

# Improving water and sanitation services for the urban poor



WSP pre-council work conference  
Tuesday 17 June, Amsterdam



# 1 Introduction

**Dear WaSH professional,**

*June 2014*

We would like to extend a warm welcome to you on attending this special work conference preceding the annual Governing Council meeting of the World Bank's Water and Sanitation Programme (WSP).

Today's programme will showcase examples of successful collaboration between WSP and Dutch partners on complex issues regarding improved accessibility and sustainability of WASH services to the poor. Presentations from leading individuals from the water and sanitation sector in developing countries will set the stage for deeper exploration of several cases, which will allow us to identify what has worked well, where we can improve and what lessons could be taken on board for a future WSP programme of working towards improved access for the urban poor.

Finally, we would like to thank chairman of the day Paul Koppen as well as our plenary speakers and work session leads for joining us and making this unique opportunity possible.

Yours sincerely,

**Gerhard van den Top**  
*CEO Vitens Evides International*

**Kenneth Comvalius**  
*Director World Waternet*

## 2 Conference programme

The programme of the work conference consists of three plenary sessions with presentations by representatives from Mozambique, Kenya and Bangladesh. The plenary sessions are followed by four smaller working sessions focusing on different elements for a theory of change in the urban water and sanitation sector. The working sessions will produce five lessons learnt or recommendations which will be reported to the WSP Governing Council on the following day.

### Programme

- 09:30 Registration of participants
- 10:00 Opening remarks by Mr. Johan de Bondt, Chairman Water Authority Amstel Gooi en Vecht and Chairmain World Waternet
- 10:15 Live stream Mr. Frank Heemskerk
- 10:30 Current thinking on serving the poor in urban settings: Glenn Pearce-Oroz, WSP Council
- 10:45 AIAS - small towns in Mozambique: lessons from the FIPAG showcase  
Mr. Valdemiro Bernardo Matavela, Head, Technical Department, AIAS Mozambique
- 11:15 Mombasa: prospects for a break through decentralization  
Mrs. Fatma Awale, Council Minister for Water from Mombasa County, Kenya
- 11:45 Dhaka: central and decentral solutions for an Asian mega city Mr. Md. Serajuddin, Deputy Managing Director Research, Planning & Development of Dhaka Water Supply & Sewerage Authority, Bangladesh
- 12:15 Panel discussion
- 12:45 Lunch
- 13:30 Start of four work sessions
- 15:00 Short break
- 15:30 Report Back from Round Tables and plenary dialogue
- 16:00 Closing remarks by Mr. Junaid Kamal Ahmad, Global Water Practice Leader, World Bank WSP
- 16:15 Reception hosted by WSP
- 17:30 End

### Work sessions

#### **Work Session 1:** *Sustainable Urban Water Supply and Sanitation Services to the Poor*

*WSP lead* - Glenn Pearce-Oroz, Regional Team Leader for Africa, The World Bank

*NL lead* - Hester Foppen, Program manager New Sanitation, Aqua for All

#### **Work Session 2:** *Capacity Building, performance and future WASH financing*

*WSP lead* - Ivo Imparato, Regional Team Leader for Latin America, The World Bank

*NL lead* - Gerhard van den Top (CEO) Vitens Evides International

#### **Work Session 3:** *The institutional dimension: Good Governance and how to get there*

*WSP lead* - Bhuvan Bhatnagar, Global Business Area Lader Pro-Poor Policy Reform, The World Bank

*NL lead* - Koen Overkamp, Senior Project Manager, Netherlands Water Partnership

#### **Work Session 4:** *The economics of sustainable services at scale*

*WSP lead* - Almud Weitz, Regional Team Leader for South Asia and East Asia, The World Bank

*NL lead* - Harold Lockwood, Director of Aguaconsult, IRCConsult

# 3 Hosts and supporting organizations

The WSP pre-council work conference is hosted by WSP, World Waternet and Vitens Evides International and is supported by NWP and the Dutch Ministry of Foreign Affairs.



