mechanism exists, is the coordination process documented? |
| | | 1 - Yes 0.5 - Developing 0 - No | 1 - Yes 0 - No | 1 - Yes 0 - No | 1 - Yes 0 - No | 1 - Yes 0 - No | 1 - Yes 0 - No |
| Region and country | | | | | | | |
| CCA | Azerbaijan | 1 | 1 | 1 | 1 | 1 | |
| | Georgia | 1 | 1 | 0 | 1 | 0 | 0 |
| | Kazakhstan | 1 | 1 | 1 | 1 | 1 | 1 |
| | Kyrgyzstan | 1 | 1 | 1 | 1 | 1 | 1 |
| | Mongolia | 1 | 1 | 0 | 1 | 1 | 1 |
| | Tajikistan | 1 | 1 | 1 | 1 | 1 | 1 |
| EU | Belarus | 1 | 1 | 1 | 1 | 1 | 1 |
| | Estonia | 1 | 1 | 1 | 1 | 1 | 1 |
| | Lithuania | 1 | 1 | 1 | 1 | 1 | 1 |
| | Republic of Moldova | 1 | 1 | 1 | 1 | 1 | 1 |
| | Serbia | 1 | 1 | 1 | 1 | 1 | 1 |
| | TFYR Macedonia | 1 | 1 | 1 | 1 | 1 | 1 |
| | Ukraine | 1 | 1 | 1 | 1 | 1 | 1 |
| LAC | Argentina | 0 | | | | | |
| | Bolivia (Plurinational State of) | 1 | 1 | 1 | 1 | 1 | 1 |
| | Brazil | 0.5 | | | | | |
| | Chile | 1 | | | | 1 | |
| | Colombia | 1 | 1 | 0 | 1 | 1 | 1 |
| | Costa Rica | 0.5 | 1 | 1 | 0 | 1 | 1 |
| | Côte d'Ivoire | 0.5 | | | | | |
| | Cuba | 1 | 1 | 1 | 1 | 1 | 1 |
| | Dominican Republic | 1 | 1 | 1 | 1 | 1 | 1 |
| | El Salvador | 1 | 1 | 0 | 0 | 0 | 0 |
| | Haiti | 1 | 1 | 0 | | 1 | 1 |
| | Honduras | 1 | 1 | 1 | 1 | 1 | 1 |
| | Mexico | 1 | 1 | 1 | 1 | 1 | 1 |
| | Panama | 1 | 1 | 1 | 1 | 1 | 1 |
| | Paraguay | 0.5 | | | | | |
| | Peru | 0 | | | | | |
| | Uruguay | 0.5 | | | | | |
| MENA | Jordan | 1 | 1 | 1 | 1 | 1 | 1 |
| | Lebanon | 0.5 | | | | | |
| | Morocco | 1 | 1 | 1 | 1 | 1 | 1 |
| | Oman | 1 | 1 | 1 | 1 | 1 | 1 |
| | Tunisia | 0 | | | | | |
| | West Bank and Gaza Strip | 1 | 1 | 1 | 1 | 1 | 1 |
| | Yemen | 0 | | | | | |
| OCE | Cook Islands | 0.5 | 0 | 0 | 0 | 0 | 0 |
| | Fiji | 1 | 1 | 1 | 1 | 1 | 0 |
| | Tonga | 1 | 1 | 1 | 1 | 1 | 1 |
| | Vanuatu | 1 | 1 | 1 | 1 | 1 | 1 |

| Region | Country | | | | | | |
|---|---|---|---|---|---|---|---|
| SEASA | Afghanistan | 1 | 1 | 1 | 1 | 1 | 1 |
| | Bangladesh | 1 | 1 | 1 | 1 | 1 | 1 |
