

Revising the Equitable Access Score-card

Accountability framework and finance

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World Health
Organization

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Introduction

Focus area: *Assessing whether existing mechanisms in place allow right-holders to monitor and participate in WASH related processes - including its financing, and are aligned with the legal framework of the human rights to water and sanitation*

The proposed parameters seek to:

1. Include the content of the **cross-cutting principles** of the human rights to water and sanitation **to guide implementers on the type of measures and interventions** that should be adopted **to ensure the legal accountable framework in the WASH sector**
2. Assess the level of **participation of right-holders in WASH-related processes**, including **monitoring and evaluation** processes and those related to **finance**
3. Include remedial action for all right-holders and through **effective complaint mechanisms at all levels**
4. Assess whether the **finance WASH sector is transparent** and responds to the identified needs (including affordability) in an **accountable manner**

Annex & Glossary

Cross-cutting principles of the rights to water and sanitation: *accountability, participation, access to information and transparency, non-discrimination and equality and sustainability*

WASH related processes : *provision – delegation - monitoring and evaluation – finance / budget /tariffs / subsidies of WASH services, among others.*

Proposed revisions

Area of the Scorecard	Question	Before	After
Rights and duties of users and other right-holders	1.3.4.	There are mechanisms in place to allow right-holders to keep responsible authorities accountable	There are mechanisms in place to allow right-holders to keep responsible authorities accountable (through public participation in monitoring and evaluation processes, and at different levels of decentralization – such as monitoring the performance of service providers and the implementation of institutional regulations carried out by supervision/control bodies; monitoring the inclusion of updated data carried out by national statistical institutions) including in emergency situations
Rights and duties of users and other right-holders	1.3.2.	There are mechanisms in place to allow right-holders to participate in the decision-making processes concerning the level and quality of access that they receive	There are mechanisms in place to allow right-holders to participate in the decision-making processes concerning the level and quality of access that they receive, and any other WASH related processes* that might affect them (strengthening of partnerships among governments, NGOs, and community-based organizations)

Proposed revisions

Area of the Scorecard	Question	Before	After
Rights and duties of users and other right-holders	1.3.1.	There are mechanisms in place to allow right-holders to know their rights and obligations as well as how to access relevant information	There are mechanisms in place to allow right-holders to know their rights and obligations as well as how to access relevant information The responsible authorities collaborate with other organizations, such as local NGOs and human rights organizations to sensitize specific vulnerable and marginalized groups and the general population at large, as well as media, policy makers, business and all relevant public officials
Rights and duties of users and other right-holders	1.3.3.	There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions	There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions (through effective complaint mechanisms* at all levels: service provider level; administrative level (supervision/control bodies, municipality); quasi-judicial mechanisms (national human rights institutions or similar at national, regional and international levels); and access to courts at national and regional levels, including in emergency situations

Proposed revisions

Area of the Scorecard	Question	Before	After
Ensuring Access for Vulnerable and Marginalized groups	3.3.4. 3.4.4. 3.6.4. 3.7.4. 3.8.4. 3.9.4. 3.11.4	Health facilities (and other settings) have relevant complaint mechanisms in place	Health facilities (and other settings) have relevant complaint mechanisms in place, and coordination support is carried out with other institutions and actors (eg. regulatory and control bodies, municipalities, service providers)
Sector financial policies	1.2.2.	The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified	The sources of funding to achieve equitable access to safe drinking water and sanitation have been approved (costed implementation plan with sufficient human and financial resources). Please indicate if a gender equality perspective has been applied (1.2.3. : The finance strategies for the WASH sector take equity issues into account and include specific targets to eliminate them progressively)

Thank you for your attention

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