## **WSP** [www.wsp.org](http://www.wsp.org)

The Water and Sanitation Program (WSP) is a multi-donor partnership administered by the World Bank to support poor people in obtaining affordable, safe and sustainable access to water and sanitation services. WSP has led or supported many of the advances made within the water and sanitation sector over the last three decades. We are able to share best practices across regions and place a strong focus on capacity-building by forming partnerships with academia, civil society organizations, donors, governments, media, private sector, and others. Our work helps to effect the regulatory and structural changes needed for broad water and sanitation sector reform. Our challenge is to replicate successful approaches, continue targeted learning efforts, and support reforms that ensure the adoption of sustainable investments in the sector that help people rise from poverty.



## **World Waternet** [www.worldwaternet.com](http://www.worldwaternet.com)

World Waternet is related to the public water cycle utility Waternet and contributes to the sustainable development of the water cycle in various countries around the world through Water Operators' Partnerships. We work closely with Dutch partners and local governments and (principally) public water companies, particularly in developing countries. We are committed to building long-term relationships with our partner organisations and are focusing on Africa. Our Africa Strategy aims to pass on knowledge to water organisations by coaching regional leading organisations in strategic locations in Africa. The strategy is focused on the establishment or strengthening of water training centres in Egypt, Morocco and South Africa.



## **Vitens Evides International** [www.vitensevidesinternational.com](http://www.vitensevidesinternational.com)

VEI is the international joint venture of the two largest Dutch water companies and supports water utilities in developing and emerging economies to become more effective and efficient. This enables them to qualify for the larger investments in infrastructure rehabilitation and expansion they require in order to keep up with rapid growth in water demand in urban areas. Vitens Evides International is currently managing programmes enhancing increased access to water and sanitation services for nearly 60 million people in Africa and Asia. We focus on urban and peri-urban water services, and always work in partnership with local utilities.



### **NWP** [www.nwp.nl](http://www.nwp.nl)

The Netherlands Water Partnership (NWP) is a comprehensive network that unites Dutch water expertise. The partnership, consisting of 200 members from private companies, government, knowledge institutes and NGOs, acts as a centre of information on water expertise, policy developments and market opportunities. But NWP is more than an information source; the organization also initiates, coordinates and executes projects for its members, such as trade missions, exhibitions and conferences. By putting our heads together as a network, we can achieve more in solving global water related challenges. A united voice is stronger than 200 individual voices. Moreover, by entering markets in clusters, offering expertise as a one-stop-shop, Dutch companies increase their world market share considerably. In the Netherlands as well as abroad, the NWP is the gateway to all you need to know about the Dutch Water Sector and its solutions to global water related challenges.



Ministry of Foreign Affairs of the Netherlands

### **Dutch Ministry of Foreign Affairs** [www.government.nl/ministries/bz](http://www.government.nl/ministries/bz)

The Ministry of Foreign Affairs is the channel through which the Dutch Government communicates with foreign governments and international organisations. It coordinates and carries out Dutch foreign policy. The Ministry has two halves: its headquarters in The Hague and its missions abroad (embassies, consulates, and permanent representations). At the Ministry's Department of International Development Cooperation, the goal is to promote sustainable economic development in developing countries through a combination of aid and trade. In doing so, the Ministry focuses on four main themes – of which water is one. Within this theme, three areas are emphasized: efficient water use (particularly in agriculture), improved river basin management and safe deltas, and improved access to clean drinking water and sanitation. In fulfilling its mission, the Ministry aims to be sustainable, mitigate climate change, be gender sensitive, and promote the deployment of Dutch expertise abroad.

**In addition, several organizations from the Dutch and international WaSH sector have contributed to the programme:**



### **Wash Alliance** [www.washalliance.nl](http://www.washalliance.nl)

The Dutch WASH Alliance (DWA) is a consortium of six Dutch NGOs working together towards a society in which everybody makes hygienic use of sustainable water and sanitation. In the alliance, existing of Simavi, Akvo, AMREF, ICCO, RAIN and WASTE, we intensify our already ongoing cooperation and coordination in developing countries in order to further increase the effectiveness of our programs and to learn from each other. As a network organization, the Alliance collaborates with a large number of other institutions in the 8 countries of operation, the Netherlands and international in order to implement a comprehensive and integrated five-year WASH programme.