| | Bhutan | 0.5 | | | | | |
| | Cambodia | 1 | 1 | 1 | 1 | 1 | 1 |
| | India | 1 | 1 | 1 | 0 | 0 | 1 |
| | Indonesia | 1 | 1 | 1 | 1 | 1 | 1 |
| | Iran (Islamic Republic of) | 1 | 1 | 0 | 1 | 1 | 0 |
| | Lao PDR | 1 | 1 | 1 | | 1 | 1 |
| | Maldives | 0 | | | | | |
| | Myanmar | 1 | 1 | 1 | 1 | 1 | 1 |
| | Nepal | 1 | 1 | 1 | 1 | 1 | 1 |
| | Pakistan | 1 | 1 | 1 | 1 | 0 | 1 |
| | Philippines | 1 | 1 | 1 | 1 | 1 | 1 |
| | Sri Lanka | 1 | 1 | 1 | 1 | 1 | 1 |
| | Thailand | 1 | 1 | 1 | 1 | 1 | 0 |
| | Timor-Leste | 1 | 1 | 1 | 1 | 0 | 1 |
| | Viet Nam | 1 | 1 | 0 | 1 | 1 | 1 |
| SSA | Angola | 0.5 | | | | | |
| | Benin | 0.5 | | | | | |
| | Botswana | 0 | | | | | |
| | Burkina Faso | 1 | 1 | 1 | 1 | 1 | 1 |
| | Burundi | 1 | 1 | 1 | 1 | 1 | 1 |
| | Cameroon | 1 | 1 | 1 | 1 | 1 | 1 |
| | Central African Republic | 0.5 | 1 | 1 | 1 | 1 | 1 |
| | Chad | 1 | 1 | 1 | 1 | 1 | 1 |
| | Congo | 1 | 1 | 1 | 1 | 1 | 1 |
| | DR of the Congo | 1 | 1 | 1 | 0 | | |
| | Eritrea | 1 | 1 | 1 | 1 | 1 | 1 |
| | Ethiopia | 1 | 1 | 1 | 1 | 1 | 1 |
| | Gabon | 1 | 1 | 1 | 0 | 0 | 0 |
| | Gambia | 1 | 1 | 1 | 0 | 0 | 1 |
| | Ghana | 1 | 1 | 1 | 1 | 1 | 1 |
| | Guinea | 0.5 | 1 | 1 | 1 | 0 | 0 |
| | Guinea-Bissau | 1 | 0 | 0 | 1 | 1 | 0 |
| | Kenya | 1 | 1 | 1 | 1 | 1 | 1 |
| | Lesotho | 1 | 1 | 1 | 1 | 1 | 1 |
| | Liberia | 1 | 1 | 1 | 1 | 1 | 1 |
| | Madagascar | 1 | 1 | 1 | 1 | 1 | 1 |
| | Mali | 1 | 1 | 1 | 1 | 1 | 1 |
| | Mauritania | 1 | 1 | 1 | 0 | 0 | 0 |
| | Mozambique | 0.5 | 1 | 1 | 1 | | 1 |
| | Niger | 1 | 1 | 1 | 0 | 1 | 1 |
| | Nigeria | 1 | 1 | 1 | 1 | 1 | 1 |
| | Rwanda | 1 | 1 | 1 | 1 | 1 | 1 |
| | Senegal | 0.5 | 1 | 1 | 1 | 1 | 1 |
| | Sierra Leone | 1 | 1 | 1 | 1 | 1 | 1 |
| | South Africa | 1 | 1 | 1 | 1 | 1 | 0 |
| | South Sudan | 1 | 1 | 1 | 1 | 1 | 1 |
| | Sudan | 1 | 1 | 1 | 1 | 1 | 1 |
| | Togo | 0.5 | 0 | 1 | 0 | 1 | 0 |
| | Uganda | 1 | 1 | 1 | 1 | 1 | 1 |
| | UR of Tanzania | 1 | 1 | 1 | 1 | 1 | 1 |
| | Zimbabwe | 1 | 1 | 1 | 1 | 1 | 1 |