### **Aqua for All** [www.aquaforall.nl](http://www.aquaforall.nl)

Aqua for All is a foundation dedicated to fulfilling the needs of the poorest people in the world, the people with less than \$ 4 a day, the so called Base of the Pyramid (BoP). Our purpose is to steadily increase the number of people with access to clean water and adequate sanitation on a sustainable base. Aqua for All acts as a networking agent, connecting public and private organizations, mobilizing resources, expertise and finances from the Dutch water sector towards development projects focused on water and sanitation.



### **BoPInc** [www.bopinc.org](http://www.bopinc.org)

The BoP Innovation Center (BoPInc) accelerates the number and impact of inclusive innovations in low-income markets. Inclusive innovations serve the demand of the poor and create shared value for all stakeholders involved. BoPInc incubates innovations, shares learnings and improves the enabling environment. Together with leading companies and civil society organizations, we explore the potential of low-income markets and create new business propositions. The strategic development process of the BoPInc is fostered by The Strategic Partner Council, is a group of experts from various organizational types and backgrounds, for example ICCO, Unilever and LEI/Wageningen University.



### **Water Governance Centre** [www.watergovernancecentre.nl](http://www.watergovernancecentre.nl)

The Water Governance Centre is a networking organization that aims to strengthen the role of water governance in water issues both in The Netherlands and abroad. It joins parties such that they discover each other's disciplines and competences, and mutually strengthen their water governance capacities. This may refer to, for instance, more interaction between water and spatial planning in order to make sufficiently room for more heavy downpour when climate changes. It may also refer to better agreements between countries in a river catchment to avoid conflicts over water.



### **IRCConsult** [www.ircwash.org/consult](http://www.ircwash.org/consult)

IRC is an international think-and-do tank that works with governments, NGOs, entrepreneurs and people around the world to find long-term solutions to the global crisis in water, sanitation and hygiene services. At the heart of its mission is the aim to move from short-term interventions to sustainable water, sanitation and hygiene services. With over 40 years of experience, IRC runs programmes in more than 25 countries and large-scale projects in seven focus countries in Africa, Asia and Latin America. It is supported by a team of over 100 staff across the world. IRCconsult is a partnership between Aguaconsult and IRC with joint representation at director and management levels, and reflects the shared values and close working relationship of both organisations. The UK consultancy Aguaconsult and the Dutch-based think-and-do tank IRC are using this partnership to combine their extensive networks and cutting edge sector knowledge.

## 4 Plenary speakers

### **Valdemiro Bernardo Matavela** *Head of Technical Department, AIAS Mozambique*

Mr. Valdemiro Bernardo Matavela is the Director of the Operations Control Department and Technical Assistance at the Administration of Water and Sanitation Infrastructure (Administração de Infraestruturas de Água e Saneamento; AIAS) of the Ministry of Public Works and Housing. He is responsible for the coordination of investment, rehabilitation, and technical assistance activities for the water systems in 130 peri-urban towns and the sanitation systems in 151 towns and cities throughout Mozambique. Previously, Mr. Matavela was the head of the Department of Sanitation of the National Directorate of Water. Mr. Matavela holds a Degree in Civil Engineering.

### **Fatma Awale** *Council Minister for Water, Mombasa County, Kenya*

Ms. Fatma Awale holds a Masters Degrees in International Relations and a Degree in International Business. Her current position is the County Executive Secretary in Charge of Water, Environment and Natural Resources for Mombasa County. Before her appointment she was the Chairperson of the Board of Directors of Mombasa Water and Sanitation Company. She is also the Current Vice President of Athletics Kenya Federation. Ms. Awale previously worked for United Nations Development Programme Somalia (UNDP-Somalia). She has served in various Government Boards as a Director and as Member of the National Anti-corruption Steering Committee and the Export Promotion Council (EPC).

### **Md. Serajuddin** *Deputy Managing Director Research, Planning & Development of Dhaka Water Supply & Sewerage Authority, Bangladesh*

Mr. Serajuddin has been working in the area of Water and Waste Water Engineering for the last 36 years at Dhaka Water Supply & Sewerage Authority (DWASA). He has a vast experience in management of a large public service entity and commercial organization. During his tenure in DWASA he worked in the positions of Project Director in several projects and Chief Engineer. Currently, he works as Deputy Managing Director (Research, Planning and Development). Mr. Serajuddin is a registered professional Engineer (PEng) having an MSc degree in both Water Resources Engineering and Water & Waste Water Engineering. He also has an MBA degree in his credit.

### **Glenn Pearce-Oroz** *Regional Team Leader for Africa, The World Bank*

Mr. Glenn Pearce-Oroz is the Principal Regional Team Leader for Africa for the WSP. Based in Kenya, he manages WSP's work program in 14 countries throughout Africa. Trained as an urban and regional planner, he has worked in water & sanitation and urban development in Latin America, South Asia, and Africa. He is currently focused on the challenge of addressing sustainable urban services for the poor in a water scarce environment in Africa. Prior to his current position, he was the regional manager for WSP in Latin America, where he led innovations such as disaster risk management in urban water supply and sanitation.

### **Junaid Kamal Ahmad** *Global Water Practice Leader, The World Bank*

Mr. Junaid Ahmad is the incoming senior director for the Water Global Practice of the World Bank Group. Recently he was the Director for Sustainable Development, for the Middle East and North Africa (MENA) Region at the World Bank, responsible for the Bank's portfolio in MENA covering water, infrastructure, social development and decentralization. In South Asia he was the Regional Team Leader of the WSP. Mr. Ahmad was one of the co-authors of the 2004 WDR 'Making Services Work for Poor People'. Mr. Ahmad graduated from Brown University with a BA in Economics, Masters in Public Policy Degree from Harvard and a Phd from Stanford University in Applied Economics.

## 5 Work session leads

### **Hester Foppen** *Program manager New Sanitation, Aqua for All*

Since July 2011, Hester Foppen works for Aqua for All, based in The Hague, the Netherlands. Aqua for All was founded ten years ago by the Dutch watersector to help them improving the access of poor people in developing countries, to clean drinking water. Aqua for All matches the demand in developing countries, with resources in the Netherlands, like expertise and financing. The programme she currently works for is called New Sanitation. Before 2011 Hester worked for ICCO as Programme Specialist WASH and Regional Coordinator Latin America.

### **Ivo Imparato** *Regional Team Leader for Latin America, The World Bank*

Ivo Imparato graduated as a Civil Engineer at the University of São Paulo, and later studied Urban Planning. He has worked in water and sanitation, municipal management, urban development and infrastructure since 1983. Mr. Imparato joined the World Bank in 2001 as a Regional Advisor in charge of the Cities Alliance office for Latin America. In 2003, his book “Slum Upgrading and Participation: Lessons from Latin America” was published by the World Bank. From 2007 to 2013 Mr. Imparato worked as a Senior Urban Specialist and as the World Bank’s Sector Leader for Sustainable Development. On July 1st 2013, he became the Regional Team Leader of the Water and Sanitation Program for Latin America and the Caribbean.

### **Gerhard van den Top** *CEO, Vitens Evides International*

Gerhard van den Top’s experience in the field of water and natural resource management spans over 25 years, and includes experience in the private sector, civil society organizations and in the academe. Since 2009, he serves as the CEO of Vitens Evides International (VEI). Before joining VEI, Gerhard worked for Shell Global Solutions as Executive Strategy Consultant and for the World Wide Fund for Nature as Conservation Director and Director of the WWF College for Conservation Leadership. He holds an Engineering Degree in Tropical Land and Water Management from the Wageningen Agricultural University, and PhD degree in Environmental Science from Leiden University.

### **Bhuvan Bhatnagar** *Global Business Area Leader Pro-Poor Policy Reform, The World Bank*

Bhuvan Bhatnagar is the Global Business Area Leader for Pro Poor Sector Reforms in WSP. Before joining WSP more than a year ago, he served as Lead Specialist for Social Development and Rural Development in South Asia Region. He was also based in the Manila office of the World Bank for more than five years leading programs on community development, social accountability and conflict/fragility. He has graduate degrees from the University of Chicago, and a BA (Honors) in Economics from St. Stephen’s College, Delhi.

### **Koen Overkamp** *Senior Project Manager, Netherlands Water Partnership*

Koen Overkamp works as a Senior Project manager for the The Netherlands Water Partnership (NWP) since 2012. NWP is a comprehensive network that unites Dutch water expertise. The partnership, consisting of 200 members from private companies, government, knowledge institutes and NGOs, acts as a centre of information on water expertise, policy developments and market opportunities. The organization also initiates, coordinates and executes projects for its members, such as trade missions, exhibitions and facilitates several (bilateral) country platforms. Before joining NWP, Koen worked for the United Nations as Expert Water and Sanitation.

**Almud Weitz** *Regional Team Leader for South Asia and East Asia, The World Bank*

Ms. Almud Weitz, joined the World Bank in 2007 and is currently Principal Regional Team Leader for East Asia and the Pacific as well as South Asia at the Water and Sanitation Program (WSP). She is managing WSP activities in 10 countries: Bangladesh, Cambodia, India, Indonesia, Lao PDR, Pakistan, Papua New Guinea, the Philippines, Timor Leste and Vietnam. Prior to joining the World Bank, Ms. Weitz held various project task management positions at the Asian Development Bank in Manila and in Jakarta. She started her career as a Policy Analyst with the United Nations Development Programme in New York where she worked for 4 years. She holds a Masters Degree in Economics from Free University of Berlin in Germany.

**Harold Lockwood** *Director of Aguaconsult, IRC consult*

Harold Lockwood is the Director of Aguaconsult. Harold has over twenty two years of international work experience largely in water supply, sanitation, environmental health and disaster risk reduction, and in a variety of countries in Latin America, Asia, and Africa. Harold holds an MSc Small-scale Engineering and Rural Development from Cranfield as well as a BA in Social Sciences. His expertise includes the organization of the water supply and sanitation sector, policy analysis and institutional reform, sustainability of service delivery, postconstruction support, community-management and alternative models. Harold also has considerable experience in Disaster Risk Reduction, undertaking evaluations of humanitarian programmes and policy development work.

**Guy Hutton** *Senior Economist, The World Bank*

Mr. Guy Hutton, joined the World Bank in 2006 and is currently Senior Economist at the Water and Sanitation Program (WSP). He is leading the economics and knowledge agendas of WSP globally. Prior to joining the World Bank, Mr. Hutton previously held positions at the University of London and the University of Basel, and worked as a consultant leading global studies and initiatives for the World Health Organization, UNICEF, GIZ and Copenhagen Business School, among others. He is a British national and holds a Masters degree and PhD degree in health economics.

**Catarina Fonseca** *Senior programme officer, IRCConsult*

Ms. Catarina Fonseca has fourteen years of experience in the water supply and sanitation sector and pioneered sector development on the understanding of life-cycle costs and financing. She leads the innovation and international programme of IRC and has a passion for evidence and data in support of good governance. Before IRC, Catarina worked with a Portuguese NGO for three years on participatory approaches in urban slums with a gender and equity emphasis. Ms. Fonseca holds a PhD in Water Sciences, a MAs in Development Studies specialized in agriculture and rural development and was originally trained as an Economist.

**Maarten Hofstra** *Strategic Advisor Water Policy and Water Governance, Water Governance Centre*

Maarten Hofstra graduated in Civil Engineering (sanitary engineering) and in Philosophy of Management and Organization. He was active in water management at the national as well as the international level. In 1985 he wrote the report "Living with water" which more or less was the start of integrated water management in the Netherlands. As deputy-director of water management in the Ministry of Transport, Public Works and Water Management he was responsible for the policy, planning, legislation on and financing of water management and the implementation by Rijkswaterstaat. He now works as Strategic Advisor Water Policy and Water Governance at UNESCO-IHE, Rijkswaterstaat and the Water Governance Centre.

# 6 Attendees

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